



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

**Bid Receiving - PWGSC / Réception des
soumissions - TPSGC**

11 Laurier St. / 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau, Québec K1A 0S5

Bid Fax: (819) 997-9776

LETTER OF INTEREST

LETTRE D'INTÉRÊT

Comments - Commentaires

Vendor/Firm Name and Address

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

Issuing Office - Bureau de distribution

Training and Specialized Services Division/Division de la
formation et des services spécialisés
Terrasses de la Chaudière 5th Floor
Terrasses de la Chaudière 5e étage
10 Wellington Street,
10, rue Wellington,
Gatineau
Québec
K1A 0S5

Title - Sujet Office Ergonomic Assessment Service	
Solicitation No. - N° de l'invitation E60ZH-190000/A	Date 2018-07-04
Client Reference No. - N° de référence du client E60ZH-190000	GETS Ref. No. - N° de réf. de SEAG PW-\$\$ZH-148-33667
File No. - N° de dossier 148zh.E60ZH-190000	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-07-26	
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: St-Cyr, Audrey	Buyer Id - Id de l'acheteur 148zh
Telephone No. - N° de téléphone (613) 858-9049 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

Request for Information (RFI)

Ergonomic Assessments Request for Standing Offer

1. Purpose and Nature of the Request for Information (RFI)

Public Services and Procurement Canada (PSPC) is seeking Industry feedback regarding Office Ergonomic Assessment Services to be provided to federal government departments, agencies and Crown corporations across Canada.

The objectives of this RFI are to:

- a) Provide the industry with the opportunity to assess and improve the requirement, report format, call-up process and timelines;
- b) Solicit feedback and recommendations on any issues that would impact a supplier's ability to fulfill the requirement; and
- c) Solicit industry knowledge and best practices with regard to existing processes and capabilities that would increase the likelihood of a successful outcome of this method of supply.

This RFI is neither a call for tender nor a Bid Solicitation. 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. Background Information

Federal government departments, agencies and Crown corporations must comply with the requirements and obligations of the Canada Labour Code (CLC), Part II and applicable legislations, policies, directives, guidelines, statutes and regulations, etc., as required. Specifically, the CLC, Part II, Section 125. (1)(t), states, "Employers are required to ensure that the workplace, workspaces and procedures meet prescribed ergonomic standards". In addition, CLC, Part II, Section 125. (1)(u), states, "Employers are also responsible to ensure that machinery, equipment and tools used by workers in the course of their employment meet prescribed health, safety and ergonomic standards".

The objective is to provide federal government departments, agencies and Crown corporations across Canada with office ergonomic assessment services.

3. Security Requirement

There may be Security Requirements required under the resulting method of supply and will be defined at the bid solicitation stage.

Prior to working on a federal government contract with security requirements, your organization must be registered in the Industrial Security Program (ISP). To register in the ISP, a Government of Canada (GC) Approved Source must sponsor your private sector organization. For more information please consult the website at <http://uat-iss-ssi.pwgs-tpsgc.gc.ca/ssi-iss-services/eso-oss-eng.html>.

4. 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) Industrial and Regional Benefits (IRBs)
- b) Federal Contractors Program for Employment Equity (FCP-EE)
- c) Canadian Content (Limited)

5. Schedule

In providing responses, the following schedule should be utilized as a baseline:

- RFI posting – Summer 2018
- Solicitation Period – Fall 2018
- Method of Supply issuance – December 2018

6. Important Notes to Respondents

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

Name: Audrey St-Cyr
Title: Supply Specialist
Public Services and Procurement Canada (PSPC)
Procurement Branch
Professional Services Procurement Directorate
Telephone: 613-858-9049
Email: Audrey.St-Cyr@tpsgc-pwgs-tpsgc.gc.ca

Respondents are requested to submit their feedback in either official language of Canada. Suppliers should submit only pertinent information in response to this request. The inclusion of general marketing or technical manuals is discouraged, unless they provide specific information that has been requested in this document.

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

Changes to this RFI 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.

7. Closing date for the RFI

Responses to this RFI should be submitted by E-mail to the PSPC Contracting Authority identified above, on or before closing date.

Technical Information Request

The following questions are intended to gain an overview of the ergonomic assessment reporting capabilities.

1. What levels and fields of education do your resources who conduct the ergonomic assessments currently have in comparison to what is in the SOW?
2. What accreditation do you or your resources possess in regards of Ergonomic Assessments?
3. What specific information should be included in the Assessment reports?
4. Would you be able to provide one or more templates you use for ergonomic assessments?
5. Which region and/or metropolitan across Canada could you provide ergonomic assessments to, without travel and living fees?
6. What is your capacity to provide services in both official languages?
7. What is your current volume capacity per week?
8. Describe your experience in providing ergonomic assessment services to the Government of Canada.
9. Describe your experience in providing ergonomic assessment services to other clients.
10. What is your service standard (turn-around time) for ergonomic assessments in comparison to what is in the SOW? (Receiving the call-up, scheduling of the assessment, assessing, delivering the assessment report)
11. How long after a first assessment would a follow up assessment would still be considered a follow up and not a new assessment?
12. How often is a follow up assessment requested?
13. What is your cancellation policy?
14. Have you worked with client satisfaction forms for your clients in the past? If yes, how was your experience?
15. How would you suggest working with a client satisfaction form for your clients? Any examples?
16. Do you think client satisfaction forms will assist in improving service if published for the purpose of assisting clients in selecting suppliers?
17. Please provide any comments or information related to your ability to conduct office ergonomic assessments.

