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**Department of Foreign Affairs, Trade and
Development (DFATD)**

Ministère des Affaires étrangères, commerce et
développement (MAECD)

**Request for Proposal
Demande de proposition**

proposal to: Department of Foreign Affairs Trade
and Development.

We hereby offer to sell to Her Majesty the Queen in
right of Canada, in accordance with the terms and
conditions set out herein, referred to herein or attached
here to, the goods, services, and construction listed
herein and on any attached sheets at the price(s) set
out therefor.

Proposition à: Ministère des Affaires Étrangères,
commerce et développement

Nous offrons par la présente de vendre à Sa
Majesté la Reine du chef du Canada, aux
conditions énoncées ou incluses par référence
dans la présente et aux appendices ci-jointes, les
biens, services et construction énumérés ici sur
toute feuille ci-annexée, au(x) prix indiqué(s).

Comments — Commentaires:

**THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT — LE PRÉSENT DOCUMENT
COMPORTE UNE EXIGENCE EN MATIÈRE DE
SÉCURITÉ**

Issuing Office – Bureau de distribution

Foreign Affairs, Trade and Development / Affaires
étrangères, commerce et développement
It Contracting Services Unit / Unité des services de
contrats TI
200 Promenade du Portage,
Gatineau, QC

Title — Sujet: VIP Airport Greeting Services, Toronto	
Solicitation No. — N° de l'invitation 19-154520	Date: August 09, 2019
Sollicitation Closes — L'invitation prend fin	Time Zone — Fuseau horaire
At / à: 2:00 PM	EDT (Eastern Daylight Saving Time)
On / le September 18, 2019	
F.O.B. — F.A.B.	
Plant-Usine: <input type="checkbox"/> Destination: X Other — Autre: <input type="checkbox"/>	
Address Enquiries to — Addresser toutes questions à:	
Name : Tracy Langille	
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Telephone No. – No de téléphone:	
(343) 203-1318	
Destination of Goods and or Services/Destination – des biens et ou services:	
Department of Foreign Affairs, Trade and Development (DFATD)/Ministère des Affaires étrangères, commerce et développement (MAECD)	
Vendor/Firm Name and Address — Raison sociale et adresse du fournisseur/de l'entrepreneur:	
Telephone No. – No de téléphone:	FAX No. – No 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 bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

1.2 Summary

The Office of Protocol of Department of Foreign Affairs, Trade and Development Canada (DFATD) coordinates requests for airport courtesies from Foreign Embassies and Consulates when foreign dignitaries visit Canada. In addition to this, the Office of Protocol is responsible for coordinating Airport Courtesies for Canadian Dignitaries travel domestically or abroad. The services include greeting and escort of the dignitaries, customs courtesy clearances, security screening exemptions, use of and access to airport VIP lounges, escort for greeting/farewell parties within airport restricted areas and other special requirements as necessary.

Lester B. Pearson (LBP) International Airport has an important role in Canada as a major gateway for international arrivals and departures of commercial aircraft. In order to facilitate the arrivals and departures of foreign and Canadian Dignitaries, on behalf of the Government of Canada, DFATD Office of Protocol has a requirement for dedicated services to manage the arrivals and departures of dignitaries at LBP International Airport, ensuring appropriate courtesies are being extended.

The Contract is expected to be for one (1) year, plus four (4) one (1) year option periods.

**LBP International Airport is managed and operated by the Greater Toronto Airport Authority (GTAA).*

1.2.3 Trade Agreements

"The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), and the Canadian Free Trade Agreement (CFTA)."



1.2.4 Federal Contractors Program

"The Federal Contractors Program (FCP) for employment equity applies to this procurement; refer to Part 5 – Certifications and Additional Information, Part 7 - Resulting Contract Clauses and the annex titled Federal Contractors Program for Employment Equity - Certification."

1.3 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.



PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

The 2003 standard instructions is amended as follows:

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

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

The [2003](#) (2018-05-22) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

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

Delete: 60 days

Insert: 120 days

2.2 Submission of Bids

Bids must be submitted only to the Department of Foreign Affairs, Trade and Development (DFATD) via email by the date, time and place indicated on page 1 of the bid solicitation.

Due to the nature of the bid solicitation, bids transmitted by facsimile to DFATD will not be accepted.

2.3 Former Public Servant

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

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 FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder 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 bid non-responsive.



Definitions

For the purposes of this clause,

"fee abatement formula" means the formula applied in the determination of the maximum fee payable during the one-year fee abatement period when the successful bidder is a former public servant in receipt of a pension paid under the [Public Service Superannuation Act](#).

"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.

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 8 calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

2.5 Applicable Laws

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

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

2.6 Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least 15 days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

Canada requests that the Bidder submits its bid in accordance with section 08 of the 2003 standard instructions. The bid must be gathered per section and separated as follows:

- Section I: Technical Bid 1 soft copy
- Section II: Financial Bid 1 soft copy
- Section III: Certifications 1 soft copy
- Section IV: Additional Information 1 soft copy

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

Due to the nature of the bid solicitation, bids transmitted by epost Connect service or facsimile will not be accepted.

Section I: Technical Bid

In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Section II: Financial Bid

3.1.1 Bidders must submit their financial bid in accordance with the Annex "B" Basis of Payment.

3.1.2 Electronic Payment of Invoices – Bid

Payment by Canada for the Work will be made following delivery, inspection and acceptance of the Work and upon presentation of invoices and any other substantiating documentation as Canada requires.

The Contractor accepts to be paid on a monthly basis using the following:

- Direct Deposit
- Cheque

3.1.3 Exchange Rate Fluctuation

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

3.1.4 SACC Manual Clauses

Section III: Certifications

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



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.
- (c) The evaluation team will determine first if there are two or more bids with a valid Canadian Content certification. In that event, the evaluation process will be limited to the bids with the certification; otherwise, all bids will be evaluated. If some of the bids with a valid certification are declared non-responsive, or are withdrawn, and less than two responsive bids with a valid certification remain, the evaluation will continue among those bids with a valid certification. If all bids with a valid certification are subsequently declared non-responsive, or are withdrawn, then all the other bids received will be evaluated.

