



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

Office of the Superintendent of Financial Institutions Canada
Procurement and Contracting
255 Albert Street, 12th floor
Ottawa, ON K1A 0H2
Email : Contracting@osfi-bsif.gc.ca

Bureau du surintendant des institutions financières Canada
Achats et contrats
255 rue Albert, 12^e étage
Ottawa, Ontario, K1A 0H2
Courriel : contracting@osfi-bsif.gc.ca

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

Comments - Commentaires

**Proposal To: The Office of the Superintendent of Financial
Institutions Canada**

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 hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out thereof.

On behalf of the bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:

1. The bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation;
2. This bid is valid for the period requested in the bid solicitation;
3. All the information provided in the bid is complete, true and accurate; and
4. If the bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.

**Proposition au : Bureau du surintendant des institutions
financières Canada**

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 annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexées, au(x) prix indiqué(s).

En apposant ma signature ci-après, j'atteste, au nom du soumissionnaire, que j'ai lu la demande de propositions (DP) en entier, y compris les documents incorporés par renvoi dans la DP et que :

1. le soumissionnaire considère qu'il a les compétences et que ses produits sont en mesure de satisfaire les exigences obligatoires décrites dans la demande de soumissions;
2. cette soumission est valide pour la période exigée dans la demande de soumissions ;
3. tous les renseignements figurant dans la soumission sont complètes, véridiques et exacts; et
4. si un contrat est attribué au soumissionnaire, ce dernier se conformera à toutes les modalités énoncées dans les clauses concernant le contrat subséquent et comprises dans la demande de soumissions.

Title – Sujet Employee and Family Assistance Program (EFAP) Service Provider		
Solicitation No. – N° de l'invitation 20190776		Date 2019-10-01
Client Reference No. – N° référence du client 20190776		
GETS Reference No. – N° de référence de SEAG 20190776		
Solicitation Closes L'invitation prend fin		Time Zone Fuseau horaire
at – à	02 :00 PM – 14h00	Eastern Standard Time (EST) Heure normale de l'Est (HAE)
on – le	November 12, 2019	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>		
Address inquiries to – Adresser toute demande de renseignements à : Jade Bedard, Senior Contracting Officer		
Area code and Telephone No. Code régional et N° de téléphone 613-990-8557		Facsimile No. / e-mail N° de télécopieur / courriel contracting@osfi-bsif.gc.ca
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction :		

Instructions: See Herein
Instructions: Voir aux présentes

Delivery required -Livraison exigée	Delivery offered -Livraison proposée
See Herein – Voir aux présentes	
Jurisdiction of Contract: Province in Canada the bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation) Compétence du contrat : Province du Canada choisie par le soumissionnaire et qui aura les compétences sur tout contrat subséquent (si différente de celle précisée dans la demande)	
Vendor/firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone	
e-mail - courriel	
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



TABLE OF CONTENTS

PART 1 - GENERAL INFORMATION 4

1.1 SECURITY REQUIREMENTS4

1.2 STATEMENT OF WORK.....4

1.3 DEBRIEFINGS4

PART 2 - BIDDER INSTRUCTIONS 5

2.1 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS5

2.2 SUBMISSION OF BIDS.....5

2.3 FORMER PUBLIC SERVANT.....5

2.4 ENQUIRIES - BID SOLICITATION.....7

2.5 EXTENSION OF TIME7

2.6 APPLICABLE LAWS7

PART 3 - BID PREPARATION INSTRUCTIONS..... 8

3.1 BID PREPARATION INSTRUCTIONS8

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION 10

4.1 EVALUATION PROCEDURES.....10

4.2 BASIS OF SELECTION - HIGHEST COMBINED RATING OF TECHNICAL MERIT AND PRICE10

ATTACHMENT 1 TO PART 4 – TECHNICAL EVALUATION12

ATTACHMENT 2 TO PART 4 - PRICING SCHEDULE16

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION 17

5.1 CERTIFICATIONS REQUIRED WITH THE BID17

5.2 CERTIFICATIONS PRECEDENT TO CONTRACT AWARD AND ADDITIONAL INFORMATION17

ATTACHMENT 1 TO PART 5 - FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY -
CERTIFICATION.....19

PART 6 - RESULTING CONTRACT CLAUSES 20

6.1 INTERPRETATION20

6.2 SECURITY REQUIREMENTS20

6.3 STATEMENT OF WORK.....21

6.4 STANDARD CLAUSES AND CONDITIONS.....21

6.5 TERM OF CONTRACT22

6.6 AUTHORITIES22

6.7 PROACTIVE DISCLOSURE OF CONTRACTS WITH FORMER PUBLIC SERVANTS23

6.8 PAYMENT23

6.9 INVOICING INSTRUCTIONS24

6.10 CERTIFICATIONS24

6.11 APPLICABLE LAWS.....24

6.12 PRIORITY OF DOCUMENTS24

6.13 JOINT VENTURE CONTRACTOR25

6.14 PROFESSIONAL SERVICES – GENERAL.....25

6.15 SAFEGUARDING ELECTRONIC MEDIA.....26

6.16 REPRESENTATIONS AND WARRANTIES.....26

6.17 CONFIDENTIALITY OF INFORMATION.....26

6.18 DISPUTE RESOLUTION SERVICES26

6.19 CONTRACT ADMINISTRATION27

ANNEX A - STATEMENT OF WORK 28



ANNEX B - BASIS OF PAYMENT 32

ANNEX C - SECURITY REQUIREMENTS CHECK LIST 32

ANNEX D - CONFIDENTIALITY AGREEMENT 37

ANNEX E - DIRECT DEPOSIT ENROLMENT FORM FOR BUSINESSES 38



PART 1 - GENERAL INFORMATION

1.1 Security Requirements

- a. the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 6 - Resulting Contract Clauses;
- b. the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 6 - Resulting Contract Clauses;
- c. the Bidder must provide the address(es) of proposed sites(s) or premises of work performance and document safeguarding as indicated in Part 3 - Section IV Additional Information.

Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.

For additional information on security requirements, Bidders should refer to the [Industrial Security Program \(ISP\)](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

There is a security requirement associated with the requirement. For additional information, consult Part 3 - Section IV Additional Information and Basis of Selection, and Part 6 - Resulting Contract Clauses.

1.2 Statement of Work

The Work to be performed is detailed under Annex A – Statement of Work of the resulting contract clauses.

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 fifteen (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

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>) 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 (2019-03-04) 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: 180 days

2.2 Submission of Bids

Bids must be submitted only to the Office of the Superintendent of Financial Services (OSFI) by the date, time and place indicated on page 1 of the bid solicitation.

For bid transmitted by electronic mail, Canada will not be responsible for late bids received at destination after the closing date and time, even if it was submitted before.

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

For electronic bid:

- a. Unless specified otherwise in the RFP, bids must be received by the Contract Authority by the date and time indicated on page 1 of the solicitation.
- b. Bids must be submitted by electronic mail. Canada will not be responsible for late bids received at destination after the closing date and time, even if it was submitted before.

Email address for submitting your bid: contracting@osfi-bsif.gc.ca

2.2.1 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 ten (10) days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

2.3 Former Public Servant

Contracts awarded to 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 with FPS, bidders must provide the information required below before contract award.

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 FPS in receipt of a pension, as applicable:

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

By providing this information, 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.

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than ten (10) 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 Extension of Time

If additional time is required by the Bidder, the Contracting Authority may grant an extension at his or her sole discretion.

2.6 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.



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

Canada requests that Bidders provide their bid in separately bound sections as follows:

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

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

Canada requests that Bidders follow the format instructions described below in the preparation of their bid:

- a. use a numbering system that corresponds to the bid solicitation.

Canada's Policy on Green Procurement: The policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process. See the [Policy on Green Procurement \(http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html\)](http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html).

Multiple bids from the same bidder are not permitted in response to this bid solicitation. Each bidder must submit only a single bid. If any bidder submits more than one bid, Canada will choose in its discretion which bid to consider.

Section I: Technical Bid

In their technical bid, Bidders should explain and demonstrate how they propose to meet the requirements and how they will carry 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.

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

Personnel Security: Where there is a personnel security requirement, résumés should state the current level of personnel security held by the proposed individual(s) and their corresponding Canadian Industrial Security Directorate (CISD) file number(s).

Education: Where the education of a proposed individual will be evaluated, Canada will only consider academic credentials obtained from a recognized* Canadian university, college or high school, or the equivalent for credentials obtained outside Canada, as established by a recognized* Canadian academic credentials assessment service. (*The list of recognized organizations can be found under the Canadian Information Centre for International Credentials website, at the following Internet link: <http://www.cicic.ca/2/home.canada>.)

Attachment 1 to Part 4 - Technical Evaluation Criteria, contains additional instructions that bidders should consider when preparing their technical bid.

Section II: Financial Bid



Bidders must submit their financial bid in accordance with the Basis of Payment. The total amount of Applicable Taxes must be shown separately.

All Costs to be Included: The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option years. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.

Blank Prices: Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No bidder will be permitted to add or change a price as part of this confirmation. Any bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

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

Section III: Certifications

Bidders must submit the certifications required under Part 5.

Section IV: Additional Information

As indicated in Part 1 under Security Requirements, the Bidder must provide the full address(es) of the Bidder's and proposed individual(s) site(s) or premises for which safeguarding measures are required for Work Performance:

Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code
Country

The Company Security Officer (CSO) must ensure through the [Industrial Security Program \(ISP\)](#) that the Contractor and individuals hold a valid security clearance at the required level, as indicated in Part 1, clause 1.1, Security Requirements.



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. **Requests for Clarifications:** If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have two (2) working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.
- d. **Requests for Further Information:** If Canada requires additional information in order to do any of the following pursuant to the Section entitled "Conduct of Evaluation" in 2003, Standard Instructions - Goods or Services - Competitive Requirements:
 1. verify any or all information provided by the Bidder in its bid; or
 2. contact any or all references supplied by the Bidder (e.g., references named in the résumés of individual resources) to verify and validate any information submitted by the Bidder,

The Bidder must provide the information requested by Canada within two working days of a request by the Contracting Authority.

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

Refer to Attachment 1 to Part 4: Technical Evaluation Criteria.

4.1.1.2 Point Rated Technical Criteria

Refer to Attachment 1 to Part 4: Technical Evaluation Criteria.

Point-rated technical criteria not addressed will be given a score of zero.

4.1.2 Financial Evaluation

The Bidder should complete this pricing schedule In Attachment 2 to Part 4: Pricing Schedule

SACC Manual Clause [A0220T](#) (2014-06-26) Evaluation of Price

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

- a. To be declared responsive, a bid must:
 1. comply with all the requirements of the bid solicitation; and
 2. meet all mandatory criteria; and
 3. obtain the required minimum of fifty (50) points overall for the technical evaluation criteria which are subject to point rating.

The rating is performed on a scale of eighty (80) points.

- b. Bids not meeting (1), (2), and (3) will be declared non-responsive.
- c. 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.



- d. 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 %.
- e. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30 %.
- f. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
- g. 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.

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 equal 135 and the lowest evaluated price is \$45,000 (45).

