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Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

Request For a Standing Offer Demande d'offre à commandes

Regional Master Standing Offer (RMSO)

Offre à commandes maître régionale (OCMR)

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

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

Comments - Commentaires

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

Issuing Office - Bureau de distribution

Special Projects/Projets Spéciaux
Terrasses de la Chaudière 4th Floor
10 Wellington Street
Gatineau
Québec
K1A 0S5

Title - Sujet Detention Guard Services	
Solicitation No. - N° de l'invitation M5000-185042/C	Date 2019-12-09
Client Reference No. - N° de référence du client M5000-185042	GETS Ref. No. - N° de réf. de SEAG PW-\$\$ZL-104-37118
File No. - N° de dossier 104z1.M5000-185042	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-01-21	Time Zone Fuseau horaire Eastern Standard Time EST
Delivery Required - Livraison exigée See Herein	
Address Enquiries to: - Adresser toutes questions à: Cayer, Sophie	Buyer Id - Id de l'acheteur 104z1
Telephone No. - N° de téléphone (613)858-8846 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: ROYAL CANADIAN MOUNTED POLICE RCMP Detachments in AB, NT, NU, SK and MB Canada	
Security - Sécurité This request for a Standing Offer includes provisions for security. Cette Demande d'offre à commandes comprend des dispositions en matière de sécurité.	

Instructions: See Herein

Instructions: Voir aux présentes

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

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PART 1 - GENERAL INFORMATION

1.1 Introduction

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

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

7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;

7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer. |

The Attachments include the Pricing Schedule, Certifications and Additional information, volumetric historical data and the Technical Evaluation.

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirement Check List, the Insurance Requirements, the Standing offer reporting requirements and Additional information on the Aboriginal Participation component.

1.2 Summary

The Royal Canadian Mounted Police (RCMP) requires the services of Detention Guards on an "as and when requested basis" to assist with duties which are related to the safety and well-being of persons incarcerated in RCMP cells.

This request for Standing Offer (RFSO) is to establish 3 Regional Master Standing Offers (RMSO). One RMSO per region, as detailed below:

- a) Alberta Region (Alberta, Northwest and Nunavut Territories);
- b) Prairie Region (Manitoba and Saskatchewan)
- c) Pacific Region (British Columbia and Yukon Territory)

The period of the Standing Offer will be from issuance date to March 31, 2023. The Standing Offer will have the irrevocable option to extend by 3 additional one year periods.

1.2.1 Trade Agreements

The requirement is subject to the provisions of the Canadian Free Trade Agreement (CFTA).

1.2.2 Canadian Content Policy

The requirement is limited to Canadian services.

1.2.3 Comprehensive Land Claims Agreements (CLCAs)

The Request for Standing Offers (RFSO) is to establish National Master Standing Offers for the delivery of the requirement detailed in the RFSO, to the Identified Users across Canada, including areas subject to Comprehensive Land Claims Agreements (CLCAs).

This procurement is subject to the:

- a) Nunavut Land Claims Agreement;
- b) Gwich'in Comprehensive Land Claim Agreement,
- c) Sahtu Dene and Metis Comprehensive Land Claim Agreement,
- d) Tlicho Land Claims and Self-Government Agreement,
- e) Inuvialuit Final Agreement,
- f) Vuntut Gwich'in First Nation,
- g) First Nation of Nacho Nyak Dun,
- h) Teslin Tlingit Council,
- i) Champagne and Aishihik First Nations,
- j) Little Salmon/Carmacks First Nation,
- k) Selkirk First Nation,
- l) Tr'ondëk Hwëch'in First Nation,
- m) a'an Kwach'an Council,
- n) Kwanlin Dun First Nation,
- o) Carcross/Tagish First Nation, and
- p) Maa-nulth Final Agreement.

1.2.4 Procurement strategy for Aboriginal Business

This procurement is not set aside under the federal government Procurement Strategy for Aboriginal Business (PSAB) but does but contains a mandatory requirement to report on Aboriginal participation.

1.2.5 Federal Contractors Program (FCP)

The Federal Contractors Program (FCP) for employment equity applies to this procurement; refer to Part 5 – Certifications and Additional Information, Part 7A -Standing Offer, and Part 7B - Resulting Contract Clauses and the Attachment 2 to Part 3 under section Federal Contractors Program for Employment Equity - Certification.

1.2.6 Epost Connect

This RFSO allows offerors to use the epost Connect service provided by Canada Post Corporation to transmit their offers electronically. Offerors must refer to Part 2 of the RFSO entitled Offeror Instructions and Part 3 of the RFSO entitled Offer Preparation Instructions, for further information on using this method.

1.3 Security Requirements

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

1.4 Debriefings

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

1.5 Anticipated migration to an e-Procurement Solution (EPS)

Canada is currently developing an online EPS for faster and more convenient ordering of goods and services. In support of the anticipated transition to this system and how it may impact any resulting Standing Offer that is issued under this solicitation, refer to 7.15 Transition to an e-Procurement Solution (EPS).