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

Item	Mandatory Selection Criteria	Met	Not Met	Reference Page/Comments
M1	The Bidder must demonstrate using detailed project descriptions, that they have a minimum of three (3) years' experience within the tourism, conference planning, airport operations, or events management industry or any combination thereof.	<input type="checkbox"/>	<input type="checkbox"/>	
M2	The bidder must demonstrate using detailed project descriptions, a minimum of three (3) years' experience in providing customer service to foreign and Canadian dignitaries or VIPs	<input type="checkbox"/>	<input type="checkbox"/>	
M3	The Bidder must propose an Operations Coordinator (can be bidder) who must have a minimum of three (3) years' experience within the tourism, conference planning, airport operations, or events management industry or any combination thereof.	<input type="checkbox"/>	<input type="checkbox"/>	
M4	The Operations Coordinator must demonstrate using detailed project description, a minimum of three (3) years' experience in providing customer service to foreign and Canadian Dignitaries or VIPs	<input type="checkbox"/>	<input type="checkbox"/>	
M5	The Bidder must propose a Senior Operations Officer who must have a minimum of two (2) years' experience within the tourism or conference planning or airport operations or events	<input type="checkbox"/>	<input type="checkbox"/>	



Item	Mandatory Selection Criteria	Met	Not Met	Reference Page/Comments
	management industry or any combination thereof.			
M6	The Senior Operations Officer must demonstrate using detailed project descriptions, a minimum of two (2) years' experience in providing customer service to foreign and Canadian dignitaries or VIPs	<input type="checkbox"/>	<input type="checkbox"/>	
M7	The Senior Operations Officer must reside in the Greater Toronto Area and have the ability to be on-call/responsive 24 hours/day, 7 days/week.	<input type="checkbox"/>	<input type="checkbox"/>	
M8	The Bidder must demonstrate the ability to provide sufficient qualified personnel to handle VIP requests (at times, multiple or simultaneous), including the ability to expand core team as required to staff a large conference (i.e 30 arrivals and departures over a 3 day period)	<input type="checkbox"/>	<input type="checkbox"/>	
M9	The Bidder must be able to provide service in both official languages of Canada.	<input type="checkbox"/>	<input type="checkbox"/>	

4.1.1.2 Point Rated Technical Criteria

Proposals having successfully met ALL of the Mandatory Selection Criteria will be evaluated against each of the following Point-Rated Selection Criteria. Up to the number of points specified below will be awarded for each factor based on length and depth of experience. The points will then be totalled.

The following elements will be evaluated and scored. It is imperative that these criteria be addressed in sufficient depth to allow for a complete assessment of capacity and capabilities.

Item	Description of Criteria	Points Breakdown	Score	Cross reference to proposal. Indicate potential points.
R1	The Bidder must demonstrate using detailed project descriptions managing events in the past five (5) years within the tourism, conference planning, airport operations, or events management or any combination thereof.	3+ years = 1 point 4+ to 5 years = 3 points 5+ years = 5 points	/5	
R2	The Bidder must demonstrate using detailed project descriptions experience within the past five (5) years providing customer service to foreign and Canadian dignitaries or VIP's	3+ years = 1 point 4+ to 5 years = 3 points 5+ years = 5 points	/5	
R3	The Bidder must demonstrate using detailed project descriptions experience within the past five (5) years in	3+ years = 1 point 4+ to 5 years = 3 points 5+ years = 5 points	/5	



Item	Description of Criteria	Points Breakdown	Score	Cross reference to proposal. Indicate potential points.
	managing an organization inclusive of human resources and financial management.			

Item	Description of Criteria	Points Breakdown	Score	Cross reference to proposal. Indicate potential points.
R1	The Operations Coordinator must demonstrate using detailed project descriptions experience within the past five (5) years managing events within the tourism, conference planning, airport operations, or events management or any combination thereof.	3+ years = 1 point 4+ to 5 years = 3 points 5+ years = 5 points	/5	
R2	The Operations Coordinator must demonstrate using detailed project descriptions experience within the past five (5) years providing customer service to foreign and Canadian dignitaries or VIP's	3+ years = 1 point 4+ to 5 years = 3 points 5+ years = 5 points	/5	
R3	The Operations Coordinator must demonstrate using previous examples in the past five (5) years the ability to be responsive 24 hours a day, 7 days a week, or services outside of normal working hours.	1+ to 2 years = 1 point 2+ to 3 years = 3 points 3+ years = 5 points	/5	

Item	Description of Criteria	Points Breakdown	Score	Cross reference to proposal. Indicate potential points.
R1	The Senior Operations Officer must demonstrate using detailed project descriptions experience within the past five (5) years managing events within the tourism, conference planning, airport operations, or events management or any combination thereof:	2+ years = 1 point 3+ to4 years = 3 points 4+ years = 5 points	/5	
R2	The Senior Operations Officer must demonstrate using detailed project descriptions experience within the past five (5) years providing	2+ years = 1 point 3+ to4 years = 3 points 4+ years = 5 points	/5	



Item	Description of Criteria	Points Breakdown	Score	Cross reference to proposal. Indicate potential points.
	customer service to foreign and Canadian dignitaries or VIP's			
R3	The Senior Operations Officer must demonstrate using previous examples in the past five (5) years the ability to be responsive 24 hours a day, 7 days a week, or services outside of normal working hours.	2+ years = 1 point 3+ to 4 years = 3 points 4+ years = 5 points	/5	

1. Operational Plan – maximum 55 points

This Operational Plan should reflect a comprehension of the Statement of Work (SOW), including an understanding of the DFATD's operational needs at LBP International Airport.

The Contractor shall provide a detailed standard procedure of how a VIP arrival, departure and transit at LBP International Airport will be carried out.

Each of the following elements will be rated:

Item	Description of Criteria	Points Breakdown	Cross reference to proposal. Indicate potential points.
1.1	A methodical, orderly, inclusive and logical sequence of events for all three types of events (arrivals, departures, & transits): Information provided demonstrates a minimal understanding that is relevant to the stated criteria. Bidder receives 10% of the available points for this element. Information provided demonstrates a moderate understanding for most but not all of the elements of the rated criteria. Bidder receives 50% of the available points for this element Rated criteria is dealt with in depth, information provided demonstrates an extensive understanding of all of the elements of the rate criteria. Bidder receives 100% of the available points for this element.	5 points 12.5 points 25 points	
Maximum total of 25 points = Total			/25
1.2.	Description of interaction with and significance of any five (5) of the following contacts/organizations within the airport community: GTAA, CBSA, US Customs/Immigration, Transport Canada, CATSA, airlines		