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	$115/135 \times 70 = 59.62$	$89/135 \times 70 = 46.15$	$92/135 \times 70 = 47.70$
	Pricing Score	$45/55 \times 30 = 24.54$	$45/50 \times 30 = 27$	$45/45 \times 30 = 30$
Combined Rating		84.16	73.15	77.70
Overall Rating		1st	3rd	2nd



ATTACHMENT 1 to PART 4 – TECHNICAL EVALUATION

Mandatory Technical Criteria (MT)

Proposals will be evaluated in accordance with the mandatory evaluation criteria as detailed herein. Bidders are advised to address each requirement in sufficient depth to permit a complete requisite analysis and assessment by the evaluation team. Proposals failing to adequately respond to the mandatory evaluation criteria will be excluded from further consideration. Only proposals found to meet the mandatory evaluation criteria will be evaluated in accordance with the evaluation criteria subject to point rating.

Mandatory Requirements		Complies (Y/N)	Cross Reference to Proposal
M.1	<p>The Bidder must have provided crisis intervention counselling (in both English and French) with 24 hours per day, 365 days per year, access through a toll-free telephone number.</p> <p>The crisis intervention counselling services must have been offered to a minimum of two (2) external organizations, with a minimum of 5,000 employees across Canada, for (2) consecutive years, within the last five (5) years, as of the issuance date of this RFP.</p> <p>The Bidder must provide the following information:</p> <ol style="list-style-type: none"> 1) Client organization name; 2) Number of employees; 3) The toll-free telephone number; 4) Number of calls made by employees per month. 		
M.2	<p>The Bidder must demonstrate that they have provided Employee and Family Assistance Program (EFAP) services for a minimum of fifteen (15) years, as of the issuance date of this RFP</p>		
M.3	<p>The Bidder must demonstrate that they have a minimum of two (2) years of experience, within the last five (5) years, as of the issuance date of this RFP, in providing Employee and Family Assistance Program (EFAP) services to a Canadian Federal organization, such as the Federal Government, a Canadian Federal Agency or a Canadian Crown Corporation.</p>		
M.4	<p>The Bidder must demonstrate that their services will be provided at a facility that provides accessibility access¹.</p> <p>The Bidder must also certify that any of its sub-contractors will provide services at a facility that accommodates accessibility access.</p>		
M.5	<p>The Bidder must certify that all professional counselors providing services have a minimum of one of the following degrees* in a counselling field (e.g. psychology, social work):</p> <ul style="list-style-type: none"> • a Master’s degree with a minimum of one (1) year of experience in EFAP or related work; and/or, • a Bachelor’s degree with a minimum of three (3) years of experience in EFAP or related work. 		

¹ “**Accessibility Access**” means that the location is able to be reached and entered by people with disabilities. The facility must be wheelchair accessible, have TTY text telephone for persons with hearing disabilities, and have a sound proofed private office not open to public view.



	<i>*Note: Counselors with foreign credentials must provide proof of Canadian equivalency. Consult the Canadian Information Centre for International Credentials for further information at http://www.cicic.ca/.</i>		
M.6	The Bidder must demonstrate their ability to provide online counseling and support services. The Bidder must provide a link and screen shots of their website/app, or provide information on the other method of delivery that is used.		
M.7	The Bidder must demonstrate their ability to provide client service after-hours through intake workers or a voice-automated system that allows clients to have their call immediately transferred to a professional crisis counsellor. The Bidder must provide evidence of after-hours service, by providing a statistical report that indicates the amount of after-hour counselling provided by professional crisis counsellors.		
M.8	The Bidder must provide a sample report and demonstrate their ability to provide quarterly and annual program reports which must include all of the following information: <ul style="list-style-type: none"> • the total number of hours of consultation provided • the clients' physical location • the category of client • the type of problems for which clients consulted the Bidder • the clients' degree of satisfaction with the services provided. 		

Point Rated Technical Criteria

Proposals that meet all of the mandatory requirements will be further evaluated against the following rated requirements.

The Bidder should demonstrate experience and qualifications with each one of the following requirements, some of which use information provided for Mandatory requirements. The experience demonstrated will be evaluated and scored in accordance with specific evaluation criteria detailed hereafter.

The maximum point score for rated requirements is eighty (80) points. A minimum score of fifty (50) points in the rated requirements must be achieved to remain compliant.

Each requirement will be assessed using the criteria stated in the tables.

Point Rated Technical Criteria (RT) and Scores		Maximum Number of Points	Project / Page Cross Reference to Substantiating Detail in Proposal
R.1	Additional points will be awarded where the Bidder has experience over the mandatory at M2. The Bidder must provide proof of ongoing business throughout the period of experience (i.e. published annual reports or other official business report or data). 15+ to 20 years = 10 points 20+ to 25 years = 15 points 25 or more years = 20 points	/20	



	<p>Only full years of experience will be taken into consideration (i.e. one year equals a full 12-month period).</p> <p>Maximum of 20 points</p> <p><i>M2 The Bidder must demonstrate that they have provided Employee and Family Assistance Program (EFAP) services for a minimum of fifteen (15) years, as of the issuance date of this RFP.</i></p>		
R.2	<p>Additional points will be awarded where the Bidder has experience over the mandatory at M3.</p> <p>The Bidder must provide references for each organization.</p> <p>Five (5) points per year up to a maximum of 20 points:</p> <p>2+ to 3 years = 5 points 3+ to 4 year = 10 points 4+ to 5 years = 15 points 5 or more years = 20 points</p> <p>Maximum of 20 points</p> <p><i>M3 The Bidder must demonstrate that they have a minimum of two (2) years of experience, within the last five (5) years, as of the issuance date of this RFP, in providing Employee and Family Assistance Program (EFAP) services to a Canadian Federal organization, such as the Federal Government, a Canadian Federal Agency or a Canadian Crown Corporation.</i></p>	/20	
R.3	<p>The Bidder should demonstrate that they are able to provide the required intake services and that they have the capacity to return calls within 24 hours.</p> <p>The Bidder must provide evidence through a statistical report that indicates the average timeframe for call back service or a list of their service standards.</p> <p>Call returned after 24 hours = 0 points Call returned within 5 to 24 hours = 2.5 points Call returned within 1 to 5 hours = 5 points Call returned within 1 hour = 7.5 points Appointment booked at time of call = 10 points</p> <p>Maximum of 10 points</p>	/10	
R.4	<p>The Bidder should demonstrate that they are able to guarantee appointment time within seven (7) business days from the intake call.</p> <p>The Bidder must provide evidence through a statistical report that indicates the average timeframe for appointment booking or a list of their service standards.</p> <p>Appointment time after 7 business days = 0 points Appointment time within 6 to 7 business days = 5 points Appointment time within 3 to 5 business days = 7 points Appointment time before 3 business days = 10 points</p> <p>Maximum of 10 points</p>	/10	