The Government of Canada's [press release](#) provides additional information.

PART 2 - OFFEROR INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

The [2006](#) (2019-03-04) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

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

Delete: 60 days

Insert: 120 days

2.2 Submission of Offers

Offers must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated in the RFSO.

Note: For offerors choosing to submit using epost Connect for offers closing at the Bid Receiving Unit in the National Capital Region (NCR) the email address is:

tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca

Note: Offers will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions [2006](#), or to send offers through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.

Due to the nature of the Request for Standing Offers, transmission of offers by facsimile to PWGSC will not be accepted.

2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, bidders must provide the information required in the Attachment 2 to Part 3 - Certifications and additional information 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.

2.4 Enquiries - Request for Standing Offers

All enquiries must be submitted in writing to the Standing Offer Authority no later than 10 calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

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

2.5 Applicable Laws

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

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

2.6 Aboriginal Participation Component (APC)

The Standing Offer includes a mandatory requirement for the Offeror to report on Aboriginal participation throughout the duration of the Standing Offer.

The APC is a mechanism designed to meet the Government of Canada's objectives of encouraging Aboriginal socio-economic development through federal contracting opportunities. The APC is also designed to encourage Industry Respondents to contribute to creating long-term sustainable and meaningful socio-economic benefits for Aboriginal people, businesses and communities. An APC can be considered as either a direct benefit or indirect benefit. Additional information can be found at Annex F.

a) Direct Benefits

Direct Benefits can be any one of the following:

- i. *Aboriginal Business Development:* The Offeror must demonstrate it builds and develops viable Aboriginal business capacity. The Offeror must contribute and invest in the development and viability of Aboriginal businesses by procuring goods and services from qualified Aboriginal firms. The Offeror is also encouraged to demonstrate how it intends to maximize the use of Aboriginal businesses, such as identifying the work intended to be carried out by Aboriginal businesses, including contract and supply chain management.
- ii. *Aboriginal Employment:* The Offeror must demonstrate its Aboriginal employment. The Offeror may include details pertaining to Aboriginal recruitment and retention strategies and related job activities such as the work to be carried out by each position.
- iii. *Aboriginal Training and Skills Development:* The Offeror must demonstrate the training opportunities and skills development for its Aboriginal employees, such as on-the job training, in-house training, as well as succession plans.

b) Indirect Benefits

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Indirect Benefits include specialized training, career development, scholarships, grants, and community outreach to help local and Aboriginal communities in meeting their economic development needs.

PART 3 - OFFER PREPARATION INSTRUCTIONS

3.1 Offer Preparation Instructions

- 3.1.1 If the Offeror chooses to submit its offer electronically, Canada requests that the Offeror submits its offer in accordance with section 08 of the 2006 standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation. The offer must be gathered per section and separated as follows:

Section I: Technical Offer
Section II: Financial Offer
Section III: Certifications and Additional Information

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

Section I: Technical Offer (2 hard copies)
Section II: Financial Offer (1 hard copy)
Section III: Certifications and Additional Information (1 hard copy)

This bid solicitation uses Portable Document Format (PDF) technology. To access the PDF form, bidders must have a PDF reader installed. If bidders do not already have such a reader, there are several PDF readers available on the Internet. It is recommended to use the latest version of PDF reader to benefit all features of the interactive forms.

If there is a discrepancy between the wording of the soft copy on electronic media and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

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

The services for this Request for Standing Offer is divided in 3 regions, as detailed below:

- a) Alberta Region (Alberta, Northwest and Nunavut Territories);
- b) Prairie Region (Manitoba and Saskatchewan)
- c) Pacific Region (British Columbia and Yukon Territory)

The Offeror can submit an offer on more than one region. Canada requests that the Offeror clearly identifies in the first pages of its offer which region it is offering the services.

Each region will be evaluated independently, without regard to the other regions submitted by that Offeror. Therefore, each region must be a physically separate with complete documents.

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

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

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

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

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

Section I: Technical Offer

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

Section II: Financial Offer

Offerors must submit their financial offer in accordance with the pricing schedule detailed in Attachment 1 to Part 3. The total amount of applicable taxes must be shown separately.

Section III: Certifications and Additional Information

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

- a) Offerors should complete their Certifications and Additional Information by using the PDF fillable form in Attachment 2 to Part 3 - Certifications and Additional Information.
- b) Offerors should complete the interactive form electronically before printing the document for submission. Offerors should note that simply printing the document prior to completing it electronically may omit certain fields that would appear when filling out the form electronically, resulting in incomplete Certifications.
- c) The form should be signed.

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Attachment 1 to Part 3

Pricing Schedule

The Offeror must complete the attached Microsoft Excel fillable Attachment 1 to Part 3 - Pricing Schedule and include it in its financial offer once completed.