Item	Description of Criteria	Points Breakdown	Cross reference to proposal. Indicate potential points.
	2 points per each contact (total of 5 contacts) -1 point for relevant interaction -1 point for relevant significance		
Maximum total of 10 points = Total /10			
1.3.	<p>Discussion of type of service that will be accorded to clients arriving and departing at LBP International Airport. Discussion to include but not limited to: how to interact with various clientele; how to interact with foreign dignitaries; demonstrated understanding of diplomacy; demonstrated comprehension of cultural practices and customs.</p> <p>Information provided does not address the criteria. Bidder receives 0% for the available points for this element</p> <p>Information provided demonstrates a minimal understanding that is relevant to the stated criteria.</p> <p>Information provided demonstrates some understanding that is relevant to the stated criteria but does not demonstrate a full range of understanding for all elements of the rated criteria.</p> <p>Information provided clearly demonstrates a full understanding of all of the elements of the rated criteria.</p> <p>Rated criteria is dealt with in depth, information provided demonstrates a full range of in-depth understanding of all of the elements of the rated criteria.</p> <p>Rated criteria is dealt with in depth, information provided demonstrates a full range of in-depth understanding of all of the elements of the rated criteria.</p>	<p>0 points</p> <p>1 points</p> <p>2 points</p> <p>3 points</p> <p>4 points</p> <p>5 points</p>	
Maximum total of 5 points = Total /5			
1.4.	<p>Description of procedure the bidder has in place to produce and provide statistics to the client.</p> <p>Information provided does not address the criteria. Bidder receives 0% for the available points for this element.</p> <p>Information provided demonstrates a minimal understanding that is relevant to the stated criteria.</p>	<p>0 points</p> <p>1 point</p> <p>2 points</p>	



Item	Description of Criteria	Points Breakdown	Cross reference to proposal. Indicate potential points.
	<p>Information provided demonstrates some understanding that is relevant to the stated criteria but does not demonstrate a full range of understanding for all elements of the rated criteria.</p> <p>Information provided demonstrates understanding for most but not all of the elements of the rated criteria.</p> <p>Information provided clearly demonstrates a full understanding of all of the elements of the rated criteria.</p> <p>Rated criteria is dealt with in depth, information provided demonstrates a full range of in-depth understanding of all of the elements of the rated criteria.</p>	<p>3 points</p> <p>4 points</p> <p>5 points</p>	
Maximum total of 5 points = Total /5			
1.5.	<p>Clarity of the overall written proposal</p> <p>Unclear and not easily understood. The sentences run-on and do not address issues. Communication is illogical and not presented in a reasonable sequence.</p> <p>Some areas are unclear and difficult to understand. Some sentences are run-on; some information is incomplete. Some grammatical errors exist and impact on the overall message. Nevertheless, the message is basically understood.</p> <p>Little difficulty in communicating in writing. Some areas may be vague or unclear. Sentences are logical and in an appropriate sequence. Occasional use of overly complex structures; some grammatical errors may occur and certain words may be overused. This does not detract from the overall message.</p> <p>No difficulty communicating in writing. Occasional overuse of vocabulary and occasional grammatical difficulties may exist but does not detract from the overall message. Communication is clear, logical and accurate. It is concise, effective and understood.</p>	<p>Poor (0-1 points)</p> <p>Satisfactory (1-2 points)</p> <p>Good (3 points)</p> <p>Very Good (4 points)</p> <p>Excellent (5 points)</p>	



Item	Description of Criteria	Points Breakdown	Cross reference to proposal. Indicate potential points.
	<p>Written communication is clear, concise and easily understood. It is brief and to the point. Ideas are developed logically and presented in a prescribed and reasonable sequence. The information is accurate, informative and complete. It is grammatically correct. Appropriate vocabulary is used with minimal error.</p>		
Maximum total of 5 points = Total /5			
1.6.	<p>Comprehension of the Statement of Work. This will be demonstrated by the overall responses and the document submitted. Relevance of answers will directly correlate with comprehension and understanding of the statement of work</p> <p>Information provided does not address the criteria. Bidder receives 0% for the available points for this element.</p> <p>Information provided demonstrates a minimal understanding that is relevant to the stated criteria.</p> <p>Information provided demonstrates some understanding that is relevant to the stated criteria but does not demonstrate a full range of understanding for all elements of the rated criteria.</p> <p>Information provided demonstrates understanding for most but not all of the elements of the rated criteria.</p> <p>Information provided clearly demonstrates a full understanding of all of the elements of the rated criteria.</p> <p>Rated criteria is dealt with in depth, information provided demonstrates a full range of in-depth understanding of all of the elements of the rate criteria.</p>	<p>0 points</p> <p>1 point</p> <p>2 points</p> <p>3 points</p> <p>4 points</p> <p>5 points</p>	
Maximum total of 5 points = Total /5			



2. Human Resourcing Plan – maximum 25 points

Item	Description of Criteria	Points Breakdown	Cross reference to proposal. Indicate potential points.
2.1.	<p>Human Resourcing Plan</p> <p>Bidders are requested to submit a plan, including a training and development program for ensuring that the necessary qualified resources are available at all times during the Contract period.</p>	25 points	
Maximum total of 25 points = Total		/25	

3. Training and development program - maximum 10 points

Item	Description of Criteria	Points Breakdown	Cross reference to proposal. Indicate potential points.
3.1.	<p>Makes brief, vague, and indirect or implied references to this criterion.</p> <p>Overall training program proposal was <u>unclear</u> and <u>lacking in details</u> to fully assess. <u>Difficult to clearly ascertain the training and development program</u>. Missing elements such as: who is training, length of training, buddy system, manuals, procedures, education re: airport partners etc.</p> <p>Information provided throughout the training program proposal is <u>somewhat clear and succinct</u>.</p> <p>Overall presentation of the information is <u>acceptable</u>. Some elements could be improved upon such as: specific details, examples, time-lines, key contacts etc...</p> <p>Information provided throughout the training program proposal was <u>very clear and succinct</u>.</p> <p><u>Excellent presentation</u> and detail in the information provided and included a description of development program.</p>	<p>Unsatisfactory 0-2 points</p> <p>Weak 3-5 points</p> <p>Good 5-7 points</p> <p>Very Good 8-10 points</p>	
Maximum total of 10 points = Total		/10	



4. Provisions for additional staff when required for arrivals / departures or transits. - maximum 15 points

5 points for each additional staff (up to three) that meets the following criteria, as demonstrated by their CV's:

Item	Description of Criteria	Points Breakdown	Cross reference to proposal. Indicate potential points.
4.1.	Having minimum 2 years work-related experience within the tourism or conference planning or airport operations or events management industry or any combination thereof. Having minimum 2 years' experience in providing customer service to foreign and Canadian dignitaries or VIPs.		
Maximum total of 15 points = Total		/15	

4.1.2 Financial Evaluation

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

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

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation;
 - b. meet all mandatory technical evaluation criteria; and
 - c. obtain the required minimum of 55% percent overall of the points for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 105 points.
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bid with the lowest evaluated price per point will be recommended for award of a contract.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 70% .
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30%.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.



7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

SACC Manual Clause [A0027T](#), Basis of Selection – Highest Combined Rating of Technical Merit and Price

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 70/30 ratio of technical merit and price, respectively. The total available points equals 105 and the lowest evaluated price is \$45,000 .