R.5	<p>The Bidder should demonstrate that they have an inventory of bilingual materials (English and French), including written documentations (e.g. brochures, pamphlets), and online video clips pertaining to topics such as physical, emotional and financial abuse.</p> <p>The Bidder must provide a comprehensive list of topics for which they have written documentations and video clips available.</p> <p>Less than 4 topics = 0 points 4 topics = 2 points 5 topics = 4 points 6 topics = 6 points 7 topics = 8 points 8 or more topics = 10 points</p> <p>Maximum 10 points</p>	/10	
R.6	<p>The Bidder should demonstrate that they are able to provide wellness education sessions, in English and in French, on topics in the following areas: mental health/emotional health issues; stress; family-related issues; work-related issues; substance use; career transitions; and other topics related to work, health, and life.</p> <p>The Bidder must provide a comprehensive list of the education sessions they offer.</p> <p>Less than 3 topic areas covered = 0 points 3 topic areas covered = 2 points 4 topic areas covered = 4 points 5 topic areas covered = 6 points 6 topic areas covered = 8 points 7 or more topic areas covered = 10 points</p> <p>Maximum 10 points</p>	/10	
	Total Rated Points	/80	



ATTACHMENT 2 to PART 4 - PRICING SCHEDULE

The Bidder should complete this pricing schedule and include it in its financial bid once completed.

The volumetric data included in this pricing schedule are provided for bid evaluated price determination purposes only. They are not to be considered as a contractual guarantee. Their inclusion in this pricing schedule does not represent a commitment by Canada that Canada’s future usage of the services described in the bid solicitation will be consistent with this data.

Under any resulting contract, Canada will not accept travel and living expenses that may need to be incurred by the contractor for any relocation of resources required to satisfy its contractual obligations.

Period	(A)	(B)	(A x B = C)
	Firm All-inclusive Rate Per Employee	Total # of Employees*	Total (\$CAD)
Initial Period: January 1, 2020 – December 31, 2020	[Bidder input required]	800	[Bidder input required] (A x B)
Option 1: January 1, 2021 – December 31, 2021	[Bidder input required]	830	[Bidder input required] (A x B)
Option 2: January 1, 2022 – December 31, 2022	[Bidder input required]	860	[Bidder input required] (A x B)
Option 3: January 1, 2023 – December 31, 2023	[Bidder input required]	890	[Bidder input required] (A x B)
Option 4: January 1, 2024 – December 31, 2024	[Bidder input required]	920	[Bidder input required] (A x B)
TOTAL EVALUATED PRICE (Initial Period + Option 1 + Option 2 + Option 3 + Option 4)			[Bidder input required] (Sum of above rows)

**The number of employees is subject to change on an annual basis. OSFI will notify the contractor of the number of employees prior to exercising options.*



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. 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 *Ineligibility and Suspension Policy* (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide with its bid the required documentation, as applicable, to be given further consideration in the procurement process.

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 provided will render the bid non-responsive.

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](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list (http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) available from [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 [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 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.

5.2.4 Education and Experience

SACC Manual clause [A3010T](#) (2010-08-16) Education and Experience



ATTACHMENT 1 to PART 5 - 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 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).
- 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)



PART 6 - RESULTING CONTRACT CLAUSES

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

6.1 Interpretation

In the Contract, unless the context otherwise requires:

"Applicable Taxes" means the Goods and Services Tax (GST), the Harmonized Sales Tax (HST), and any provincial tax, by law, payable by Canada such as, the Quebec Sales Tax (QST) as of April 1, 2013;

"Articles of Agreement" means the clauses and conditions incorporated in full text or incorporated by reference from the Standard Acquisition Clauses and Conditions Manual to form the body of the Contract; it does not include the general conditions, any supplemental general conditions, annexes, the Contractor's bid or any other document;

"Canada", "Crown", "Her Majesty" or "the Government" means Her Majesty the Queen in right of Canada as represented by the Minister of Finance and any other person duly authorized to act on behalf of that minister;

"Contract" means the Articles of Agreement, the general conditions, any supplemental general conditions, annexes and any other document specified or referred to as forming part of the Contract, all as amended by agreement of the Parties from time to time;

"Contracting Authority" means the person designated by that title in the Contract, or by notice to the Contractor, to act as Canada's representative to manage the Contract;

"Contractor" means the person, entity or entities named in the Contract to supply goods, services or both to Canada;

"Contract Price" means the amount stated in the Contract to be payable to the Contractor for the Work, exclusive of Goods and Services Tax and Harmonized Sales Tax;

"Cost" means cost determined according to Contract Cost Principles 1031-2 as revised to the date of the bid solicitation or, if there was no bid solicitation, the date of the Contract;

"Government Property" means anything supplied to the Contractor by or on behalf of Canada for the purposes of performing the Contract and anything acquired by the Contractor in any manner in connection with the Work, the cost of which is paid by Canada under the Contract;

"Party" means Canada, the Contractor, or any other signatory to the Contract and "Parties" means all of them;

"Work" means all the activities, services, goods, equipment, matters and things required to be done, delivered or performed by the Contractor under the Contract.