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Attachment 2 to Part 3

Certifications and Additional Information

See attached PDF fillable Form - Attachment 2 to part 3 – Certifications and Additional Information.pdf

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Attachment 3 to Part 3

Volumetric historical data

The volumetric historical data in the attached Microsoft Excel sheets, provided for informational purposes, summarizes RCMP's demand for Detention Guards Services between April 2012 and March 2019.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

Please refer to Attachment 1 to Part 4

4.1.1.2 Point Rated Technical Criteria

Please refer to Attachment 1 to Part 4

4.1.2 Financial Evaluation

For offer evaluation and Offeror selection purposes only, the evaluated price of an offer will be determined in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.

4.2 Basis of Selection

4.2.1 Lowest Evaluated Price per point

To be declared responsive, an offer must:

- a) comply with all the requirements of the Request for Standing Offers;
- b) meet all mandatory technical evaluation criteria; and
- c) obtain the required minimum number of points specified in Attachment 1 to Part 4 for the point rated technical criteria.

Offers not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive offer that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive offer with the lowest evaluated price per point will be recommended for issuance of a standing offer.

Attachment 1 to Part 4

Technical Evaluation

1.0 Mandatory Technical Criteria

The technical offer must meet all mandatory technical criteria specified in the table below. The Offeror must provide the necessary documentation to demonstrate compliance.

Any Offer which fails to meet any of the mandatory technical criteria will be declared non-responsive. Each criterion should be addressed separately.

Number	Mandatory Technical Evaluation Criterion
MT1	The Offeror must demonstrate it holds a valid Security Agency or Security Business License to operate in the region or regions for which the Offeror is submitting an Offer.
MT2	<p>The Offeror must demonstrate a minimum of 5 years of experience providing detention guard services similar in nature to those described in section 3.2 of the statement of work, to private or government entities, within the last 7 years(as of the solicitation posting date).</p> <p>The Offeror must submit the following information in support of the services provided:</p> <ol style="list-style-type: none">1) The name of the client organization(s) for which the detention guard services were provided;2) Brief description of the services provided to clearly show relevancy of the services;3) Period of the services provided, including start and end dates (dates must be identified by month and year e.g. March 2016 to May 2017).
MT3	<p>The Offeror must provide an Aboriginal Participation Component (APC) plan. The plan must address the following as a minimum:</p> <ol style="list-style-type: none">1) demonstrate how it intends to maximize the use of Aboriginal businesses;2) demonstrate its Aboriginal employment (this may include details pertaining to Aboriginal recruitment and retention strategies and related job activities such as the work to be carried out by each position); and3) demonstrate the training opportunities and skills development for its Aboriginal employees, such as on-the job training, in-house training, as well as succession plans.

2.0 Point Rated Technical Criteria

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive. Each point rated technical criterion should be addressed separately.

#	Point Rated Technical Criteria	Maximum Points Available
RT1	Management structure	40 points
RT2	Detention Guard Services	50 points

RT3	Training	40 points
RT4	Customer Service	30 points
Maximum available points		160 points
Minimum points required (160 x 70%)		112 Points

2.1 Rating Scale

The following rating scale will be used for the evaluation of the rated criteria.

ONLY the Percentage Factors indicated in the table are to be entered into the evaluation grids. In other words, evaluators MUST choose from ONLY the following available Percentage Factors: 100%, 70%, 40%, and 0%. Factors such as 65%, 85%, etc. MUST NOT be used.

The "Points" and "Total Points" boxes in the grids will be calculated based on the Percentage Factor(s) assigned. Evaluators MUST NOT select a number for "Points" which does not correspond to a Percentage Factor. For example, 3/10 is not an acceptable score as 30% is not an available rating.

Rating Scale	
Not Addressed (0% of points available)	The Offeror's technical bid does not provide details as to how the criterion is met or Offeror failed to submit a response. Unable to evaluate.
Partially Addressed (40% of points available)	The Offeror's technical bid demonstrates some understanding of the criterion. Limited description as to how the offeror meets the criteria. Several weaknesses, or deficiencies that pose considerable risk(s) to the Detention Guard services delivery.
Satisfactory Addressed (70% of points available)	The Offeror's technical bid demonstrates a satisfactory understanding of the criterion. Complete description as to how the Offeror meets the criteria. Minimal weakness or deficiencies that pose minor risk(s) to the Detention Guard services delivery.
Strongly Addressed (100% of points available) -	The Offeror's technical bid demonstrates a strong understanding of the criterion. Comprehensive description as to how the Offeror meets or exceeds all elements of the criteria. No evident weakness or deficiency. No inherent risk posed to the Detention Guard services delivery.