Basis of Selection - Highest Combined Rating Technical Merit (70%) and Price (30%)				
		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$115/135 \times 70 = 59.63$	$89/135 \times 70 = 46.15$	$92/135 \times 70 = 47.70$
	Pricing Score	$45/55 \times 30 = 24.55$	$45/50 \times 30 = 27.00$	$45/45 \times 30 = 30.00$
Combined Rating		84.18	73.15	77.70
Overall Rating		1st	3rd	2nd



PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Required with the Bid

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the Integrity 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 Bid

Please refer to Attachment 1 to Part 5 of this RFP.

5.2 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame specified will render the bid 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](#), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) – Labour's](#) website.

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid list at the time of contract award.



Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid:](#)" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed annex titled Federal Contractors Program for Employment Equity - Certification, before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

5.2.3 Additional Certifications Precedent to Contract Award

5.2.3.2 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.



PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirements

There is no security requirement associated with the RFP

.

6.2 Financial Capability

SACC Manual clause [A9033T](#) (2012-07-16) Financial Capability

6.3 Insurance Requirements

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex D.

If the information is not provided in the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.



PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Statement of Work

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

7.2 Standard Clauses and Conditions

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

7.2.1 General Conditions

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

7.3 Security Requirements

7.3.1 There is no security requirement applicable to the Contract.

7.4 Term of Contract

7.4.1 Period of the Contract

The period of the Contract is from date of Contract award to June 30, 2021.

7.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 3 (three) additional 1 (one) year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 30 (thirty) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Tracy Langille
Title: Procurement Officer
Department of Foreign Affairs, Trade, and Development
Domestic Procurement (SPP)
Address: 200 Promenade du Portage, Gatineau, QC K1A 0G4

Telephone: 343-203-1318
E-mail address: Tracy.Langille@international.gc.ca



The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

7.5.2 Project Authority (at Contract award)

The Project Authority for the Contract is:

Name: _____

Title: _____

Organization: _____

Address: _____

Telephone: ____-____-_____

E-mail address: _____

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

7.5.3 Contractor's Representative (at Contract award)

Name: _____

Title: _____

Organization: _____

Address: _____

Telephone: ____-____-_____

E-mail address: _____

7.6 Proactive Disclosure of Contracts with Former Public Servants

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 FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder 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 bid non-responsive.



Definitions

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

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

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

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

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? Yes () No ()

If so, the Bidder must provide the following information, for all FPSs 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, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? Yes () No ()

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;



- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- 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.

7.7 Payment

7.7.1 Basis of Payment

For the Work described in section 4.7 of the Statement of Work in Annex "A". The Contractor will be paid for its costs reasonably and properly incurred in the performance of the Work, plus reimbursement of Other Direct Expenses in accordance with the Basis of Payment in Annex "B", to a limitation of expenditure of \$25,000. Customs duties are included and Applicable taxes are extra.

7.7.2 Limitation of Expenditure *(at contract award)*

1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____. Customs duties are excluded 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.

7.7.3 Terms of Payment

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work performed has been accepted by Canada.



7.7.4 Direct Request by Customer Department

1. Pursuant to paragraph 221 (1)(d) of the *Income Tax Act*, R.S. 1985, c. 1 (5th Supp.), payments made by departments and agencies to contractors under applicable services contracts (including contracts involving a mix of goods and services) must be reported on a T1204 Government Service Contract Payments slip.
2. To enable departments and agencies to comply with this requirement, the Contractor must provide Canada, upon request, its business number or Social Insurance Number, as applicable. (These requests may take the form of a general call-letter to contractors, in writing or by telephone).

7.7.5 Electronic Payment of Invoices – Contract

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

- a. Direct Deposit (Domestic and International);
- b. Cheque

7.8 Invoicing Instructions

1. The Contractor must submit monthly 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.
 - a. A copy of the invoices, and any receipts for direct expenses if required
2. Invoices must be distributed as follows:
 - a. One (1) copy must be forwarded to the Project Authority identified under the section entitled “Authorities” of the Contract.

7.9 Certifications and Additional Information

7.9.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

7.9.2 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "FCP Limited Eligibility to Bid" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

7.10 Applicable Laws

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



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 Articles of Agreement;
- (b) the supplemental general conditions [2003](#) (2018-05-22)
- (c) the general conditions [2035](#) (2018-06-21),
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List;
- (g) Annex D, Insurance Requirements;
- (h) Annex E, Previous Work;
- (i) Annex F, Federal Contractors Program for Employment Equity;
- (j) Attachment 1 to Part 5; Certifications
- (k) the Contractor's bid dated _____,

7.12 Foreign Nationals

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

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

7.14 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.

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.



ANNEX "A" - STATEMENT OF WORK

Title:

Airport Greeting Services for Foreign Dignitaries, Lester B. Pearson International Airport, Toronto, Ontario, Canada.

1.0 Background

1.1 The Office of Protocol of the Department of Foreign Affairs, Trade and Development Canada (DFATD) coordinates requests for airport courtesies from Foreign Embassies and Consulates when foreign dignitaries visit Canada. In addition to this, the Office of Protocol is responsible for coordinating Airport Courtesies for some Canadian dignitaries travelling domestically or abroad. The services may include greeting and escort of the dignitary, customs courtesy clearance, security screening exemption, use of and access to airport VIP lounges, escort for greeting/farewell parties within airport restricted areas and other special requirements as necessary.

1.2 Lester B. Pearson (LBP) International Airport has an important role in Canada as a major gateway for international arrivals and departures of commercial aircraft. In order to facilitate the arrivals and departures of foreign and Canadian dignitaries, on behalf of the Government of Canada, DFATD Office of Protocol has a requirement for dedicated services to manage the arrivals and departures of dignitaries at LBP International Airport, ensuring appropriate courtesies are being extended.

1.3 LBP International Airport is managed and operated by the Greater Toronto Airport Authority (GTAA).

1.4 The clients eligible for services at LBP International Airport are those who are defined by DFATD as eligible for courtesies:

- Guests of Canada invited by the Governor General, the Prime Minister, the Chief Justice, the Speaker of the Senate and the Speaker of the House of Commons as well as Ministers of the Government, and other foreign dignitaries invited by the Government of Canada;
- Foreign heads of state and government, foreign federal cabinet ministers, provincial and municipal foreign delegations; former heads of state/government; central bank governors of foreign countries; deputy ministers of foreign countries; high level military officials of foreign countries, other requests on a case-by-case basis (determined by the Project Authority);
- The Governor General and Spouse; the Prime Minister and Spouse; the Chief Justice, the Speaker of the Senate and the Speaker of the House of Commons, and Canadian Cabinet Ministers and Supreme Court Justices

THE PROJECT AUTHORITY RESERVES THE RIGHT TO MODIFY THIS LIST AS NECESSARY AND ADVISE THE CONTRACTOR ACCORDINGLY.