6.2 Security Requirements

- 6.2.1** Contractor personnel requiring access to PROTECTED information, assets or work site(s) of Her Majesty must each hold a valid personnel security screening at the requisite level of Reliability Status or higher, granted or approved either by Canadian Industrial Security Directorate (CISD), PWGSC or by Departmental Security Officer (DSO) / delegated security authority for the Office of the Superintendent of Financial Institutions (OSFI). This screening must be maintained at all times during the performance of the Contract/Standing Offer.



Unscreened Contractor personnel may be used for portions of the work but MUST NOT have access to any PROTECTED information and must be escorted at all times while on OSFI premises, and must ensure that its personnel are made aware of and comply with this restriction.

The Contractor must, at all times during the performance of the Contract hold a valid / approved Document Safeguarding Capability (DSC) at the level of PROTECTED B, issued by the Canadian Industrial Security Directorate, Public Works and Government Services Canada, at all facilities at which hard copy Protected information is being processed or stored.

Definitions:

Protected information refers to specific provisions of the Access to Information Act and the Privacy Act and applies to sensitive personal, private, and business information. (Source: Treasury Board of Canada Secretariat)

6.2.2 Contractor's Site(s) or Premises Requiring Safeguarding Measures [To be inserted at contract award]

The Contractor must diligently maintain up-to-date, the information related to the Contractor's site(s) or premises, where safeguarding measures are required in the performance of the Work, for the following address(es):

Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code
Country

The Company Security Officer (CSO) must ensure through the Industrial Security Program (ISP) that the Contractor and individuals hold a valid security clearance at the required level of document safeguarding capability.

6.3 Statement of Work

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

6.4 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>) issued by Public Works and Government Services Canada.

6.4.1 General Conditions

2010B (2018-06-21), General Conditions - Professional Services (Medium Complexity) apply to and form part of the Contract.

6.4.2 Supplemental General Conditions

4008 (2008-12-12), Personal Information.

6.4.3 Annexes

All Annexes apply to and form part of the Contract.



6.5 Term of Contract

6.5.1 Period of the Contract

The period of the Contract is from January 1, 2020 up to and including December 31, 2020 inclusive.

6.5.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to four (4) additional one-year periods 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 five (5) 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.

6.6 Authorities

6.6.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Jade Bedard
Title: Senior Contracting Officer
The Office of the Superintendent of Financial Institutions
Corporate Services
Corporate Planning and Procurement Services
Address: 255 Albert Street, Ottawa, ON K1A 0H2

Telephone: 613 990-8857
Facsimile: 613 990-0081
E-mail address: contracting@osfi-bsif.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.

6.6.2 Project Authority *[To be inserted at contract award]*

The Project Authority for the Contract is:

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

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

The Project Authority is the representative of the department or agency for whom the Work 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.

6.6.3 Contractor's Representative *[To be inserted at contract award]*

Name: _____
Title: _____
Telephone: _____
Facsimile: _____
E-mail address: _____

6.7 Proactive Disclosure of Contracts with Former Public Servants

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

6.8 Payment

6.8.1 Basis of Payment

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work, as determined in accordance with the Basis of Payment in Annex B, to a limitation of expenditure of \$ _____ *[To be inserted at contract award]*. Customs duties are included and Applicable Taxes are extra.

6.8.2 Limitation of Expenditure

Canada's total liability to the Contractor under the Contract must not exceed \$ _____ *[To be inserted at contract award]*. Customs duties are included and Applicable Taxes are extra.

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 percent committed, or
- b. four (4) 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.

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.

6.8.3 Method of Payment – Monthly Payment

SACC Manual clause H1008C (2008-05-12) Monthly Payment



6.8.4 SACC Manual Clauses

SACC Manual clause [A9117C](#) (2007-11-30) T1204 - Direct Request by Customer Department

6.9 Invoicing Instructions

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

6.9.1 Invoices must be distributed as follows:

- a. The original and one (1) copy must be forwarded to the following address for certification and payment.

Office of the Superintendent of Financial Institutions
255 Albert St, 12th Floor
Ottawa, ON K1A 0H2

- b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

6.10 Certifications

6.10.1 Compliance

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing additional information are conditions of the Contract. Certifications are subject to verification by Canada during the entire period of the Contract. If the Contractor does not comply with any certification, fails to provide the additional information, or if it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

6.10.2 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.

6.11 Applicable Laws

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

6.12 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. 2010B (2018-06-21) General Conditions - Professional Services (Medium Complexity);
- c. Annex A, Statement of Work;



- d. Annex B, Basis of payment
- e. Annex C, Security Requirements Check List;
- f. Annex D, Confidentiality Agreement;
- g. Annex E, Direct Deposit Enrolment Form for Businesses;
- h. the Contractor's bid dated _____ (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award.* “, as clarified on _____” **or** “, as amended on _____” *and insert date(s) of clarification(s) or amendment(s)*)

6.13 Joint Venture Contractor

- a. The Contractor confirms that the name of the joint venture is _____ and that it is comprised of the following members:
(all the joint venture members named in the Contractor's original bid will be listed)
- b. With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:
 - 1. _____ has been appointed as the “representative member” of the joint venture Contractor and has fully authority to act as agent for each member regarding all matters relating to the Contract;
 - 2. by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Contractor; and
 - 3. all payments made by Canada to the representative member will act as a release by all the members.
- c. All the members agree that Canada may terminate the Contract in its discretion if there is a dispute among the members that, in Canada’s opinion, affects the performance of the Work in any way.
- d. All the members are jointly and severally or solidarily liable for the performance of the entire Contract.
- e. The Contractor acknowledges that any change in the membership of the joint venture (i.e., a change in the number of members or the substitution of another legal entity for an existing member) constitutes an assignment and is subject to the assignment provisions of the General Conditions.
- f. The Contractor acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Contractor.