RT1 – Management Structure			
Number	Criteria	Offer Preparation instructions	Points
RT1	The Offeror should describe their proposed management structure that meets the roles and responsibilities, as per section 3.2.2 of the Statement of Work (SOW)	In order to demonstrate that the proposed management structure meets the roles and responsibilities the offeror should:	
		a) Indicate how the highest-level Executive Representative will be responsible for the resolution and decision-making authority for all matters related to these services.	/10
		b) Indicate how the Account Representative will:	/30

		<ul style="list-style-type: none"> i. be the single point of contact for questions and issues; (10 pts) ii. identify the expertise within their organization and outline the process for addressing follow-up questions and answers; (10 pts) and iii. be able to take an active role in the resolution of all action items. (10 pts) 	
Maximum points available			40 points

RT2 – Detention guards services

Number	Criteria	Offer Preparation instructions	Points
RT2	The Offeror should demonstrate its approach in providing qualified detention guards as and when requested through-out the entire region, including remote locations.	In order to demonstrate its approach the offeror should:	
		a) Recruit, engage and retain i. Provide a detailed plan of their Human resources strategy that clearly indicates how they will recruit, engage and retain detention guards, through-out the entire region, including remote locations; (10 pts) and ii. Provide a service deficiency strategy that clearly addresses how staffing shortages, training and other possible issues will be addressed and avoided in the future. (10 pts)	/20
		b) Security requirement Provide a detailed security plan that includes, as minimum, the following: i. How security clearances will be acquired prior to a detention guard reporting to the work site; (10 pts) ii. How renewals will be monitored and addressed; (10 pts) and iii. How the personnel's security clearance expiry date status will be reported. (10 pts)	/30
Maximum points available			50 points

RT3 – Training

Number	Criteria	Offer Preparation instructions	Points
--------	----------	--------------------------------	--------

RT3	The Offeror should demonstrate its approach in providing the required training to detention guards as per section 3.2.4 of the SOW.	<p>In order to demonstrate its approach the Offeror should provide a training plan that includes, as a minimum, the following:</p> <ul style="list-style-type: none"> a) Description of the training coordinator position and how it will meet the roles and responsibilities described in section 3.2.2 of the SOW; (10 pts) b) How and when the training will be provided and how it will ensure that detention guards are trained prior to reporting to the work site; (10 pts) c) How the refresher training will be conducted and monitored; and (10 pts) d) How it will report on the personnel's training status. (10 pts) 	/40
		Maximum point available	40 points

RT4 – Customer service

Number	Criteria	Offer Preparation instructions	Points
RT4	The Offeror should provide a customer service plan to ensure the delivery and continuity of the services.	<p>In order to demonstrate how the customer service plan will be executed successfully as per the SOW, it should contain as a minimum ,the following:</p> <ul style="list-style-type: none"> a) An organizational structure; (10 pts) b) The internal chain of communication used between the Project Authority and the Detachment, when and if required; and (10 pts) c) The internal chain of communication used for complaints, issues resolution and reporting. (10 pts) 	/30
		Maximum points available	30 points

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PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders must provide the required certifications and additional information to be awarded a contract by using the Attachment 2 to Part 3.

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

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

PART 6 – SECURITY AND INSURANCE REQUIREMENTS

6.1 Security Requirements

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

6.2 Insurance Requirements

The Offeror must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Offeror, if issued a standing offer as a result of the request for standing offer, can be insured in accordance with the Insurance Requirements specified in Annex D – Insurance Requirement.

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

PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

7.1 Offer

7.1.1 The Offeror offers to fulfill the requirement in accordance with the Statement of Work at Annex A.

7.2 Security Requirements

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

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

7.3 Standard Clauses and Conditions

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

7.3.1 General Conditions

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

7.3.2 Standing Offer reporting

The Offeror must compile and maintain records on its provision of goods and services to Canada under contracts resulting from the Standing Offer. This data must include all purchases done by Canada, including those acquired and paid for by Canada acquisition cards. The data must also include if the provisions of the goods and services were provided by an Aboriginal subcontractor(s) or employee(s).

The Offeror must provide this data in accordance with the reporting requirements detailed in Annex E – Standing Offer Reporting requirement. If some data is not available, the reason must be indicated in the report. If no goods or services is provided during a given period, the Offeror must provide a "nil" report.

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

The quarterly reporting periods are defined as follows:

- first quarter: April 1 to June 30
- second quarter: July 1 to September 30
- third quarter: October 1 to December 31
- fourth quarter: January 1 to March 31

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

7.4 Term of Standing Offer

7.4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is from issuance to March 31, 2023.

7.4.2 Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for an additional 3 periods of one year each, under the same terms and conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority 60 days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

7.4.3 Comprehensive Land Claims Agreements (CLCAs)

The Standing Offer is for the delivery of the requirement detailed in the SO to the Identified Users across Canada, including areas subject to Comprehensive Land Claims Agreements (CLCAs).

