



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Susan Westall

susan.westall@pwgsc.gc.ca

**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

Communication Procurement Directorate/Direction de
l'approvisionnement en communication
360 Albert St./ 360, rue Albert
12th Floor / 12ième étage
Ottawa
Ontario
K1A 0S5

Title - Sujet NOTICE OF SECURITY SPONSORSHIP	
Solicitation No. - N° de l'invitation G9292-170324/B	Date 2018-07-13
Client Reference No. - N° de référence du client G9292-17-0324	GETS Ref. No. - N° de réf. de SEAG PW-\$\$CY-007-75107
File No. - N° de dossier cy007.G9292-170324	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-10-16	
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: Westall, Susan	Buyer Id - Id de l'acheteur cy007
Telephone No. - N° de téléphone (613) 949-8350 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA NCR 300 Sparks Street Ottawa Ontario K1A0J6 Canada	

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

NOTICE OF SECURITY SPONSORSHIP FOR FUTURE SOLICITATION FOR THE RE-TENDERING OF 1 800 O-CANADA CONTACT CENTRE SERVICES

IMPORTANT NOTE TO POTENTIAL BIDDERS

The material in this notice is for the purpose of security sponsorship only. Responding to this notice is not a prerequisite to receiving any future solicitation(s) for 1 800 O-Canada Contact Centre Services.

Canada intends to issue a solicitation for 1 800 O-Canada Contact Centre Services. There will be security requirements associated with this solicitation.

Suppliers who intend to bid on the future solicitation but who do not meet the minimum security requirements detailed below are invited to request security sponsorship in order to be registered and screened by Public Services and Procurement Canada (PSPC)'s Contract Security Program. Requests to be sponsored for the required security clearances must be submitted in writing or electronically to the Contracting Authority identified below.

BACKGROUND

Employment and Social Development Canada (ESDC) is responsible for the contact centre that delivers the Government of Canada (GC)'s Telephone General Enquiries Services program (Tier 1), which offers services to the public through the 1 800 O-Canada service and Customized Information Services (CIS). The contact centre is currently located in Ottawa.

1 800 O-Canada offers critical GC public communication services as part of the Federal Emergency Response Plan; supports emerging and high profile GC projects and initiatives; provides the public with general information on all GC programs, services and initiatives; and acts as a first point of contact to access quick, up-to-date government information. This is a successful and stable contact centre on which extensive historical operational and performance data exists.

CIS provides support to the public (by phone and by email) on behalf of GC departments that require a service delivery provider to fulfill their communication needs, which can include long-term, ongoing general enquiry services, short-term services, high-profile GC services and a variety of email and application assistance services. CIS is a very dynamic part of the contact centre's operations: projects come and go, services evolve, service standards can vary and operations have to be very nimble to accommodate changes in services and fluctuations in demand while using agents, processes and tools leveraged from the flagship 1 800 O-Canada services. Approximately 40 CIS services are managed each year. These services are provided to departments on a cost-recovery basis.

A related Request for Information (RFI) on this requirement can be found here:

<https://buyandsell.gc.ca/procurement-data/tender-notice/PW-CY-007-74570>

Annexes referenced in the RFI are provided to interested respondents upon request made to the Contracting Authority identified below.

The Anticipated Procurement Timeline (subject to change) is as follows:

- a) Request for Qualification posted: late summer or early fall 2018
- b) Request for Proposals sent to qualified bidders: late fall 2018
- c) Proof of Proposal (POP) demonstration: winter 2019

d) Contract award: May 2019

Due to security and privacy concerns, services must be delivered by companies located in Canada and provided by individuals who are based in Canada.

For business continuity purposes, there will be a requirement to operate from a minimum of two facilities located on a different power grid in Canada.

SECURITY REQUIREMENT

The following are the minimum security clearance levels that the potential bidder would be required to obtain:

- 1) Prior to closing of Request for Qualification:

Designated Organization Screening (DOS), or have been sponsored for DOS;

- 2) Prior to closing of Request for Proposals:

Approved Document Safeguarding at the PROTECTED B level issued by PSPC's Canadian Industrial Security Directorate (CISD) **for one** of the Bidder's facilities;

Sponsorship for Approved Document Safeguarding at the PROTECTED B level issued by the CISD for **a second** of the Bidder's facilities;

- 3) Prior to award of contract:

Approved Document Safeguarding at the PROTECTED B level issued by the CISD **for two** of the Bidder's facilities; and

- 4) Following award of contract and prior to the start of Work under the contract:

Personnel clearance at the level of ENHANCED RELIABILITY granted or approved by the CISD.

Information technology (IT) requirements will be defined during the solicitation process and associated certification completed after the contract is awarded and prior to full service implementation.

For additional information, see the attached Security Requirements Check List and Security Requirements, which are applicable to any resulting contract.

SPONSORSHIP REQUEST

Potential bidders whose organizations currently do not hold a valid DOS security clearance nor a valid PROTECTED B level Document Safeguarding issued by the CISD for two facilities (must be located in Canada) are encouraged to initiate the security clearance process immediately. Requests for sponsorship should be sent to the PSPC Contracting Authority identified below.

It is the responsibility of potential bidders to ensure that the information required concerning the security clearance is provided on time to either the requesting authority or the CISD.

The sponsorship request should include the following information:

- a) Legal name of the company
- b) Business name, if different from legal name
- c) Mailing address
- d) Civic address for the two facilities in Canada
- e) Company telephone number
- f) Company fax number
- g) Surname and given name of the contact person (Canadian official)
- h) Title of the contact person
- i) Telephone number of the contact person
- j) Email address of the contact person
- k) Language preference (English or French)

Upon receipt of a request for sponsorship, CISD will contact the potential bidder to complete the gathering of required information.

For any enquiries concerning security requirements, potential bidders should contact the CISD 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 bidders wishing to obtain DOS security clearances, document safeguarding or IT security clearance. However, potential bidders may incur indirect costs resulting from being required to meet minimum standards such as installing mechanisms for document safeguarding, if applicable.

CONTRACTING AUTHORITY

Susan Westall
Supply Team Leader
Public Services and Procurement Canada

Telephone: 613-949-8350
Email: susan.westall@pwgsc.gc.ca

Annex I: Security Requirements Check List



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

G9292-170324

Security Classification / Classification de sécurité
PROTECTED B

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE	
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Employment and Social Development Canada	2. Branch or Directorate / Direction générale ou Direction Citizen Service Branch (CSB)
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant
4. Brief Description of Work / Brève description du travail Contact Centre Service - GC Telephone Enquiries Program - 1 800 O-Canada and Customized Information Services (CIS)	
5. a) Will the supplier require access to Controlled Goods? / Le fournisseur aura-t-il accès à des marchandises contrôlées? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? / Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis	
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? / Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) / (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)) <input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? / No access to PROTECTED and/or CLASSIFIED information or assets is permitted / Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès	
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion	
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/> Not releasable / À ne pas diffuser <input type="checkbox"/> Restricted to / Limité à <input type="checkbox"/> Specify country(ies) / Préciser le(s) pays :	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/> Restricted to / Limité à <input type="checkbox"/> Specify country(ies) / Préciser le(s) pays :
No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/> Restricted to / Limité à <input type="checkbox"/> Specify country(ies) / Préciser le(s) pays :	
7. c) Level of information / Niveau d'information	
PROTECTED A / PROTÉGÉ A <input type="checkbox"/> PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/> PROTECTED C / PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> SECRET / SECRET <input type="checkbox"/> TOP SECRET / TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/> NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/> NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/> NATO SECRET / NATO SECRET <input type="checkbox"/> COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>
PROTECTED A / PROTÉGÉ A <input type="checkbox"/> PROTECTED B / PROTÉGÉ B <input type="checkbox"/> PROTECTED C / PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> SECRET / SECRET <input type="checkbox"/> TOP SECRET / TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
PROTECTED B

Canada



PART A (continued) / PARTIE A (suite)

8 Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No / Non ☐ Yes / Oui

If Yes, indicate the level of sensitivity.
Dans l'affirmative, indiquer le niveau de sensibilité :

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

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

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

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

- | | | | |
|---|---|---|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET - SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | | | |

Special comments
Commentaires spéciaux :

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

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No / Non ☐ Yes / Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? ☒ No / Non ☐ Yes / Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

G9292-170324

Security Classification / Classification de sécurité
PROTECTED B

PART C - (continued) / PARTIE C - (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
				CONFIDENTIAL		TRÉS SECRET	NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL			COSMIC TRÉS SECRET	A	B	C	CONFIDENTIAL	
Information / Assets Renseignements / Biens Production		✓														
IT Media / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No ☐ Yes
Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No ☐ Yes
Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

G9292-170324

Security Classification / Classification de sécurité
PROTECTED B

PART D - AUTHORIZATION / PARTIE D - AUTORISATION

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

Name (print) - Nom (en lettres moulées)

BÉATRICE PIRCIRO

Title - Titre

DIRECTOR

Signature

Telephone No. - N° de téléphone

613-998-3875

Facsimile No. - N° de télécopieur

E-mail address - Adresse courriel

beatrice.pirciro@servicecanada.gc.ca

Date

25/06/2018

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

Name (print) - Nom (en lettres moulées)

Gameau Yvon

Title - Titre

SO Manager, RSO

Signature

Telephone No. - N° de téléphone

619-654-4561

Facsimile No. - N° de télécopieur

819-953-2001

E-mail address - Adresse courriel

yvon.gameau@servicecanada.gc.ca

Date

2018-06-28

15 Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?

Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?

☐ No
☐ Oui

☐ No
☐ Oui

16 Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées)

SUSAN WESTALL

Title - Titre

SUPPLY TEAM LEADER

Signature

Telephone No. - N° de téléphone

613-949-8350

Facsimile No. - N° de télécopieur

E-mail address - Adresse courriel

Susan.Westall@proc.gc.ca

Date

17 Contracting Security Authority / Autorité contractante en matière de sécurité

Name (print) - Nom (en lettres moulées)

Title - Titre

Signature

Telephone No. - N° de téléphone

Facsimile No. - N° de télécopieur

E-mail address - Adresse courriel

Date

Annex II: Security Requirements

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer/Supply Arrangement, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of **PROTECTED B**, issued by the Canadian Industrial Security Directorate, Public Works and Government Services Canada.
2. The Contractor/Offeror personnel requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid **RELIABILITY STATUS**, granted or approved by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
3. Processing of PROTECTED/CLASSIFIED information electronically at the Contractor/Offeror's site is NOT permitted under this Contract/Standing Offer/Supply Arrangement.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
5. The Contractor/Offeror must comply with the provisions of the:
 - a. Security Requirements Check List and security guide (if applicable), attached at Annex _____;
 - b. *Industrial Security Manual* (Latest Edition).