6.14 Professional Services – General

- a. The Contractor must provide professional services on request as specified in this contract. Where in the Contract a specific individual is identified as required to perform the Work, the Contractor must make such person available to perform the work within 10 working days of the issuance of the Contract. Where such a specific individual is unavailable to perform the Work, Canada may elect to either (i) exercise its rights or remedies under the Contract or at law (including terminating the Contract for default), or (ii) Canada may require the Contractor to propose the replacement of the specific individual. This obligation applies despite any changes that Canada may have made to any hardware, software or any other aspect of the Identified User’s operating environment.
- b. If the Contractor fails to meet any of its obligations under this Article, or fails to deliver any deliverable or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the Project Authority



within 10 working days detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.

6.15 Safeguarding Electronic Media

- a. Before using them on Canada's equipment or sending them to Canada, the Contractor must use a regularly updated product to scan electronically all electronic media used to perform the Work for computer viruses and other coding intended to cause malfunctions. The Contractor must notify Canada if any electronic media used for the Work are found to contain computer viruses or other coding intended to cause malfunctions.
- b. If magnetically recorded information or documentation is damaged or lost while in the Contractor's care or at any time before it is delivered to Canada in accordance with the Contract, including accidental erasure, the Contractor must immediately re-place it at its own expense.

6.16 Representations and Warranties

The Contractor made statements regarding its and its proposed resources experience and expertise in its bid that resulted in the award of the Contract. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding the Contract.

The Contractor also represents and warrants that it has, and all its resources and subcontractors that perform the Work have, and at all times during the Contract Period they will have, the skills, qualifications, expertise and experience necessary to perform and manage the Work in accordance with the Contract, and that the Contractor (and any resources or subcontractors it uses) has previously performed similar services for other customers.

6.17 Confidentiality of Information

- a. The Contractor must keep confidential all information provided to the Contractor by or on behalf of Canada in connection with the Work and all information conceived, developed or produced by the Contractor as part of the Work. Information provided to the Contractor by or on behalf of Canada must be used solely for the purpose of the Contract and remains the property of Canada.
- b. Subject to the *Access to Information Act*, R.S.C. 1985, c. A-1, and to any right of Canada under the Contract to release or disclose, Canada agrees not to release or disclose outside the Government of Canada any information delivered to Canada under the Contract that is proprietary to the Contractor or a subcontractor.
- c. The obligations of the Parties set out in this section do not apply to any information where the same information:
 1. is publicly available from a source other than the other Party; or
 2. is or becomes known to a Party from a source other than the other Party, except any source that is known to be under an obligation to the other Party not to disclose the information,
or
 3. is developed by a Party without use of the information of the other Party

6.18 Dispute Resolution Services

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will, on request, and consent of the



parties, to participate in an alternative dispute resolution process to resolve any dispute between the parties respecting the interpretation or application of a term and condition of this contract and their consent to bear the cost of such a process, provide to the parties a proposal for an alternative dispute resolution process to resolve their dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at boa.opo@boa.opo.gc.ca.

6.19 Contract Administration

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will review a complaint filed by the Contractor respecting administration of this contract if the requirements of Subsection 22.2(1) of the *Department of Public Works and Government Services Act* and Section 15 and 16 of the *Procurement Ombudsman Regulations* have been met, and the interpretation and application of the terms and conditions and the scope of the work of this contract are not in dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at boa.opo@boa.opo.gc.ca.



ANNEX A - STATEMENT OF WORK

1. Title

Employee and Family Assistance Program (EFAP) for employees of the Office of the Superintendent of Financial Institutions (OSFI)

2. Overview

Detailed information about the Office of the Superintendent of Financial Institutions (OSFI), including its mandate, structure and who we regulate, can be found at OSFI's external website: www.osfi-bsif.gc.ca.

3. Definitions

- a. **"Employee"** means all permanent and term active employees (as defined by OSFI's Benefits Plan) hired on a permanent or term basis, or employees on approved leave of absence.
- b. **"Client"** means an employee (as defined above) or a member of an employee's family who has sought assistance under OSFI's Employee and Family Assistance Program (EFAP).
- c. **"Eligible"** means a person who is an employee (as defined above) at the time the services under this contract are required.
- d. **"Accessible facility"** means that the location is able to be reached or entered by people with disabilities. The facility must be wheel chair accessible, have TTY text telephone for persons with hearing disabilities, and have a sound proofed private office not open to public view.

4. Objective

OSFI requires a Contractor to provide Employee and Family Assistance Program (EFAP) services to its employees and their immediate family (including dependent children).

5. Scope of Work

OSFI currently employs more than 750 employees located in four offices across Canada, including: Montréal (small office), Ottawa (large office), Toronto (large office) and Vancouver (small office). This number is projected to exceed 800 employees by 2020.

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

- Intake services;
- Counseling services;
- Crisis interventions counseling;
- Critical incident stress management;
- Professional/advisory services;
- Orientation sessions;
- Wellness education sessions;
- Promotional and communication material; and,
- Program monitoring and quality control reports.

The Contractor must offer all services either by telephone, online and/or in person in all four locations. The Contractor must employ or retain at its expense qualified and trained professionals (clinically trained and certified mental health professionals at the master level) sufficient to meet program demands. The Contractor must assume the responsibility for the quality of the clinical practice.



6. Tasks

6.1 Intake Services

The Contractor must provide **intake services** including assessment and referral to the appropriate EFAP services (counselling services, crisis intervention counselling, advisory services, etc.) or to community agencies to a maximum of fifteen one-hour consultations per client who is experiencing personal, work or career-related problems.

The Contractor must provide a **24-hour toll-free number** that will be available 365 days per year. If clients reach an after-hours automated voice system, they must be able to transfer their call to speak immediately with a professional counsellor specialised in **crisis intervention counselling**. A recorded message with call back is not deemed acceptable.

For non-crisis cases, the Contractor must provide **call back service within 24 hours** and must guarantee an **appointment time within seven business days**. The Contractor must ensure all appointments take place at a convenient location in the community with the alternate provision of providing the services in an appropriate worksite facility. The Contractor must provide accessible facilities for persons with disabilities.