This procurement is subject to the Nunavut Land Claims Agreement, Gwich'in Comprehensive Land Claim Agreement, Sahtu Dene and Metis Comprehensive Land Claim Agreement, Tlicho Land Claims and Self-Government Agreement, Inuvialuit Final Agreement, Vuntut Gwich'in First Nation, First Nation of Nacho Nyak Dun, Teslin Tlingit Council, Champagne and Aishihik First Nations, Little Salmon/Carmacks First Nation, Selkirk First Nation, Tr'ondëk Hwëch'in First Nation, Ta'an Kwach'an Council, Kwanlin Dun First Nation, Carcross/Tagish First Nation, Maa-nulth Final Agreement.

7.5 Authorities

7.5.1 Standing Offer Authority

The Standing Offer Authority is:

Sophie Cayer
Supply Specialist

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Public Works and Government Services Canada
Acquisitions Branch
Specialized Professional Services Procurement Directorate
10 Wellington Street
Gatineau, QC
K1A 0S5

Telephone: 613.858.8846

E-mail address: sophie.cayer@tpsgc-pwgsc.gc.ca

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

7.5.2 Project Authority

The Project Authority for the Standing Offer is: *(to be inserted at SO issuance)*

Name: _____
Organization: _____
Address: _____
E-mail address: _____

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

7.5.3 Offeror's Representative

To be inserted at issuance of Standing Offer

7.6 Proactive Disclosure of Contracts with Former Public Servants

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

7.7 Identified Users

The Identified User authorized to make call-ups against the Standing Offer is the Royal Canadian Mounted Police.

7.8 Call-up Procedures

Call-ups will be allocated in accordance with the process described below within the specified monetary limitations. When accepted by Canada, each Call-up results in a separate contract between Canada and the Offeror.

7.8.1 Call-up process

- a) There are three Regional Master Standing Offers (RMSO) across Canada for the provision of detention guard services, each covering a specific geographic area.

- b) Detachments are advised that the call-up is to be made in the region in which the detachment is located. Services provided by the Offeror are limited to the financial limitation specified in the call-up document.
- c) The call-up form constitutes the precise contractual arrangement between the Offeror and Canada. The form must be fully completed and forwarded to the Offeror without delay.
- d) The Identified User's representative will distribute a copy of the Call-Up to the Offeror.
- e) The Offeror MUST sign and return the acknowledgment copy to the Identified User's representative.
- f) To access the services under the call-up, the Detachment will contact the Offeror to determine if the latter can fully satisfy the detention guard requirements of the Detachment.
- g) Detachments may place a call via the telephone or email to the correct divisional Offeror's office. During the phone call the detachment should identify:
 - i. The number of detention guards or supervisor(s) needed;
 - ii. Hours/dates the services will be required.
- h) If any detention guard provided is, in the opinion of the detachment, incompetent, appears unfit for duty, or has been conducting himself/herself improperly, the Offeror must immediately, upon written notification from the detachment, remove and replace him/her with a detention guard acceptable to the detachment. The Offeror must advise the Standing Offer Authority in writing of the circumstances of all removals and what corrective action was taken.

7.9 Call-up Instrument

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

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

- a) PWGSC-TPSGC 942 Call-up Against a Standing Offer
- b) [PWGSC-TPSGC 7169-1](#) Call-up Against a Standing Offer for Security Guard Services

or

3. An equivalent form or electronic call-up document which contains at a minimum the following information:
 - standing offer number;
 - statement that incorporates the terms and conditions of the Standing Offer;
 - description and unit price for each line item;
 - total value of the call-up;
 - point of delivery;
 - confirmation that funds are available under section 32 of the Financial Administration Act;
 - confirmation that the user is an Identified User under the Standing Offer with authority to enter into a contract.

7.10 Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$2,000,000.00 (Applicable Taxes included).

7.11 Priority of Documents

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

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

7.12 Certifications and Additional Information

7.12.1 Compliance

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

7.12.2 Federal Contractors Program for Employment Equity - Setting aside

The Offeror understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Offeror and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Standing Offer. If the AIEE becomes invalid, the name of the Offeror will be added to the "FCP Limited Eligibility to Bid" list. The imposition of such a sanction by ESDC may result in the setting aside of the Standing Offer.

7.12.3 SACC Manual Clauses

SACC Manual clause M3060C (2008-05-12) Canadian Content Certification

7.13 Applicable Laws

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

7.14 Transition to an e-Procurement Solution (EPS)

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During the period of the Standing Offer, Canada may transition to an EPS for more efficient processing and management of individual call-ups for any or all of the SO's applicable goods and services. Canada reserves the right, at its sole discretion, to make the use of the new e-procurement solution mandatory.

Canada agrees to provide the Offeror with at least a three-month notice to allow for any measures necessary for the integration of the Offer into the EPS. The notice will include a detailed information package indicating the requirements, as well as any applicable guidance and support.

If the Offeror chooses not to offer their goods or services through the e-procurement solution, the Standing Offer may be set aside by Canada.