Expected Response to this Request for Information – Supplier Information

The intent of this request for information is to obtain an appreciation of the existing capacity to conduct office ergonomic assessment for the purposes described above. Interested suppliers should provide:

- a) Organization name;
- b) Contact name, telephone number and email address;
- c) Any responses you have to the above noted questions; and
- d) Any other information that you feel to be relevant to this RFI.

Canada may contact any respondents directly for the purpose of seeking clarification or elaboration on any information that is provided.

DRAFT
STATEMENT OF WORK
Office Ergonomic Assessment Services

1. Scope

1.1 Objective

The objective is to provide federal government departments, agencies and Crown corporations across Canada with office ergonomic assessment (OEA) services.

1.2 Background

Federal government departments, agencies and Crown corporations must comply with the requirements and obligations of the Canada Labour Code (CLC), Part II and applicable legislations, policies, directives, guidelines, statutes and regulations, etc., as required. Specifically, the CLC, Part II, Section 125. (1)(t), states, "*Employers are required to ensure that the workplace, workspaces and procedures meet prescribed ergonomic standards*". In addition, CLC, Part II, Section 125. (1)(u), states, "Employers are also responsible to ensure that machinery, equipment and tools used by workers in the course of their employment meet prescribed health, safety and ergonomic standards".

1.3 Terminology

Hazards: workplace conditions that pose the risk of injury to an employee. They include repetitive and forceful movements, vibrations, temperature extremes, static and postures.

OEA: Office Ergonomic Assessment

Outside clients: clients that is external to the Contractor's own organization, parent companies, affiliates, and subsidiaries.

Resources: Contractor's employees and subcontracted personnel

2. Reference Documents

The following documents will form part of the Statement of Work (SOW) to the extent specified herein, and is supportive of the SOW:

- a. Canada Labour Code, Part II (<http://laws-lois.justice.gc.ca/eng/acts/L-2/page-22.html#h-46>)
- b. Canada Occupational Health and Safety Regulations (<http://laws-lois.justice.gc.ca/eng/regulations/SOR-86-304/index.html>)

Additional applicable documents specific to the client's department, agency or Crown corporations may be included with any individual call-up.

3. Requirement

3.1 Scope of Work

The Contractor must provide OEA for employees on an "as and when required" basis. Follow-up assessments on the original OEA must also be provided if there is a need to assess the recommended changes that have been made with the equipment, to respond to any further concerns and provide additional education, on an "as and when required" basis.

3.2 Tasks

The Contractor must provide OEA services which include the following tasks:

- a. Acknowledge receipt of the call-up and propose a minimum of two availabilities for OAE to the employee by phone or by email within 2 working days from receipt of the call-up. The assessments dates must be offered in the next 5 working days unless specified by the Employee;
- b. Provide call back within 24 hours to offer an alternate appointment time in cases where an appointment cannot be booked at the first communication;
- c. Identify and assess ergonomic needs, hazards and risk factors that may impact the employee's health and ergonomics requirements;
- d. Make immediate adjustments and modifications to employee's existing furniture and equipment, office accessories and office environment, if necessary;
- e. Provide education, recommendations and supporting documentation regarding workstation adjustments, posture, exercises and other useful tools to prevent, eliminate and/or reduce risks of injury;
- f. Submit Assessment Report in accordance with section 3.3 a. to the employee identified in the call-up within 10 working days from the date of the assessment;
- g. Discuss arising questions or issues the employee may have following the Assessment Report and recommended changes implemented;
- h. Schedule and conduct follow-up OEA according to the same task process.

3.3 Deliverables and Acceptance Criteria

The Contractor must submit a completed OEA Report (Appendix 1, *to be provided at bid solicitation*) following each OEA or follow-up OEA, to the employee identified in the call-up.

3.4 Constraints

- a. The services must be available Monday to Friday except for statutory holidays applicable to the province where the service is rendered.
- b. The services must be available within the core working hours of 7:00 AM to 5:00 PM (local time). Evening hours (5:00 PM to 9:00 pm local time) must be made available to clients upon request.
- c. Services and deliverables must be made available in the official language identified in the call-up.
- d. The Contractor must provide the services at the work location identified in the call-up.
- e. The Contractor must provide services in accordance with the table below unless otherwise identified in the call-up or by the employee:

Acknowledge Receipt	Within 2 working days from receipt of call-up
Schedule OEA	Within 5 working days from receipt of call-up
Submit OEA Report	Within 10 working days from date of assessment

3.5 Support Provided by Canada

The employee identified in the call-up must:

- a. Ensure they are available for scheduled assessments; and
- b. Ensure they do not have any classified, protected, or confidential/sensitive information and documents on their desk and computer screen during the OEA.

3.6 Mandatory Qualifications

The resources conducting the assessments must have:

- a. A university degree, college certificate or diploma in Ergonomics, Kinesiology, Physiotherapy, Occupational Therapy or Occupational Health Nursing from a recognized Canadian Institution; and
- b. Conducted a minimum of 25 OEA within the last 2 years to outside clients.

Note: Canada reserves the right to evaluate any resource at any time during the Contract period.