1.5 The services provided at LBP International Airport are significant in the impression made upon foreign dignitaries arriving in Canada or transiting through the country. The quality of hospitality and logistics facilitation offered by the Government of Canada must be high. The Contractor is expected to, through services provided, enhance Canada's image while organizing arrivals and departures of dignitaries during official visits. Since needs and situations are ever-changing, flexibility in serving clients is of the utmost importance.

1.6 The services are to be available 365 days per year. For the last two years, the average number of arrivals, departures and transits has been 796.5 annually. The average amount of hours worked for each



movement (including preparation time) is four (4) hours. The average delegation size is dignitary plus three (3), though it could be less but also more. Please refer to Appendix "A".

2.0 Objective

DFATD's Office of Protocol requires airport greeting services for foreign dignitaries in order to manage arrivals and departures of said dignitaries at LBP International Airport. A quality of service that is highly professional and well-organized is required for the dignitary by the Project Authority. The service described herein shall also be flexible and client-oriented.

3.0 Scope of Work

3.1 Services provided by the Contractor will pertain to the management of arrivals and departures of dignitaries within the LBP International Airport and its two terminals and shall meet all requirements as stated in the Statement of Work (SOW) for arrivals/departures/transits of dignitaries during official, working and private visits. The Project Authority will determine and indicate to the Contractor the type of service and level of formalities to be accorded to clients depending on their rank, type of visit, event, etc. The Project Authority will normally discuss requirements with Contractor and staff.

3.2 The provision of services is determined by the Project Authority. A request for service will come directly from the Office of Protocol to the Contractor. Occasionally clients will make a request directly to the Contractor. These requests shall be routed back to the Project Authority for decision and approval. Once agreement for Contractor's services has been confirmed by the Project Authority, clients shall deal directly with the Contractor on operational issues related to their particular arrival or departure. The Contractor shall not render any services without prior authorization by DFATD as indicated in this paragraph. The Contractor will not be compensated for services rendered without prior authorization from DFATD.

3.3 The provision of services must be available 24 hours/day, 7 days/week and 365 days/year. The Project Authority will give a minimum of 24 hours' notice of an arrival or departure, but for unforeseeable circumstances, less notice may be given.

3.4 At the request of the Project Authority, the Contractor will facilitate the arrivals and departures at Lester B. Pearson International Airport by eligible individuals or groups as listed in 1.4 of this SOW. These arrivals and departures occur on commercial, scheduled flights.

3.5 The Contractor is to establish, foster and maintain an effective working relationship with airport partners who include but are not limited to: airlines; the Greater Toronto Airport Authority (GTAA); Transport Canada (TC); Canadian Air Transportation Safety Agency (CATSA); Peel Regional Police Services; Royal Canadian Mounted Police (RCMP); Canada Border Services Agency (CBSA); US Immigration and Customs. The collaboration of airport partners is essential in providing appropriate services to foreign and Canadian dignitaries travelling through LBP International Airport.

3.6 The Contractor will respect all airport security regulations as well as operational procedures that are in place at LBP International airport.

4.0 Tasks

The Contractor shall perform the following service on an as-required and when-requested basis at LBP International Airport:

4.1 Receive arrival/departure information and booking details from the Project Authority or, when applicable from clients (see 3.2 of this SOW above), and plan/schedule staff and services accordingly. The information can be received electronically or verbally and will normally include the following type of information: name and title of the visitor; type of visit; security level; indication of services required; size of



delegation; arrival/departure dates and times; flight details; expected greeting/farewell parties; key contacts managing the visit and provision of their telephone/fax numbers or email addresses. This information is subject to change, sometimes with very little advance notice, and the Contractor must be able to adapt services accordingly.

4.2 Advise airport partners (see 3.5 of this SOW above) of arrivals/departures/transits that are scheduled to take place at LBP International Airport as well as any and all changes to the schedule.

4.3 Ensure Project Authority, clients and airport partners, including partners in other airports that could be affected have up-to-date information re: arrival/departure/transit scenarios (i.e., who?, when?, how?, what?) so that all services can be coordinated and successfully delivered. When approved by Project Authority, meet clients to review arrangements or visit sites prior to arrivals/departures.

4.4 Ensure all designated points of contact are made aware of arrangements being put into place to greet or bid farewell to their guests at least 24 hours before the arrival where possible. Ensure the success of the arrival/departure/transit and that they and their guests are welcomed and made comfortable. Be sensitive to expectations of dignitaries and assist within capacity but without compromising airport, airport partner or airline regulations.

4.5 Input arrival/departure/transit information into a format that is readily accessible upon request by the Project Authority. Information required is name and title of dignitary, country, date and time of event, delegation size, and hours worked.

4.6 The Contractor will make arrangements with the GTAA to issue and retrieve a number of Temporary Visitor Airport Restricted Area Passes. The Contractor will assume responsibility for these passes. The Contractor will, based on the requirements of the GTAA, establish and maintain a tracking system for the issuance and retrieval of these temporary passes to greeting and farewell parties.

4.7 Upon the Project Authority's request, the Contractor may be required to:

4.7.1 make arrangements for the use of a GTAA or pay-per-use lounge. Lounges may be used in the relevant terminal for departures and transits and occasionally for arrivals. Lounge access for authorized guests must be pre-approved by the Project Authority.

4.7.2 provide refreshments, on occasion for a specific event. Refreshments are not requested by the Project authority for arrivals and departures in the GTAA Lounges. As the airline lounges provide refreshments at no cost to their clientele.

4.7.3 assist, as necessary, with the coordination of baggage collection/delivery to vehicles upon arrival, and baggage and passenger check-in upon departure

4.8 Advise Project Authority in writing as soon as possible of client request for additional or extraordinary services, as well as concerns raised by clients, airport partners or other government departments or any other issues that may arise, actual or potential.

(Arrivals/Departures/Transits):

When applicable, the Contractor will:

4.09 Make arrangements with GTAA to allow access and parking for vehicles to drop-off/pick-up greeting/farewell parties and incoming/departing delegations.

4.10 Maintain contact with airlines to verify flight details and keep clients, guests and airport partners advised of any developments.

4.11 Pre-arrange, and re-verify immediately prior to arrival/departure/transit, to ensure that all is in order with relevant airport partners (eg, GTAA, CBSA, CATSA, TC, airlines, US Immigration and



Customs, etc.) to access restricted areas of the airport to greet and bid farewell to guests. Ensure clients have proper documents to enter restricted areas (documents include but are not limited to Restricted Area Temporary Passes, boarding passes, Photo I.D.) and are aware of any personal security screening they may be submitted to.

4.12 Escort greeting and farewell parties and incoming/departing delegations to and from aircraft, lounge (arranged with the GTAA or airline) and vehicles at the appropriate time.

4.13 Ensure that the arrival and departure are complete and that all outstanding issues (e.g., lost baggage, connecting flights) have been or are being dealt with. On departure, advise client, and, when applicable, the RCMP and the Office of Protocol, of wheels-up.

4.14 If a question or request that is "out-of-the-ordinary" is received from a client during an arrival or departure, the Contractor shall refer the matter to the Project Authority.

5.0 Contractor/ Personnel Requirements

5.1 The Contractor will name one principal point of contact (Operations Coordinator) for the Project Authority to coordinate services at LBP International Airport. This Operations Coordinator may also provide arrival/departure/transit services.

5.2. The Contractor will name a Senior Operations Officer to be an on-site physical presence at the LBP International Airport. This Senior Operations Officer will manage the day-to-day operations in Toronto, and be the primary contact for airport partners and authorities. The Senior Operations Officer will also be the primary point of contact for the Project Authority during significant/complex arrivals and departures, working with the Operations Coordinator to ensure continuity from the beginning of the file.

5.3 The Contractor will provide additional staff (Operations Officers) on occasions where the arrival/transit/departure scenarios are complicated by large delegations, complex requirements or overlapping/simultaneous arrivals/departures.

5.4 The Contractor shall ensure that all staff are already in possession of, or have the ability to qualify for, a Restricted Area Identity Card (RAIC).

5.5 The Contractor shall ensure that all staff involved in arrivals/departures/transits are dressed in business attire; i.e. dark business suit for men and women, and dress shoes

5.6 The Contractor shall refrain from any action which might be prejudicial or perceived to be detrimental to the diplomatic relations between DFATD and the visitor's country. The Contractor and its personnel shall ensure interactions with clients are formal, tactful, adroit, discreet and of sound judgement. The Contractor shall ensure its personnel, contractors or outside consultants are bound from the provisions of this article.

5.7 The Contractor shall ensure that all staff has, at minimum, a secondary school education and the required experience to fulfill the Contractor's obligations within this contract.

5.8 Office equipment such as computers, scanners, stationary etc are to be supplied by the Contractor. The Contractor will provide office equipment such as mobile devices (that function in both terminals), business cards and stationary to his/her staff at no cost to DFATD.

5.9 The Contractor must be able to provide a fluent service in both official languages. The vast majority of visits require service in English but on occasion fluent service in French must be available.



6.0 Status and Replacement of Personnel

6.1 If at any time during the period of the contract the Contractor is unable to provide the services of any person who must perform the work in the contract, it shall immediately provide a replacement person with similar qualifications and experience. The Contractor shall, as soon as possible, give notice to the Project Authority:

- (a) the reason for the removal of the person from the work;
- (b) the name, qualifications and experience of the proposed replacement person; and
- (c) proof that the replacement person is already in possession of, or has the ability to qualify for, a Restricted Area Identity Card (RAIC).

6.2 The Project Authority may order the removal from the work of any such replacement person and the Contractor shall immediately remove the person from the work and shall, in accordance with subsection (1), secure a further replacement.

6.3 The fact that the Project Authority does not order the removal of a replacement person from the work shall not relieve the Contractor from its responsibility to meet the requirements of the Contract.

6.4 If the Contractor intends to use any person in fulfillment of this contract who is or who is not an employee of the Contractor, the Contractor hereby warrants that such a person is under no restrictive covenants in relation to a constraint of trade that would prevent the person from fulfilling his or her services in relation to the work and, the Contractor has written permission from the person or (the employer of such a person) to propose the services of the person in relation to the work to be performed in fulfillment of this contract.

7.0 Deliverables

The Contractor shall submit a monthly report of the arrivals/departures/transits including information requested in 4.5 along with a monthly invoice. The monthly report should be in a summary format (chart or table form) in a Word or Excel format and submitted at the end of each month along with an invoice. The Contractor shall provide statistics of arrivals, departures and transits upon request by the Project Authority,

8.0 Constraints

The Contractor is responsible for the cost of, and obtaining any and all employee parking permits required by the GTAA [Toronto Pearson](#) and all related expenses incurred.

The Contractor is responsible for obtaining any and all licenses from the GTAA required to perform the Work. [GTAA Toronto Pearson License Information](#)



ANNEX “B” - BASIS OF PAYMENT

Inclusions/Factors:	Year 1	Year 2	Year 3	Year 4	Year 5
Base fee per event <i>Preparation, Coordination, 1 officer, Visitor passes</i>	Rate \$ _____	Rate \$ _____	Rate \$ _____	Rate \$ _____	Rate \$ _____
Additional Officer(s) <i>At Client request for agreement for complex files</i>	Rate \$ _____	Rate \$ _____	Rate \$ _____	Rate \$ _____	Rate \$ _____
Additional Hour(s) <i>(flat rate/per hour)</i> <ul style="list-style-type: none"> • <i>Arrivals: Flight delays, Baggage Delays, *complex file</i> • <i>Transit: duration of wait extended, Missed connection, Flight cancellation *complex file</i> • <i>Departure: Flight delay, flight cancellation *Complex file</i> 	Rate \$ _____	Rate \$ _____	Rate \$ _____	Rate \$ _____	Rate \$ _____
Total Cost per Year	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
	Total Contract Value:				

***complex file:** Additional hours may be charged for complex files that involve the intervention of several agencies or organizations and / or which require more preparation and coordination. To be discussed in advance with project authority.

Note: For evaluation purposes only, amounts will be multiplied by the estimated yearly operations of 796.5. This Total Cost per Year will be generated for each year. The five (5) years will then be added together to achieve the estimated total value of the Contract. This is the number which will be used to generate the Total Cost per Point. This is not necessarily indicative of actual usage throughout the Contract.



Initial Contract Period	
September 01, 2019 to August 31, 2020	
Rate	
Base Fee per Event <i>(Preparation, Coordination, 1 officer, Visitor passes)</i> <i>Reimbursement of Other Direct Expenses</i>	\$ _____
Additional Officer(s) <i>(At Client request for agreement for complex files)</i>	\$ _____
Additional Hours <ul style="list-style-type: none"> • <i>Arrivals: Flight delays, Baggage Delays, *complex files</i> • <i>Transit: duration of wait extended, Missed connection, Flight cancellation, *complex files</i> • <i>Departure: Flight delay, flight cancellation, *complex file</i> 	\$ _____
Total Cost Per Year	\$ _____

Initial Contract Period	
September 01, 2020 to August 31, 2021	
Rate	
Base Fee per Event <i>(Preparation, Coordination, 1 officer, Visitor passes)</i> <i>Reimbursement of Other Direct Expenses</i>	\$ _____
Additional Officer(s) <i>(At Client request for agreement for complex files)</i>	\$ _____
Additional Hours <ul style="list-style-type: none"> • <i>Arrivals: Flight delays, Baggage Delays, *complex files</i> • <i>Transit: duration of wait extended, Missed connection, Flight cancellation, *complex files</i> • <i>Departure: Flight delay, flight cancellation, *complex file</i> 	\$ _____
Total Cost Per Year	\$ _____

Option Period 1	
September 01, 2021 to August 31, 2022	
Rate	
Base Fee per Event <i>(Preparation, Coordination, 1 officer, Visitor passes)</i> <i>Reimbursement of Other Direct Expenses</i>	\$ _____
Additional Officer(s) <i>(At Client request for agreement for complex files)</i>	\$ _____
Additional Hours <ul style="list-style-type: none"> • <i>Arrivals: Flight delays, Baggage Delays, *complex files</i> • <i>Transit: duration of wait extended, Missed connection, Flight cancellation, *complex files</i> • <i>Departure: Flight delay, flight cancellation, *complex file</i> 	\$ _____
Total Cost Per Year	\$ _____



Option Period 2	
September 01, 2022 to August 31, 2023	
Rate	
Base Fee per Event <i>(Preparation, Coordination, 1 officer, Visitor passes)</i> <i>Reimbursement of Other Direct Expenses</i>	\$ _____
Additional Officer(s) <i>(At Client request for agreement for complex files)</i>	\$ _____
Additional Hours <ul style="list-style-type: none"> • <i>Arrivals: Flight delays, Baggage Delays, *complex files</i> • <i>Transit: duration of wait extended, Missed connection, Flight cancellation, *complex files</i> • <i>Departure: Flight delay, flight cancellation, *complex file</i> 	\$ _____
Total Cost Per Year	\$ _____

Option Period 3	
September 01, 2023 to August 31, 2024	
Rate	
Base Fee per Event <i>(Preparation, Coordination, 1 officer, Visitor passes)</i> <i>Reimbursement of Other Direct Expenses</i>	\$ _____
Additional Officer(s) <i>(At Client request for agreement for complex files)</i>	\$ _____
Additional Hours <ul style="list-style-type: none"> • <i>Arrivals: Flight delays, Baggage Delays, *complex files</i> • <i>Transit: duration of wait extended, Missed connection, Flight cancellation, *complex files</i> • <i>Departure: Flight delay, flight cancellation, *complex file</i> 	\$ _____
Total Cost Per Year	\$ _____

*complex file: Additional hours may be charged for complex files that involve the intervention of several agencies or organizations and / or which require more preparation and coordination. To be discussed in advance with project authority.

Note: For evaluation purposes only, amounts will be multiplied by the estimated yearly operations of 796.5. This Total Cost per Year will be generated for each year. The five (5) years will then be added together to achieve the estimated total value of the Contract. This is the number which will be used to generate the Total Cost per Point. This is not necessarily indicative of actual usage throughout the Contract.

Other Direct Expenses

The Contractor will be reimbursed for the direct expenses reasonably and properly incurred in the performance of the Work. These expenses will be paid at actual cost without mark-p, upon submission of an itemized statement supported by receipt vouchers.

Estimated Cost: \$ _____

Total Estimated Contract Price : _____ *(insert the sum of the firm price and the limitation of expenditure),*
Applicable Taxes extra.



ANNEX "C" - SECURITY REQUIREMENTS CHECK LIST

19-154520



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat XDV/Airport Greeting Services for Foreign Dignita
Security Classification / Classification de sécurité

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	GAC	2. Branch or Directorate / Direction générale ou Direction XDV
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 Airport operations services (management of arrivals, transits, departures) of foreign and Canadian dignitaries at LBP Airport in Toronto		
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 checked="" type="checkbox"/> No Non	<input 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 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 type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité

Canada



19-154520



Government of Canada
Gouvernement du Canada

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Security Classification / Classification de sécurité

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 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 EMBLEMES			

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



19-154520

Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat
XDV/Airport Greeting Services for Foreign Dignita
Security Classification / Classification de sécurité

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 TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET TRÈS SECRET
											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

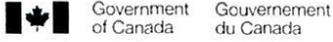
If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

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 indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



19-154520



Contract Number / Numéro du contrat XDV/Airport Greeting Services for Foreign Dignita
Security Classification / Classification de sécurité

PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Andreea Stoinesteanu		Acting Contract Security Coordinator	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
16. Procurement Officer / Agent d'approvisionnement			
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
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

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
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Canada



ANNEX “D” – 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. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.



- 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.

**Annex “E” – Previous Work**

This information is provided as an example of previous work levels and is not necessarily indicative of the work to be performed under the contracted period.

DATE	ARRIVALS	DEPARTURES	TRANSITS	TOTAL 2017	TOTAL 2018
January 2017	7	8	6	21	
January 2018	19	18	11		48
February 2017	10	13	17	40	
February 2018	17	16	14		47
March 2017	38	38	19	95	
March 2018	37	41	18		96
April 2017	22	20	19	61	
April 2018	40	28	16		84
May 2017	20	22	22	64	
May 2018	38	34	46		118
June 2017	28	27	23	78	
June 2018	24	25	20		69
July 2017	15	13	13	41	
July 2018	12	15	15		42
August 2017	15	14	15	44	
August 2018	16	15	10		41
September 2017	35	34	18	87	
September 2018	37	37	26		100
October 2017	41	46	19	106	
October 2018	20	23	40		83
November 2017	21	24	41	86	
November 2018	16	17	36		69
December 2017	11	10	9	30	
December 2018	11	10	22		43
Totals 2017	263	269	221	753	
Totals 2018	287	279	274		840



ANNEX "F"

Federal Contractors Program For Employment Equity – Certification

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\) – Labour's](#) website.

Date: _____(YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
- A2. The Bidder certifies being a public sector employer.
- A3. The Bidder certifies being a [federally regulated employer](#) being subject to the [Employment Equity Act](#).
- A4. The Bidder certifies having a combined work force in Canada of less than 100 permanent full-time and/or permanent part-time employees.

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

- A5.1. The Bidder certifies already having a valid and current [Agreement to Implement Employment Equity](#) (AIEE) in place with ESDC-Labour.

OR

- A5.2. The Bidder certifies having submitted the [Agreement to Implement Employment Equity \(LAB1168\)](#) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- B1. The Bidder is not a Joint Venture.

OR

- B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)



Attachment 1 to Part 5 - Certifications

The following certification requirements apply to this Request for Proposal (RFP) document. Bidders are to complete, sign and include each certification below in their proposal (bid). A contract will not be awarded until all certifications have been signed by the Bidder and received by the Crown.

1. Certification of Understanding

The Bidder certifies that all parts of this RFP have been reviewed in detail and are completely understood in order to make its proposal. Under no circumstances will the Statement of Work, specifications, or task description be subject to revised interpretation or amended following contract award except where the Contracting Authority so authorizes in writing.