B. RESULTING CONTRACT CLAUSES

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

7.1 Statement of Work

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

7.2 Standard Clauses and Conditions

7.2.1 General Conditions

2035 (2018-06-21) General conditions – Professional services (Higher Complexity) apply to and form part of the Contract.

7.3 Term of Contract

7.3.1 Period of the Contract

The Work must be completed in accordance with the call-up against the Standing Offer.

7.4 Proactive Disclosure of Contracts with Former Public Servants

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

7.5 Payment

7.5.1 Basis of Payment – Limitation of expenditure – Firm hourly rate

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 \$ _____. Customs duty are excluded and Applicable Taxes are extra.

7.5.2 Limitation of Expenditure

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

whichever comes first.

3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.5.3 Method of payment

H1008C (2008-05-12) Monthly Payment

7.5.3.1 Payment Credits

a) Failure to provide detention guard(s)

If the Contractor does not provide the required detention guard(s) within the timelines as stipulated in article 3.2.1.4 of the Statement of Work and/or under the approved call-up, the Contractor must credit to Canada a flat hourly rate of \$72.00 for each hour(s) of delay in providing a detention guard.

b) Corrective Measures

If credits are payable under this Article for two consecutive months or for a total of three months in any 12-month period, the Contractor must submit a written action plan describing measures it will implement or actions it will undertake to eliminate the recurrence of the problem. The Contractor will have five business days to deliver the action plan to the Technical Authority and the Contracting Authority and 20 business days to rectify the underlying problem.

- i. **Credits Apply during Entire Contract Period:** The Parties agree that the credits apply throughout the Contract Period.
- ii. **Credits represent Liquidated Damages:** The Parties agree that the credits are liquidated damages and represent their best pre-estimate of the loss to Canada in the event of the applicable failure. No credit is intended to be, nor will it be construed as, a penalty.
- iii. **Canada's Right to Obtain Payment:** The Parties agree that these credits are a liquidated debt. To collect the credits, Canada has the right to hold back, draw back, deduct or set off from and against any money Canada owes to the Contractor from time to time.
- iv. **Canada's Rights & Remedies not Limited:** The Parties agree that nothing in this Article limits any other rights or remedies to which Canada is entitled under the Contract (including the right to terminate the Contract for default) or under the law generally.
- v. **Audit Rights:** The Contractor's calculation of credits under the Contract is subject to verification by government audit, at the Contracting Authority's discretion, before or after payment is made to the Contractor. The Contractor must cooperate fully with Canada during the conduct of any audit by providing Canada with access to any records and systems that Canada considers necessary to ensure that all credits have been accurately credited to Canada in the Contractor's invoices. If an audit demonstrates that past invoices contained errors in the calculation of the credits, the Contractor must pay to Canada the amount the audit reveals was required to be credited to Canada, plus interest, from the date Canada remitted the excess payment until the date of the refund (the interest rate is the Bank of Canada's discount annual rate of interest in effect on the date the credit was first owed to Canada, plus 1.25% per year). If, as a result of conducting an audit, Canada determines that the Contractor's records or systems for identifying, calculating or recording the credits are inadequate, the Contractor must implement any additional measures required by the Contracting Authority.

7.5.4 SACC Manual Clauses

A9117C (2007-11-30) T1204 - Direct Request by Customer Department
C0705C (2010-01-11) Discretionary Audit

7.5.5 Electronic Payment of Invoices – Call-up

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

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

7.6 Invoicing Instructions

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

Each invoice must be supported by:

- a. a copy of signed time sheets to support the time claimed;
- b. a copy of the release document and any other documents as specified in the Contract,
- c. a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
- d. a copy of the monthly progress report.

Invoices must be distributed as follows:

- a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

7.7 Insurance Requirements

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

7.8 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

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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.

7.9 Suspension of work / Strike or Lock-out

Notwithstanding any provision of the Standing Offer relating to excusable Delay, a strike or lockout of the Offeror will not constitute an event of Excusable Delay under the Standing Offer. The provisions relating to Excusable Delay or Suspension of Work will not apply to a strike or lockout of the Offeror.

In the case of a strike or lockout, following a determination by Canada that the provision of security guard services must not be interrupted, Canada may, by notice, suspend the obligations of the parties for a period of three (3) months during the term of the Standing Offer.

If the strike or lockout has not been resolved during such a period, suspension may be continued for an additional three (3) month period.

Suspension of performance will be without cost to either party.

Canada must be entitled to obtain security services from other sources during the period of suspension.

ANNEX A

STATEMENT OF WORK

1. SCOPE

1.1 Objective

The Royal Canadian Mounted Police (RCMP) has a requirement for Detention Guards services on an “as and when requested basis” to assist with duties which are related to the safety and well-being of persons incarcerated in RCMP cells.

1.2 Background

As part of the Federal Policing Program, the RCMP provides policing services to the federal government across several provinces and territories. These services are provided in several locations some of which are remote and difficult to access.