The Contractor must provide e-counselling or other alternate delivery vehicles where applicable.

6.2 Counselling Services

The Contractor must provide counselling services by professional counsellors when appropriate to handle a wide range of issues including, but not limited to, relationship challenges, anxiety, stress, grief, and resiliency. At a minimum, in-person counselling must be available but additional session delivery options may be made available (e.g. eCounselling, over the phone) to better serve the client. The scheduling of appointments shall be arranged between the Client and the Contractor.

Counselling services must be available Monday to Friday except for statutory holidays applicable to the province where the service is rendered. Services must be available within the core working hours of 7:00 AM to 5:00 PM (local time). Evening hours (5:00 PM to 9:00 PM local time) must be made available to clients upon request.

6.3 Crisis Interventions Counselling

The Contractor must provide crisis intervention counselling by professional counsellors who are specialised in this area to handle a variety of issues including, but not limited to, suicide prevention and trauma counselling. The Contractor must be able to provide clients with immediate support for these issues and must ensure the services are offered 24 hours a day/7 days a week.

6.4 Critical Incident Stress Management

The Contractor must be available for **consultation related to critical incidents** and, where necessary, defusing and debriefing sessions. The types of incidents that would require a debriefing will include workplace death, suicide, homicide, death of co-worker outside the workplace, medical emergency, disaster, or armed or violent assault in the workplace. This service must be offered within 24 hours after a critical incident.

6.5 Professional/Advisory Services

The Contractor must provide professional/advisory services to help clients with a variety of issues including, but not limited to, financial concerns, legal support, nutrition, career counseling, relationship satisfaction, and parenting challenges. A variety of session delivery options may be made available (e.g. in-person, eCounselling, over the phone) when appropriate to better serve the client. Ideally, the client will select their preferred method of delivery. The scheduling of appointments shall be arranged between the Client and the Contractor.



6.6 Orientation Sessions

The Contractor must provide up to **six one-hour orientation sessions** per calendar year at no cost to OSFI to explain the counselling services available to employees within the framework of the EFAP. These sessions must be available in Ottawa and Toronto.

6.7 Wellness Education Sessions

The Contractor must provide up to **twelve (12) one-hour wellness sessions** per calendar year on varied topics as agreed by OSFI and the Contractor. These sessions may be offered in any or all OSFI locations, either online or on-site, in accordance with the identified needs.

6.8 Promotional and Communication Material

The Contractor must provide **free promotional and communication materials** including posters of various sizes (i.e. 17 in. x 14 in.), information brochures, and one wallet card for each employee within 30 calendar days of the contract being awarded.

6.9 Program Monitoring and Quality Control Reports

The Contractor must be responsible for gathering and preparing **information and statistical data** in a format mutually agreed upon between both parties (i.e. Microsoft Word and/or Excel). The deliverable for these reports must be submitted in English.

Quarterly reports and an annual report must be provided to OSFI indicating the total number of hours of consultation provided to clients, the clients' location, the category of client, the type of problems for which clients consulted the Contractor, and the clients' degree of satisfaction regarding the services provided by the Contractor.

The Contractor must provide OSFI with an updated utilization report on a yearly basis should the option to extend the contract be exercised.

7. Deliverables

7.1 Provide intake services, counselling services, crisis interventions counselling, critical incident stress management, and professional/advisory services as described in the Tasks items 6.1 to 6.5.

7.2 Provide, upon request, up to six (6) one-hour orientation sessions per calendar year as described in the Tasks item 6.6.

7.3 Provide, upon request, up to twelve (12) one-hour customized, English and French wellness training sessions per calendar year as described in the Tasks item 6.7.

7.4 Provide, within 30 calendar days from the date of contract award, to all four office locations, promotional materials in the English and French languages, including a combination of posters of various sizes (i.e. 17 in. x 14 in.), information brochures, and one wallet card for each employee with a 1-800 toll-free telephone number.

7.5 Provide quarterly and annual program reports as identified in Tasks item 6.9.

8. Client Support

OSFI agrees to provide the Contractor with the number of eligible employees on or before the first day of the contract period and any adjustments thereto annually.

9. Language Requirements

The Contractor must provide all services and activities in both of Canada's official language (English and French) in all four office locations. During the period of this Contract, all services and/or activities must be provided in the official language chosen by the requestor.



10. Method of Acceptance

The services, qualifications and experience will be evaluated by OSFI's Human Resources Policy and Programs Advisor or by the Workplace Wellness and Occupational Health and Safety Advisor.



ANNEX B - BASIS OF PAYMENT

[To be inserted at contract award]



ANNEX C - SECURITY REQUIREMENTS CHECK LIST



Government of Canada /
Gouvernement du Canada

Contract Number / Numéro du contrat

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	2. Branch or Directorate / Direction générale ou Direction	
OSFI	Corporate Services	
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 Employee and Family Assistance Program		
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 type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui		
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	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 checked="" 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 checked="" 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





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

Special comments:
Commentaires spéciaux : _____

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

10. b) May unsecured 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 unsecured 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



Contract Number / Numéro du contrat
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 / CONFIDENTIEL	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 / CONFIDENTIEL	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 indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



Contract Number / Numéro du contrat
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
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 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



ANNEX D - CONFIDENTIALITY AGREEMENT

TO: Canada

Re: CONTRACT NUMBER: *[To be inserted at contract award]*

WHEREAS the undersigned is an employee (officer) (director) of the Contractor;

AND WHEREAS for the purpose of enabling the undersigned to carry out duties or functions as they relate to the work under the contract, the Contractor may from time to time disclose to him/her information.