Signature Bidder/Contractor

Date

2. Certification of Education/Experience

We certify that all statements made with regard to the education and the experience of individuals proposed for completing the subject Work are accurate and factual, and we are aware that the Minister reserves the right to verify any information provided in this regard and that untrue statements may result in the proposal being declared non-responsive.

Should a verification by the Minister disclose untrue statements, the Minister shall have the right to treat any contract resulting from this Bid as being in default and to terminate it accordingly.

Signature Bidder/Contractor

Date



3. Certification of Availability and Status of Personnel

Certification from the Bidder that all personnel proposed in their submission will be available to commence the work at the period specified herein, and will remain available to perform the work in relation to the fulfilment of this requirement.

If the Bidder/Contractor has proposed any person in fulfilment of this requirement who is not an employee of the Bidder/Contractor, the Bidder/Contractor hereby certifies that it has written permission from such person (or the employer of such person) to propose the services of such person in relation to the work to be performed in fulfilment of this requirement and to submit such person's résumé to the Contracting Authority.

If the Bidder/Contractor has proposed any person in fulfilment of this requirement who is or who is not an employee of the Bidder/ Contractor, the Bidder/Contractor hereby certifies that such a person is under no restrictive covenant in relation to a constraint of trade that would prevent the person from fulfilling his or her services in relation to the work.

During the bid evaluation, the Bidder/Contractor **MUST** upon the request of the Contracting Authority provide a copy of such written permission, in relation to any or all non-employees proposed. The Bidder/Contractor agrees that failure to comply with such a request may lead to disqualification of the Bidder's/Contractor's proposal from further consideration.

Signature Bidder/Contractor

Date

4. Certification of Identity or Legal Capacity of Bidder

In order to establish the legal capacity under which a bidder proposes to enter into the Contract, any bidder who carries on business in other than its own personal name shall, if requested by the Contracting Authority, provide proof of the legal capacity under which it carries on business to the Contracting Authority prior to contract award. Such proof may be in the form of a copy of the articles of incorporation or of the registration of the business name of a sole proprietor, of a trade name, of a partnership, etc.

Signature Bidder/Contractor

Date



Certificate of Independent Bid Determination

I, the undersigned, in submitting the accompanying bid or tender (hereinafter "bid") to:

(Corporate Name of Recipient of this Submission)

for: _____

(Name and Number of Bid and Project)

in response to the call or request (hereinafter "call") for bids made by:

(Name of Tendering Authority)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: that:

(Corporate Name of Bidder or Tenderer [hereinafter "Bidder"])

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the Bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the Bidder;
4. each person whose signature appears on the accompanying bid has been authorized by the Bidder to determine the terms of, and to sign, the bid, on behalf of the Bidder;
5. for the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the Bidder, whether or not affiliated with the Bidder, who:
 - a. has been requested to submit a bid in response to this call for bids;
 - b. could potentially submit a bid in response to this call for bids, based on their qualifications, abilities or experience;
6. the Bidder discloses that (check one of the following, as applicable):
 - a. the Bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with, any competitor;
 - b. the Bidder has entered into consultations, communications, agreements or arrangements with one or more competitors regarding this call for bids, and the Bidder discloses, in the attached document(s), complete details thereof, including the names of the competitors and the nature of, and reasons for, such consultations, communications, agreements or arrangements;
7. in particular, without limiting the generality of paragraphs (6)(a) or (6)(b) above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - a. prices;
 - b. methods, factors or formulas used to calculate prices;
 - c. the intention or decision to submit, or not to submit, a bid; or
 - d. the submission of a bid which does not meet the specifications of the call for bids; except as specifically disclosed pursuant to paragraph (6)(b) above;
8. in addition, there has been no consultation, communication, agreement or arrangement with any competitor regarding the quality, quantity, specifications or delivery particulars of the products or services to which this call for bids relates, except as specifically authorized by the Tendering Authority or as specifically disclosed pursuant to paragraph (6)(b) above;
9. the terms of the accompanying bid have not been, and will not be, knowingly disclosed by the Bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid



opening, or of the awarding of the contract, whichever comes first, unless otherwise required by law or as specifically disclosed pursuant to paragraph (6)(b) above.

(Printed Name and Signature of Authorized Agent of Bidder)

(Position Title)

(Date)



5. Certification of Status of Bilingual Capability

This Form must be completed for each of the proposed resources to determine their degree of language proficiency. Indicate each proposed resource's degree of proficiency in each official language. For English and French, indicate whether or not the language is spoken, read and written, and to what degree. Definitions of the language proficiencies are provided below.

List all official language(s) spoken, read and written, and the degree of proficiency for each category.

Name:			
List of Languages	Writing	Reading comprehension	Spoken (Oral interaction)
English			
French			

Example:

Name: John Smith			
List of all Languages	Writing	Reading comprehension	Spoken (Oral interaction)
English	Expert	Expert	Expert
French	Beginner	Intermediate	Intermediate

Language Capabilities Certification

I, _____ (print name of Bidder/Contractor) certify that

_____ (name of the proposed resource) has the language capabilities indicated above.

Signature Bidder/Contractor



Language Proficiency Level Definitions

Description of the degrees of proficiency:

A. READING PROFICIENCY LEVELS

Level - Beginner

Ability to understand texts on topics of limited scope; ability to understand very simple texts and grasp the main idea of texts about familiar topics; ability to read and understand elementary points of information such as dates, numbers or names from relatively more complex texts in order to perform routine job-related tasks.

Level - Intermediate

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

Level - Advanced

Ability to understand texts dealing with a wide variety of work-related topics; ability to understand most complex details, inference and fine points of meanings; ability to read with good comprehension specialized or less familiar material.

Level - Expert

Ability to fully understand the language and ability to accomplish all the required tasks in that language. Absolute proficiency.

B. ORAL INTERACTION PROFICIENCY LEVELS

Level - Beginner

Ability to ask and answer simple questions; ability to give simple directions or instructions; ability to handle simple work-related situations.

Level - Intermediate

Ability to give simple explanations; ability to give factual descriptions (of people, places or things); ability to narrate events (past, present, future); ability to handle work-related situations with a complication.

Level - Advanced

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; ability to handle complex work-related situations.

Level - Expert

Absolute proficiency.

C. WRITING PROFICIENCY LEVELS

Level - Beginner

Ability to write very limited units of information in the second language; ability to write isolated words, phrases, simple statements or questions on very familiar topics using words of time, place or person.

Level - Intermediate

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



Level - Advanced

Ability to write explanations or descriptions in a variety of informal and formal work-related situations; ability to write texts in which the ideas are well developed and in which vocabulary, grammar, and spelling are generally appropriate and require few corrections.

Level - Expert

Absolute proficiency.