In the delivery of the Federal Policing Program, support services are required in order to increase the capacity of the present resources, achieve effective service delivery and enable the RCMP to focus on its primary mandate.

1.3 Terminology

Work site: refers to the detachment where detention guards are utilized.

Post: refers to the cellblock/detention area within the building.

2.0 REFERENCE DOCUMENTS

- a) RCMP Operational Manual – section 19.3
- b) Section 10.14 of the Canada Occupational Health and Safety Regulations.
<http://laws.justice.gc.ca/eng/regulations/SOR-86-304/page-23.html#h-119>

3.0 REQUIREMENT

3.1 Scope of work

The Contractor must provide:

- a) Detention guard(s) and/ or Supervisor(s) on an “as and when requested” basis as detailed in section 3.2.1;
- b) A management structure as detailed in section 3.2.2;
- c) Reporting requirement as detailed in section 3.2.3; and
- d) Provide training for Detention guards and/or Supervisor as detailed in section 3.2.4.

3.2 Tasks

3.2.1 Detention guards and Supervisors

3.2.1.1 Detention Guard RCMP Standard of Selection

The Contractor must provide detention guard(s) and or supervisor(s) on an “as and when requested” basis as per the following RCMP Standard of Selection:

a) Citizenship

All detention guard(s) must be Canadian Citizens, landed immigrants or permanent residents of Canada that hold a valid employment authorization document.

b) Abilities

The detention guard as a minimum must have:

- i. A demonstrated ability to read, write and speak in English or French as specified in each Call-up (bilingual Guards may be required for some areas; fluency in a local First Nation's dialect would be an asset in other areas); and
- ii. Basic level computer skills, where required.

c) Health Standards

The detention guard must be in a state of health consistent with the ability to perform the required Detention guard tasks, as per the following:

- i. RCMP visual standard RCMP-V5 (eye glasses permitted). Refer to Appendix 1 to Statement of Work - Medical Profile Factors; and
- ii. RCMP auditory standard RCMP-H3 (hearing aids are permitted) Refer to Appendix 1 to Statement of Work - Medical Profile Factors.

d) Mobility Standards

The detention guard must:

- i. Have the ability to use both hands;
- ii. Have the ability to manipulate/lift up to 20 kg;
- iii. Have the ability to bend at the waist;
- iv. Can climb stairs without restrictions or the use of assistance devices; and
- v. Further mobility requirements may be required as per the Unit Policy

e) Personal Appearance

The detention guard must be neat and clean in appearance. For health and safety reasons the detention guard is prohibited from wearing jewelry and must ensure that hair longer than shoulder length is kept securely fastened.

3.2.1.2 Roles and responsibilities for the Detention guard(s)

Detention guards must monitor, assess, safeguard and administer to incarcerated persons in accordance with Chapter 19.3 of the RCMP Operational Manual. A detention guard's responsibilities include, but are not limited to, the following:

- a) Monitor all prisoners, frequently to ensure their security and well-being. This may include prisoners known to have or suspected of having suicidal tendencies and this may include the use of Closed Circuit Television (CCTV);
- b) Maintain cellblock security;
- c) Ensure cellblock keys are tagged and stored safely;
- d) Conduct searches of cells prior to occupation and when cells are vacated;
- e) Record any damages to cells when vacated;
- f) Report any damages or repairs of fixtures and fittings within cellblock;

- g) Record prisoner activity and maintain the prisoner activity logbook;
- h) Monitor fire safety and be fully conversant with fire orders;
- i) Ensure all personal effects removed from prisoners by the RCMP Officer are properly secured;
- j) Under the supervision of the RCMP Officer, make prescription medications available for prisoners when required;
- k) Organize meals for prisoners as required;
- l) Maintain cleanliness and tidiness of cells when vacated or arrange janitor assistance;
- m) Handle and dispense laundry items as required;
- n) Perform escort duties as required for specific detachments;
- o) Watch prisoners while in hospital when required;
- p) Perform other duties or assist RCMP Officer as laid out in the Unit Supplemental Orders and Post Orders, which can include administrative duties related to individual unit policy;
- q) Providing testimony at court in connection with their duties or to attending Critical Incident Debriefings, if required;
- r) In some cases, detention personnel may be required to carry government issued and controlled identification cards or security passes;
- s) Conduct physical checks of prisoners at every guard and member shift change.
- t) If applicable, ask the detention guard you are relieving if there is any important information to pass on;
- u) Account for all unit keys;
- v) Inspect all unit equipment to ensure it is operational;
- w) Ensure all necessary unit paperwork and unit forms are available.
- x) Locate and review the Unit Supplemental Orders and unit policy.
- y) Check the unit for cleanliness and perform any unit maintenance required to maintain a safe and presentable work area.
- z) Report any unit discrepancies to your supervisor immediately.

3.2.1.3 Roles and responsibilities for the Detention Guard Supervisor(s)

In locations where there is more than one detention guard, an on-site guard supervisor may be requested by the detachment upon RCMP approval. An on-site guard supervisor's responsibilities include, but are not limited to, the following:

- a) Act as spokesperson for detention guards and relay messages to and from the Detachment Commander;
- b) Ensure the Contractor is informed of issues raised/discussed and expected outcomes;
- c) Consult with the local Detachment Supervisor to determine precise work requirements;
- d) Ensure CCTV equipment is turned on and recording;
- e) Assign work posts;
- f) Schedule breaks and meals;
- g) Schedule on-the-job training for detention guards;
- h) Arrange shift schedules/call outs of detention guards for prisoners with extended stays;
- i) Ensure callout sheets and/or shift schedules are posted in the cellblock;
- j) Ensure detention guard duties, emergency phone numbers and Fire Orders are posted in the cell block;
- k) Ensure the proper signage is posted in the cell block in accordance with RCMP policies and that all detention guards are familiar with the steps to Assess Responsiveness;
- l) Ensure compliance with station or detachment as laid out in the Unit Supplemental Orders;
- m) Ensure the cellblock is kept neat and clean at all times and free of hazards;
- n) Ensure cells are cleaned and maintained to a safe and healthy standard;
- o) Ensure prisoner meals are ordered;
- p) Ensure prisoner blankets/mattresses, towels, etc. are clean;
- q) Perform detention guard duties as required;
- r) Verify time sheets to ensure correctness and accuracy; and

- s) Perform other duties particular to that station or detachment as laid out in the Unit Supplemental Orders including, but not limited to:
 - i. Catalogue and process prisoner photographs;
 - ii. Ensure the Office Manager is kept informed of supplies required to perform cellblock duties; and
 - iii. Complete the month end Keep of Prisoner Report and provide to Office Manager as required.

3.2.1.4 Response Time

The Contractor must supply a detention guard or suitable replacement within 4 hours following a request or as agreed upon between the Contractor and the Detachment.

The Contractor must supply a detention guard or suitable replacement within 6 hours following a request or as agreed upon between the Contractor and the Detachment, in remote areas.

3.2.1.5 Replacement of Resources

The Contractor must provide a replacement within 4 hours or time agreed upon with the Identified User if the resource provided is unqualified or unsuitable to perform the required services.

3.2.2 **Management Structure**

The contractor must provide the following resources:

3.2.2.1 Executive-Level Representative

The Executive Level Representative must:

- a) Be at a Vice-President level or higher within the Contractor's organization and is responsible for communicating with the Standing Offer Authority in regards to outstanding Contractual issues;
- b) Act as the Contractor's Representative for the Standing Offer; and
- c) Be the highest level of resolution and authority for all matters relating to the Standing Offer.

3.2.2.2 Training Coordinator

The Training Coordinator must:

- a) perform initial roll-out of the training for detention guards and supervisors to ensure they arrive on site fully trained and certified, as per Section 3.2.4;
- b) ensure the 4-hour refresher training occurs every 6 months and all certifications are up to date on an ongoing basis; and
- c) provide detailed reports on detention guard training and certificate status on a monthly basis or as requested by the RCMP.

3.2.2.3 Account Representative

The Account Representative must:

- a) act as the single point of contact for Identified Users' questions/issues;
- b) identify the expertise within their organization for follow-up to a) above; and
- c) play an active role in the resolution of all action items.

3.2.3 Reporting requirement

The Contractor must provide the following reporting requirement, but not limited to:

Requirement	Mechanism	Reporting Requirement
Utilization report	A summary level pdf cover sheet indicating consumption for a monthly time period.	<p>With each invoicing cycle, RCMP requires the Contractor to submit, a summary level pdf report indicating the consumption of detention guard expenses, defined by categories of detention guards or supervisors, as well as basic and remote locations, inclusive of the hourly billing rate and total consumption for each.</p> <p>To occur on a monthly basis, within 14 calendar days of having rendered the services.</p>
Invoice support documents	A sample of the level of detail required on the excel spreadsheet is attached in Appendix 2.	<p>With each invoicing cycle, the RCMP requires the Contractor to include the following minimum information :</p> <ul style="list-style-type: none"> a) Category of resource (Detention Guard or Supervisor) b) Location (Basic and remote) c) Hourly Billing rate, hours and consumed value d) Cost Centre- To be provided by RCMP upon award e) Scan of Detachment RCMP designate signed time cards or attendance records for each Detention Guard or Supervisor. <p>To occur on a monthly basis, within 14 calendar days of having rendered the services.</p>
Detention Guard services training status reports	An excel sheet with a detailed report.	<p>Upon request, the RCMP requires the Contractor to provide reports on detention guard training which include the following minimum information:</p> <ul style="list-style-type: none"> i. Name and location of the detention guard or supervisor; ii. Type, current status, dates of training completion, and dates for refresh for: <ul style="list-style-type: none"> a. