



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

**Bid Receiving
PWGSC
33 City Centre Drive
Suite 480C
Mississauga
Ontario
L5B 2N5
Bid Fax: (905) 615-2095**

**Request For a Standing Offer
Demande d'offre à commandes**

Regional Individual Standing Offer (RISO)
Offre à commandes individuelle régionale (OCIR)

Canada, as represented by the Minister of Public Works and Government Services Canada, hereby requests a Standing Offer on behalf of the Identified Users herein.

Le Canada, représenté par le ministre des Travaux Publics et Services Gouvernementaux Canada, autorise par la présente, une offre à commandes au nom des utilisateurs identifiés énumérés ci-après.

Comments - Commentaires

THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT / DOCUMENT CONTIENT DES
EXIGENCES RELATIVES À LA SÉCURITÉ

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

Issuing Office - Bureau de distribution
Public Works and Government Services Canada
Ontario Region
33 City Centre Drive
Suite 480
Mississauga
Ontario
L5B 2N5

Title - Sujet National Service Call Centre (NCSS)	
Solicitation No. - N° de l'invitation EQ732-190583/A	Date 2018-08-29
Client Reference No. - N° de référence du client EQ732-190583	GETS Ref. No. - N° de réf. de SEAG PW-\$TOR-304-7584
File No. - N° de dossier TOR-8-41040 (304)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-09-19	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
Delivery Required - Livraison exigée See Herein	
Address Enquiries to: - Adresser toutes questions à: Adler Brooks, Julie	Buyer Id - Id de l'acheteur tor304
Telephone No. - N° de téléphone (905)615-2467 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA 4900 Yonge Street - 1st Floor Toronto Ontario M2N6A6 Canada	
Security - Sécurité This request for a Standing Offer does not include provisions for security. Cette Demande d'offre à commandes ne comprend pas des dispositions en matière de sécurité.	

Instructions: See Herein

Instructions: Voir aux présentes

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

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PART 1 - GENERAL INFORMATION

1.1 Introduction

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

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

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Checklist, the Insurance Requirements, Additional Information Form, the Evaluation, the Rated Criteria Evaluation Grids, the Electronic Payment Instruments, and the Quarterly Usage Reporting Form.

1.2 Summary

- 1.2.1 Public Works and Government Services Canada (PWGSC) requires the provision of an average of 12, and up to a maximum of 40, reliability security-cleared, bilingual, call-centre temporary personnel on a shift-basis to the National Service Call Centre of PWGSC located at 4900 Yonge Street, Toronto, Ontario. The resources will be required on an as-and-when requested basis during the period from Standing Offer Issuance to 31 July 2019 with an option to extend for 3, 1 year periods. It is anticipated that up to 3 standing offers will be issued as a result of this request for standing offers.
- 1.2.2 The requirement is subject to the provisions of the Canadian Free Trade Agreement (CFTA).
- 1.2.3 The requirement is limited to Canadian services.
- 1.2.4 This RFSO allows offerors to use the epost Connect service provided by Canada Post Corporation to transmit their offers electronically. Offerors must refer to Part 2 of the RFSO

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entitled Offeror Instructions and Part 3 of the RFSO entitled Offer Preparation Instructions, for further information on using this method.

1.3 Security Requirements

There are security requirements associated with the requirement of the Standing Offer. For additional information, see Part 6 - Security, Financial and Insurance Requirements, and Part 7 - Standing Offer and Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, offerors should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

1.4 Debriefings

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

PART 2 - OFFEROR INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The [2006](#) (2018-05-22) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

Subsection 5.4 of [2006](#), Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days

Insert: 90 days

2.2 Submission of Offers

Offers must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit specified below by the date and time indicated on page 1 of the RFSO:

Bid Receiving Unit – Acquisitions Ontario Region
33 City Center Drive, Suite 480C
Mississauga ON L5B 2N5

TPSGC.ordreceptiondessoumissions-orbidreceiving.PWGSC@tpsgc-pwgsc.gc.ca

(Bids/Offer will not be accepted if emailed directly to this email address. This email is to initiate an Epost Connect conversation, as detailed in the Standard Instructions.)
905-615-2095

2.3 Former Public Servant

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

Definitions

For the purposes of this clause,

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

- a. an individual;

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

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

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

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Offeror a FPS in receipt of a pension? **YES () NO ()**

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

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Offerors agree that the successful Offeror's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

Is the Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **YES () NO ()**

If so, the Offeror must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;

- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

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

2.4 Enquiries - Request for Standing Offers

All enquiries must be submitted in writing to the Standing Offer Authority no later than 7 calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

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

2.5 Applicable Laws

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

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

PART 3 - OFFER PREPARATION INSTRUCTIONS

3.1 Offer Preparation Instructions

If the Offeror chooses to submit its offer electronically, Canada requests that the Offeror submits its offer in accordance with section 08 of the 2006 standard instructions. Offerors are required to provide their offer in a single transmission. The Epost Connect service has the capacity to receive multiple documents, up to 1GB per individual attachment.

The offer must be gathered per section and separated as follows:

Section I: Technical Offer
Section II: Financial Offer
Section III: Certifications

If the Offeror chooses to submit its offer in hard copies, Canada requests that the Offeror provides its offer in separately bound sections as follows:

Section I: Technical Offer (1 hard copy)
Section II: Financial Offer (1 hard copy)
Section III: Certifications (1 hard copy)

If the Offeror is simultaneously providing copies of its offer using multiple acceptable delivery methods, and if there is a discrepancy between the wording of any of these copies and the electronic copy provided through epost Connect service, the wording of the electronic copy provided through epost Connect service will have priority over the wording of the other copies.

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

Canada requests that offerors follow the format instructions described below in the preparation of hard copy of their offer:

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

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, Offerors should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Offer

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

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Section II: Financial Offer

Offerors must submit their financial offer in accordance with the Annex B, Basis of Payment.

3.1.1 Electronic Payment of Invoices - Offer

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex H Electronic Payment Instruments, to identify which ones are accepted.

If Annex H Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

3.1.2 Exchange Rate Fluctuation

[C3011T](#) (2013-11-06), Exchange Rate Fluctuation.

Section III: Certifications

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

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

See Annex F.

4.1.1.2 Point Rated Technical Criteria

See Annex F.

4.1.2 Financial Evaluation

4.1.2.1 Evaluation of Price - Offer

The price of the offer will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included.

The Offeror must submit pricing in accordance with Annex B, Basis of Payment, with their offer at bid closing.

The Offeror must provide a firm hourly billing rate for normal work hours and a firm hourly billing rate for work outside of normal work hours.

The Evaluated Price will be the firm hourly billing rate for normal work hours x 18,720 hours plus the firm hourly billing rate for work outside of normal work hours x 4,680 hours.

4.2 Basis of Selection

4.2.1 Basis of Selection – Highest Combined Rating of Technical Merit and Price

1. To be declared responsive, an offer must:
 - a. comply with all the requirements of the Request for Standing Offers;
 - b. meet all mandatory criteria; and
 - c. obtain the required minimum points specified for criteria numbers R1 and R2 for the technical evaluation.
2. Offers not meeting (a) or (b) or (c) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 40% for the technical merit and 60% for the price.

4. To establish the technical merit score, the overall technical score for each responsive offer will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 40%.
5. To establish the pricing score, each responsive offer will be prorated against the lowest evaluated price and the ratio of 60%.
6. For each responsive offer, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive offer obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive offer with the highest combined rating of technical merit and price will be recommended for the issue of a Standing Offer.

The table below illustrates an example where all three offers are responsive and the selection of the Standing Offer holders is determined by a 40/60 ratio of technical merit and price, respectively. The total available points equal 135 and the lowest evaluated price is \$45,000.00 (45).

Table 1 – Basis of Selection – Highest Combined Rating Technical Merit (40%) and Price (60%)

EXAMPLE: Basis of Selection - Highest Combined Rating Technical Merit (40%) and Price (60%)			
	Offeror 1	Offeror 2	Offeror 3
Overall Technical Score	115/135	89/135	92/135
Offer Evaluated Price	\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$115/135 \times 40 = 34.07$	$89/135 \times 40 = 26.37$
	Pricing Score	$45/55 \times 60 = 49.09$	$45/50 \times 60 = 54$
Combined Rating	83.16	80.37	87.26
Overall Rating	2nd	3rd	1st

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Offerors must provide the required certifications and additional information to be issued a standing offer.

The certifications provided by offerors to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a contractor in default if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

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

5.1 Certifications Required with the Offer

Offerors must submit the following duly completed certifications as part of their offer.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

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

5.1.2 Additional certifications required with the Offer

5.1.2.1 Canadian Content Certification

This procurement is limited to Canadian services.

The Offeror certifies that:

() the service offered is a Canadian service as defined in paragraph 2 of clause [A3050T](#).

5.1.2.1.1 *SACC Manual* clause [A3050T](#) (2014-11-27) Canadian Content Definition

5.2 Certifications Precedent to the Issuance of a Standing Offer and Additional Information

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

5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real procurement agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Offeror must provide the required documentation, as applicable, to be given further consideration in the procurement process.

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5.2.2 Federal Contractors Program for Employment Equity - Standing Offer Certification

By submitting an offer, the Offeror certifies that the Offeror, and any of the Offeror's members if the Offeror is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list) available at the bottom of the page of the [Employment and Social Development Canada-Labour's](https://www.canada.ca/en/employment-social-development/canada-labour/s) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#s4>).

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

PART 6 - SECURITY

6.1 Security Requirements

1. Before issuance of a standing offer, the following conditions must be met:
 - (a) the Offeror must hold a valid organization security clearance as indicated in Part 7A - Standing Offer;
 - (b) the Offeror's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7A - Standing Offer;
 - (c) the Offeror must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. Offerors are reminded to obtain the required security clearance promptly. Any delay in the issuance of a standing offer to allow the successful Offeror to obtain the required clearance will be at the entire discretion of the Standing Offer Authority.
3. For additional information on security requirements, offerors should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

7.1 Offer

The Offeror offers to perform the Work in accordance with the Statement of Work at Annex A.

7.2 Security Requirements

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

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), **Public Works and Government Services Canada (PWGSC)**.
2. The Contractor/Offeror personnel requiring access to PROTECTED information, assets or sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by CISD/**PWGSC**.
3. The Contractor/Offeror MUST NOT remove any PROTECTED information or assets from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/**PWGSC**.
5. The Contractor/Offeror must comply with the provisions of the:
 - a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
 - b) *Industrial Security Manual* (Latest Edition).

7.3 Standard Clauses and Conditions

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

7.3.1 General Conditions

[2005](#) (2017-06-21), General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

7.3.2 Standing Offers Reporting

The Offeror must compile and maintain records on its provision of goods and services to Canada under contracts resulting from the Standing Offer. This data must include all purchases done by Canada, including those acquired and paid for by Canada acquisition cards.

The Offeror must provide this data in accordance with the reporting requirements detailed in annex entitled Annex I – Quarterly Usage Reports. If some data is not available, the reason must be indicated in

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the report. If no goods or services is provided during a given period, the Offeror must provide a "nil" report.

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

The quarterly reporting periods are defined as follows:

first quarter: August 1 to October 31
second quarter: November 1 to January 31
third quarter: February 1 to April 30
fourth quarter: May 1 to July 31

The data must be submitted to the Standing Offer Authority no later than 15 calendar days after the end of the reporting period.

7.4 Term of Standing Offer

7.4.1 Period of the Standing Offer

The period for making call-ups and providing services against the Standing Offer is from the date of Standing Offer issuance to July 31 2019 inclusive.

7.4.2 Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for an additional three one-year periods, from August 1 2019 to July 31 2020, August 1 2020 to July 31 2021, and August 1 to July 31 2022 under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority 15 days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

7.5 Authorities

7.5.1 Standing Offer Authority

The Standing Offer Authority is:

Name: Julie Adler Brooks
Title: Senior Supply Officer
Public Works and Government Services Canada
Acquisitions Branch
Address: 480C-33 City Center Drive, Mississauga ON L5B 2N5

Telephone: 905-615-2467
E-mail address: Julie.adlerbrooks@pwgsc.gc.ca

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

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7.5.2 Project Authority

The Project Authority for the Standing Offer is:

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: ____ - ____ - _____
Facsimile: ____ - ____ - _____
E-mail address: _____

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

7.5.3 Offeror's Representative

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: ____ - ____ - _____
Facsimile: ____ - ____ - _____
E-mail address: _____

7.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

7.7 Identified Users

The Identified User authorized to make call-ups against the Standing Offer is:

PWGSC – National Service Call Centre.
(will be inserted at Standing Offer issuance)

7.8 Call-up Procedures

Right of First Refusal Basis

The Work to be performed under the Standing Offer will be on an “as and when requested basis” using a Call-Up. The Work described in the Call-Up must be in accordance with the scope of the Standing Offer.

As more than one standing offer has been issued for this requirement, the identified user will contact the first ranked offeror. If that offeror confirms verbally or in writing that they are able to meet the requirement, a call-up will be made against its standing offer. If that offeror confirms verbally or in writing that it is unable to meet the requirement, or does not respond to the identified user within 24 hours, then the identified user will contact the offeror ranked second. This process will continue until the call-up can be met by another offeror.

If the offeror cannot provide all the resources necessary for the call-up, the identified user will contact the next ranked offeror for the remaining resources.

An offeror may advise the Project and the Contracting Authority in writing that it is unable to fulfill additional call-ups as a result of a previous commitment under a call-up and no call-ups will be sent to that offeror until that offeror has given notice in writing to the Project and the Contracting Authority that it is able to fulfill additional call-ups.

Call-Up Process:

1. The identified user will contact the Offeror and provide a description of the requirement to be Called-up.
2. The offeror must respond verbally or in writing within 24 hours whether they will work on finding resources for the call-up, must name resources within 3 days, and provide the proposed total estimated cost for the requirement, and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Standing Offer.
3. The identified user or Contracting Authority will then provide the Offeror with a Call-up, using one of the Call-up instruments listed in clause 7.9 below.
3. The Offeror must not commence any work until a Call-Up authorized by the identified user or Contracting Authority has been received by the Offeror. The Offeror acknowledges that any work performed before a Call-up has been received will be done at the Offeror's own risk.

Standing Offers – Order of Ranking

The offerors will be ranked based on the overall scores that they obtained during the evaluation.

Three Standing Offers were issued as a result of Public Works and Government Services Canada request for standing offers number: EQ732-190583/A. The offeror's order of ranking is as follows:

Ranked first: _____

Ranked second: _____

Ranked third: _____

7.9 Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using the duly completed forms or their equivalents as identified in paragraphs 2 and 3 below, or by using Canada acquisition cards (Visa or MasterCard) for low dollar value requirements.

1. Call-ups must be made by Identified Users' authorized representatives under the Standing Offer and must be for goods or services or combination of goods and services included in the Standing Offer at the prices and in accordance with the terms and conditions specified in the Standing Offer.
2. Any of the following forms could be used which are available through [PWGSC Forms Catalogue](#) website:
 - PWGSC-TPSGC 942 Call-up Against a Standing Offer
 - PWGSC-TPGSC 942-2 Call-up Against a Standing Offer - Multiple Delivery
 - PWGSC-TPSGC 944 Call-up Against Multiple Standing Offers (English version)

- PWGSC-TPSGC 945 Commande subséquente à plusieurs offres à commandes (French version)

or

3. An equivalent form or electronic call-up document which contains at a minimum the following information:

- standing offer number;
- statement that incorporates the terms and conditions of the Standing Offer;
- description and unit price for each line item;
- total value of the call-up;
- point of delivery;
- confirmation that funds are available under section 32 of the Financial Administration Act;
- confirmation that the user is an Identified User under the Standing Offer with authority to enter into a contract.

7.10 Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$_____ (Applicable Taxes included) (*will be inserted at issuance of Standing Offer*).

7.11 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- a) the call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions [2005](#) (2017-06-21), General Conditions - Standing Offers - Goods or Services;
- d) the general conditions [2035](#) (2018-06-21), General Conditions - Higher Complexity - Services;
- e) Annex A, Statement of Work;
- f) Annex B, Basis of Payment;
- g) Annex C, Security Requirements Check List;
- h) Annex D, Insurance Requirements;
- i) the Offeror's offer dated _____ (*date of offer will be inserted at issuance of Standing Offer*).

7.12 Certifications and Additional Information

7.12.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Offeror with its offer or precedent to issuance of the Standing Offer (SO), and the ongoing cooperation in providing additional information are conditions of issuance of the SO and failure to comply will constitute the Offeror in default. Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO.

7.12.2 Canadian Content

SACC Manual clause [M3060C](#) (2008-05-12), Canadian Content Certification.

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7.13 Applicable Laws

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

B. RESULTING CONTRACT CLAUSES

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

7.1 Statement of Work

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

7.2 Standard Clauses and Conditions

7.2.1 General Conditions

[2035](#) (2018-06-21), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

7.3 Term of Contract

7.3.1 Period of the Contract

The period of the Contract is from _____ to _____ inclusive.

7.4 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

7.5 Payment

7.5.1 Basis of Payment

The Contractor will be paid for the Work performed, in accordance with the Basis of payment at Annex B, to a limitation of expenditure of \$_____ (as stipulated in the call-up document). Customs duties are included and Applicable Taxes are extra.

7.5.2 Limitation of expenditure

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

- c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,
whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.5.3 Monthly Payment

SACC Manual clause [H1008C](#) (2008-05-12), Monthly Payment.

7.5.4 SACC Manual Clauses

SACC Manual clause [A9117C](#) (2007-11-30), T1204 – Direct Request by Customer Department.
SACC Manual clause [C0711C](#) (2008-05-12), Time Verification.

7.5.5 Electronic Payment of Invoices – Call-up

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);
- e. Wire Transfer (International Only);
- f. Large Value Transfer System (LVTS) (Over \$25M).

7.6 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Each invoice must be supported by:

- a. a copy of time sheets to support the time claimed.
2. Invoices must be distributed as follows:
- a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.
 - b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

7.7 Insurance Requirements

The Contractor must comply with the insurance requirements specified in Annex D. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

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The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Rating no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

7.8 Foreign Nationals

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

OR

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

7.9 Handling of Personal Information

SACC *Manual* clause [A9113C](#) (2014-11-27), Handling of Personal Information.

ANNEX A

STATEMENT OF WORK

1. Background

The National Service Call Centre (NSCC), located at 4900 Yonge Street in Toronto, is fully bilingual, operating 24 hours a day, 7 days a week, 365 days a year, with over 35 variable shift employees.

The NSCC handles over 2,300,000 electronic and phone transactions annually from governmental departments across Canada, primarily on issues relating to a wide range of building maintenance issues, such as heating, elevators, safety, fire, floods, and electrical outages, as well as other specialized services. All call centre representatives at the NSCC handle both inbound and outbound transactions.

The standard shift is 8 consecutive hours per day, with one half-hour meal period, 5 days per week. Shorter or longer shifts, as well as a 6th work day, may be necessary based on operational needs. The NSCC requires personnel to work shifts and weekends and holidays because the call centre never closes.

2. Requirement

- 2.1 This requirement is for the supply of temporary personnel resources, on an as and when requested basis, to meet the staffing needs of the NSCC.
- 2.2 The Offeror must provide as few as one temporary personnel resource, up to the normal range of 12 temporary personnel resources, and potentially up to 40 temporary personnel resources during the period of the Standing Offer.
- 2.3 Offeror's Responsibilities:

The Offeror must:

- 2.3.1 Not invoice Canada for resources provided that do not meet the required criteria within the first 10 consecutive business days that they arrive on site;
- 2.3.2 Screen and test potential temporary personnel resources to ensure that the personnel meet the criteria listed under 2.4 Offeror's Resources, including security clearance of Reliability status prior to coming on site;
- 2.3.3 Provide qualified temporary personnel, on an "as and when requested" basis from 1 at a time, up to the normal range of 12, and potentially up to 40, to work on site at 4900 Yonge, or satellite offices as required (within a 40 km radius of 4900 Yonge St.);
- 2.3.4 Provide a resume for their temporary personnel resources prior to sending the resources to the site;
- 2.3.5 Coach and discipline temporary personnel resources as advised by the NSCC Management Team;
- 2.3.6 Respond to NSCC correspondence and phone calls within 48 hours;
- 2.3.7 Process and resolve requests for clarifications within 72 hours; and
- 2.3.8 Meet with the NSCC on a monthly basis while there are active Call-ups against the Standing Offer.

2.4 Offeror's Resources

The Offeror's temporary personnel resources must meet the following criteria:

2.4.1 Language Requirements

Resources must be bilingual in both official languages, English and French, demonstrating Level B—reading; Level B—writing; and Level C—oral (See herein for Language Level Definition).

2.4.2 Security Requirements

Resources must have Reliability Status.

2.4.3 Experience

Resources must have:

- a. A minimum of 6 months customer service experience; and
- b. Experience with Microsoft Office applications; primarily Outlook, Word, and Excel at the intermediate level.

2.4.4 Other Requirements

- a. Resources must be prepared to work full 8-hour shifts, on rotation through a 24/7 schedule, weekends and statutory holidays included. An 8-hour shift is 7.5 hours, with a half-hour lunch break. Overtime and/or shorter shifts may also be required;
- b. Resources must have demonstrated problem solving abilities and sound judgment;
- c. Resources must have a minimum of 40 wpm typing speed;
- d. Resources must have at least 2 professional references from an employer within the past 2 years, which have been verified for but not limited to, punctuality and reliability.

3. NSCC Responsibility

- 3.1 During their first 10 working days prior to completing training, the temporary personnel resources will be closely monitored to ensure that they meet the criteria. Concerns will be brought to the attention of the Offeror for correction.
- 3.2 Any deficiencies or issues with the temporary personnel resources will be reported to the Offeror for discussion or action throughout the duration of the Offer, and especially during the first 10 working days to ensure that they meet the criteria listed in section 2.4.
- 3.3 The NSCC will provide up to a maximum of 8 weeks of training to the temporary personnel resources. Upon meeting the necessary training requirements, the temporary personnel resources will be added to the regular schedule rotation.

4. Language Level Definitions:

Bilingual requirements of English & French Levels are described below:

LEVEL B

Reading

Ability to understand most descriptive or factual material on work-related subjects; and ability to grasp the main idea of most related texts, locate specific details and distinguish main from subsidiary ideas.

Writing

Ability to write short descriptive or factual texts in the second language; and ability to write with sufficient mastery of grammar and vocabulary to deal with explicit information on work-related topics.

LEVEL C

Oral Interaction

Ability to give detailed explanations and descriptions; ability to handle hypothetical questions; ability to support an opinion, defend a point of view, or justify an action; ability to counsel and give advice; and ability to handle complex work-related situations.

LEVEL C+ - Absolute proficiency in the language

ANNEX B

BASIS OF PAYMENT

Firm, all-inclusive hourly rates in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included.

**Items in italics are for evaluation purposes only, and will be removed when the Standing Offer is issued*

The Offeror must complete the billing tables below. Failure to complete all blocks of the tables will result in the offer being declared non-responsive, and no further evaluation will be completed.

The rate of pay of civilians employed by Canada is set by Collective Agreement, and is accessible to the general public at http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/coll_agre/rates-taux-eng.asp.

The price used for evaluation will be calculated as follows: Evaluated Price = Subtotal 1 + Subtotal 2 + Subtotal 3 + Subtotal 4

Standard Work Hours are Monday to Friday 8 am to 4 pm.

1. Firm Period

Table 1.1 Firm Year 1 – Date of Standing Offer to July 31 2019

Classification Level	Firm Hourly Billing Rate for resources (A)	Estimated Quantity of standard hours** (B)	Firm Hourly Billing Rate for Resources for work performed outside of Standard Work Hours (C)	Estimated Quantity in hours** (D)	(A X B) + (C X D) = Extended Total
AS-01	\$	18,720	\$	4,680	
<i>Subtotal 1:</i>					

2. Option Periods

Table 2.1 Option Year 1 - August 1, 2019 to July 31, 2020

Classification Level	Firm Hourly Billing Rate for resources (A)	Estimated Quantity of standard hours** (B)	Firm Hourly Billing Rate for Resources for work performed outside of Standard Work Hours (C)	Estimated Quantity in hours** (D)	(A X B) + (C X D) = Extended Total
AS-01	\$	18,720	\$	4,680	
<i>Subtotal 2:</i>					

Table 2.2 Option Year 2 - August 1, 2020 to July 31, 2021

Classification Level	Firm <u>Hourly Billing Rate</u> for resources (A)	Estimated Quantity of standard hours** (B)	Firm <u>Hourly Billing Rate</u> for Resources for work performed outside of Standard Work Hours (C)	Estimated Quantity in hours** (D)	(A X B) + (C X D) = Extended Total
AS-01	\$	18,720	\$	4,680	
<i>Subtotal 3:</i>					

Table 2.3 Option Year 3 - August 1, 2021 to July 31, 2022

Classification Level	Firm <u>Hourly Billing Rate</u> for resources (A)	Estimated Quantity of standard hours** (B)	Firm <u>Hourly Billing Rate</u> for Resources for work performed outside of Standard Work Hours (C)	Estimated Quantity in hours** (D)	(A X B) + (C X D) = Extended Total
AS-01	\$	18,720	\$	4,680	
<i>Subtotal 4:</i>					

****Estimated Quantity** – The estimated quantities are based on previous history and forecasted usage of the proposed Standing Offer. This estimate is made in good faith and does not represent an agreement by Canada for the estimated quantity.

1) Overtime and Holidays:

The Contractor may be required to provide personnel to work overtime. If and when required, the Project Authority (or designate) will request in writing to the Contractor, any requirement for overtime work. Canada is not liable for overtime charges that are not preauthorized by the Project Authority. Overtime is to be charged in accordance with provincial legislation, and to be applied to the hourly wage rate.

Statutory Holidays and annual vacation pay as legally required in the Province of Ontario, is the sole responsibility of the Contractor.

2) Travel:

The firm rates above are inclusive of travel to and from 4900 Yonge Street, Toronto and to and from any temporary sites within the Greater Toronto Area (within 40 km of 4900 Yonge Street).

3) Partial Hour:

For time worked that is less than one hour, the hourly billing rate will be prorated to reflect the actual time worked to the nearest 15 minute increment (e.g., 0.25, 0.5 or 0.75 hours).

Evaluated Price: \$ _____

(Evaluated Price = Subtotal 1 + Subtotal 2 + Subtotal 3 + Subtotal 4)

ANNEX C

SECURITY REQUIREMENTS CHECK LIST



Government of Canada

Gouvernement du Canada



Contract Number / Numéro du contrat 20190583
Security Classification / Classification de sécurité UNCLASSIFIED

SECURITY REQUIREMENTS CHECK LIST (SRCL)

LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE	
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine	Public Works and Government Services Canada
2. Branch or Directorate / Direction générale ou Direction RPB	
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 Temp Help Services, Bilingual call centre reps	
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 <input type="checkbox"/> Yes Non <input type="checkbox"/> 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 <input type="checkbox"/> Yes Non <input type="checkbox"/> 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 <input checked="" type="checkbox"/> Yes Non <input type="checkbox"/> 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 <input type="checkbox"/> Yes Non <input type="checkbox"/> 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 <input type="checkbox"/> Yes Non <input type="checkbox"/> Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès	
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>
Foreign / Étranger <input type="checkbox"/>	
7. b) Release restrictions / Restrictions relatives à la diffusion	
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>
Not releasable / À ne pas diffuser <input type="checkbox"/>	
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information	
PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>	
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	



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PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
 Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No Yes
 Non 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 Yes
 Non 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 Yes
 Non Oui
 If Yes, will unscreened personnel be escorted?
 Dans l'affirmative, le personnel en question sera-t-il escorté? No Yes
 Non 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 Yes
 Non 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 Yes
 Non 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 Yes
 Non 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 Yes
 Non 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 Yes
 Non Oui

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
 UNCLASSIFIED





Contract Number / Numéro du contrat 20190583
Security Classification / Classification de sécurité UNCLASSIFIED

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

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

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

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions. Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
 La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.
12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
 La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

ANNEX D

INSURANCE REQUIREMENTS

Commercial General Liability Insurance

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate
2. The Commercial General Liability policy must include the following:
 - a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - g. Employees and, if applicable, Volunteers must be included as Additional Insured.
 - h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - j. Notice of Cancellation: The Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.
 - k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
 - l. Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.

- m. Litigation Rights: Pursuant to subsection 5(d) of the [Department of Justice Act](#), S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

*Director Business Law Directorate,
Quebec Regional Office (Ottawa),
Department of Justice,
284 Wellington Street, Room SAT-6042,
Ottawa, Ontario, K1A 0H8*

For other provinces and territories, send to:

*Senior General Counsel,
Civil Litigation Section,
Department of Justice
234 Wellington Street, East Tower
Ottawa, Ontario K1A 0H8*

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.

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ANNEX E

ADDITIONAL INFORMATION

Account Manager

The name and brief profile of the Account Manager directly responsible for the NSCC account including their proposed roles and responsibilities.

Name: _____ Title: _____

Phone Number: _____

Email Address: _____

Proposed Roles and Responsibilities:

ANNEX F
EVALUATION

A. Mandatory Technical Criteria

Offerors must demonstrate in their proposals how they meet all the mandatory requirements.

Offers not meeting all of the mandatory requirements will be given no further consideration and will be declared non-responsive.

Criteria #	Description	Page # corresponding to information in bid.
M1	The Offeror must provide a corporate profile demonstrating their corporate knowledge and experience in the provision of contact centre services similar to those defined in the Statement of Work – Annex A.	
M2	The Offeror must demonstrate they have a minimum of 2 consecutive years of experience within the last 6 years from the closing date of this solicitation, in resourcing contact centres of similar size or larger. “Similar size” contact centres for the purposes of this requirement is defined as contact centres for which the firm supplied no fewer than 10 individuals at one given point in time for a period of at least 6 months for inbound call enquiries.	

Only offers meeting the mandatory technical criteria will go on to be evaluated for the point-rated criteria.

B. Point Rated Technical Criteria

Criteria #	Description	Page # corresponding to information in bid.
R1	<p><u>Relationship & Quality Management – Max Score 30, Pass Mark 24.</u></p> <p>A. Relationship Management Strategy Offerors should demonstrate the following, including the lines of communication within their own corporate structure and PSPC:</p> <ol style="list-style-type: none"> 1. How they will process complaints regarding recruitment, and service quality. 2. How they will communicate consistently and effectively. <p>B. Quality Control The Offeror should provide:</p> <ol style="list-style-type: none"> 1. Quality control – ensuring the quality of recruits is consistent with the required service quality and language proficiency standards. The 	

	<p>Offeror should provide its:</p> <ol style="list-style-type: none"> a. language proficiency assessment methods; b. testing procedures and standards; and c. Structured interview techniques and skills evaluation processes. <ol style="list-style-type: none"> 2. Effective and rapid turnaround for un-forecasted recruitment requirements. 3. Replacement methods of team members who do not meet required performance standards. 	
R2	<p><u>Risk Management – Max Score 36, Pass Mark 24.</u></p> <p>Effective risk management will reduce the impact of risks on the performance of the Standing Offer. The NSCC has identified 6 risks related to this requirement.</p> <p>For each risk, the Offeror should describe:</p> <ol style="list-style-type: none"> 1. Their understanding of the risk, their assessment of its importance, impact and likelihood of occurrence ("low", "medium" and "high"); 2. How they propose to monitor and control these risks. <p>Risk 1 – Adaptability and Capacity</p> <p>Inability of the Offeror to accommodate in size, scope and increased volumes due to growth (steady or sudden surges), which could significantly increase the demand for resources.</p> <p>Risk 2 - Ability to Attract Workforce</p> <p>Inability to attract qualified team members due to lack of available qualified candidates within the geographic region.</p> <p>Risk 3 - Retention</p> <p>Inability to retain qualified team members to successfully sustain operational objectives (impacting costs of continuous recruitment, training and development).</p> <p>Risk 4 - Attendance / Absenteeism</p> <p>Impact on services due to uncontrolled and unanticipated absences.</p> <p>Risk 5 - Security Risks</p> <ol style="list-style-type: none"> 1. breaches in access to, or unauthorized use of, confidential databases by the Offeror's team members; 2. failure to protect the confidentiality of calls and callers; and 3. inappropriate use of the Internet or electronic networks in a manner that could damage the reputation of the service, the NSCC or the Government of Canada. <p>Risk 6 - Issues Management – Staffing</p> <p>Inability to avoid and resolve urgent staffing issues in a timely manner.</p>	

ANNEX G

RATED CRITERIA EVALUATION GRIDS

Offerors' responses to the rated criteria detailed in **Annex F** will be evaluated as follows:

R1 Relation & Quality Management (Maximum points 30, pass threshold 24)

Criteria	0 points (criterion is not met)	3 point (criterion is partially met)	6 points (criterion is fully met)
Offeror has demonstrated how they will process complaints regarding recruitment and service quality.	Not described	Information demonstrates basic understanding and capability to meet requirements; information unclear; Clarification required.	Information is clear and complete and demonstrates understanding and capability to meet requirements; Fully detailed.
Offer has demonstrated how they will communicate consistently and effectively.	Not described	Information demonstrates basic understanding and capability to meet requirements; information unclear; Clarification required.	Information is clear and complete and demonstrates understanding and capability to meet requirements; Fully detailed.
Quality Control: 4. Language proficiency assessment methods (max 1.5 points) 5. Testing procedures and standards (max 1.5 points) 6. Structured interview techniques (max 1.5 points) 7. Skills evaluation processes (max 1.5 points)	Not described	Partially addressed; Demonstrates basic quality controls in place; Does not fully demonstrate how quality controls ensure quality of recruits is consistent with required service quality; Unclear or some clarification required.	Fully addressed; Demonstrates extensive quality controls in place; Demonstrates quality controls ensure quality of recruits is consistent with required service quality; Clear and complete; No clarification required.
Turnaround for unforecasted recruitment requirements	Not described	Does not fully demonstrate ability to meet rapid turnaround for un-forecasted requirements. Unclear or some clarification required.	Fully demonstrates the ability to meet rapid turnaround for unforecasted requirements. Clear and complete; No clarification required.
Performance Standard Assessment and Action	Not described	Processes in place; Not fully described; Unclear or some clarification required	Processes in place clearly demonstrates ability to replace team members not meeting performance standards; Clear and complete; No clarification required.

R2 Risk Management (Maximum points 36, pass threshold 24)

Each risk identified will be evaluated as follows:

Criteria	0 points (criterion is not met)	3 point (criterion is partially met)	6 points (criterion is fully met)
Risks 1 through 6 (for each risk)	Risk is not assessed in terms of importance; impact and likelihood of occurring. Does not address measures to reduce or eliminate the risk.	Risk is assessed in terms of importance; impact and likelihood of occurring; Demonstrates a basic risk management strategy; Does not fully address strategy to reduce or eliminate the risk; or strategy does not fully demonstrate how the risk would be reduced or eliminated; Does not clearly describe how risks will be monitored and controlled through the life of the Standing Offer.	Risk is assessed in terms of importance, impact and likelihood of occurring; Demonstrates a comprehensive risk management strategy that fully addresses how risks can be reduced or eliminated; Clearly describes how risks will be monitored and controlled through the life of the Standing Offer.

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ANNEX H

ELECTRONIC PAYMENT INSTRUMENTS

The Offeror accepts to be paid by any of the following Electronic Payment Instrument(s):

- VISA Acquisition Card;
- MasterCard Acquisition Card;
- Direct Deposit (Domestic and International);
- Electronic Data Interchange (EDI);
- Wire Transfer (International Only);
- Large Value Transfer System (LVTS) (Over \$25M)

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ANNEX I

QUARTERLY USAGE REPORTS

The report must include the following information:

Standing Offer No.							
Title: RISO Temporary Help for the National Service Call Centre							
Report Period (Quarterly) from _____ to _____							
Call-Up No.	Name of Resource	Start Date	End Date	Total Standard Billing Hours	Total Non-Standard Billing Hours	Total Value of Call-up	Remarks
Total						\$_____	

Additional Information:

In addition to the above information, the Offeror is requested to provide the following information when submitting the quarterly report. If this information is not submitted with the quarterly report, the Standing Offer Authority reserves the right to ask for this information at any time:

- A list of all call-ups for the period;