NOW THEREFORE the undersigned undertakes and agrees as follows:

- a. The undersigned agrees to treat as confidential the information and agrees not to disclose the information to any other person.
- b. The confidentiality obligation imposed by section 1 shall not apply where:
 - 1. the information was known to the undersigned prior to disclosure under the contract by the Contractor;
 - 2. the information is, at the time of disclosure under the contract, part of the public domain;
 - 3. the information after the time of disclosure, becomes part of the public domain other than by disclosure by the undersigned;
 - 4. the information is the same as information which has come to the undersigned from a third party who is not under a similar agreement or obligation of confidentiality to Canada;
 - 5. the undersigned is required to disclose the information by law, including pursuant to an order of a court of competent jurisdiction; or
 - 6. Canada has approved the disclosure of the information.
- c. The terms "work", and "Canada" shall have the meanings ascribed to them by the contract.

IN WITNESS WHEREOF the undersigned has executed this Undertaking this ____ day of _____, 2019.

CONTRACTOR

WITNESS

Signature

Signature

Name

Name



ANNEX E - DIRECT DEPOSIT ENROLMENT FORM FOR BUSINESSES



Public Works and Government Services Canada
Travaux publics et Services gouvernementaux Canada

Protected "B" when completed
Protégé « B » lorsque rempli

DIRECT DEPOSIT ENROLMENT FORM FOR BUSINESSES

FORMULAIRE D'INSCRIPTION AU DÉPÔT DIRECT POUR LES ENTREPRISES

PRIVACY NOTICE The personal information is collected under the Financial Administration Act, ss. 17(1) and 35(2). The information is used and disclosed to relevant federal program(s) and your financial institution for direct deposit purposes. Direct deposit payments can not be made without provision of information requested. Personal information is protected in accordance with the provisions of the Privacy Act. Under the Act, individuals and businesses have a right to request access and correct their personal information, if erroneous or incomplete.

AVIS DE CONFIDENTIALITÉ Les renseignements personnels sont recueillis en vertu de la Loi sur la gestion des finances publiques, par. 17(1) et 35(2). Les données sont utilisées et divulguées à des programmes fédéraux pertinents et à votre institution financière aux fins de dépôt direct. Les paiements par dépôt direct ne peuvent être effectués sans que les renseignements requis aient été fournis. Les renseignements personnels sont protégés conformément aux dispositions de la Loi sur la protection des renseignements personnels. En vertu de cette loi, toute personne ou entreprise a le droit de demander d'accéder à leurs renseignements personnels et à corriger ces derniers s'ils sont erronés ou incomplets.

Print clearly and in block letters. Please keep the appropriate federal government department informed of any changes to your mailing address. Should the department require clarification on the data you have provided, they will contact you.

Écrivez lisiblement et en lettres moulées. Veuillez informer le ministère fédéral approprié de tout changement d'adresse. Un représentant du ministère communiquera avec vous si des clarifications sur les données que vous avez fournies sont nécessaires.

PART A - PARTIE A

1) Business Name
Nom de l'entreprise

Business Address
Adresse de l'entreprise (Include Unit No., R.R. or P.O. Box - Indiquer le n° d'unité, la route rurale ou la case postale)

Province

City, Town
Ville

Postal Code
Code postal

2) Authorized Representative's Name
Nom du représentant autorisé

Email Address
Adresse courriel

Telephone
Téléphone

Fax
Télécopieur

PART B - PARTIE B

Branch No.
N° de succursale

Institution No.
N° de l'institution

Account No.
N° de compte

Name of Account Holder(s)
Nom(s), titulaire(s) du compte

Financial Institution's Stamp Here
Cachet de l'institution financière ici



How to complete Part B

See example below

1. Cheque number - not required.
2. Branch number - 5 digits.
3. Institution number - 3 digits.
4. Account number - as shown on your cheque.

Comment remplir la partie B

Voir l'exemple ci-dessous

1. Numéro du chèque - pas nécessaire.
2. Numéro de la succursale - 5 chiffres.
3. Numéro de l'institution - 3 chiffres.
4. Numéro de compte - comme il est indiqué sur votre chèque.

Name / Nom		Example / Exemple		Cheque No. / N° de chèque	0000000
P.O. Box / C.P. 000					
City / Ville, Canada H0H 0H0					
Pay to the order of / Payez à l'ordre de		"Void"		\$	
		« NUL »			Dollars
				Signature	
⑈ 9999 ⑈		⑆ 999999 ⑈ 9999 ⑆		999 ⑈ 9999 ⑈ 99 ⑈	
1	2	3	4		

Instead of completing Part B, you can attach a blank cheque for your bank account with "VOID" written on it. DO NOT ENCLOSE ANYTHING OTHER THAN YOUR VOIDED CHEQUE WITH THIS FORM.

Au lieu de remplir la partie B, vous pouvez joindre un spécimen de chèque portant la mention « NUL » au recto. À L'EXCEPTION DE VOTRE SPÉCIMEN DE CHÈQUE, NE JOIGNEZ AUCUN AUTRE DOCUMENT AU PRÉSENT FORMULAIRE.

PART C - PARTIE C

Account Identifier (e.g. vendor code)
Identificateur de compte (p. ex. code de fournisseur)

NOTE:
If you are unsure what account identifier to use, contact the Government of Canada department with whom you do business.

NOTA :
Si vous ne savez pas quel identificateur de compte utiliser, communiquez avec le ministère avec lequel vous faites affaire.

PART D - PARTIE D

I, as an authorized representative of this business, grant the Receiver General for Canada the right to deposit future payment(s) directly into the bank account specified until further notice.

En tant que représentant(e) autorisé(e) de cette entreprise, j'accorde au receveur général du Canada le droit de déposer les prochains paiements directement dans le compte bancaire désigné, et ce, jusqu'à nouvel ordre.

Date (YYYYMMDD)
Date (AAAAMJJ)

Signature of Authorized Representative
Signature du (de la) représentant(e) autorisé(e)

Preferred Language
Langue de préférence

English
Anglais

Français
Français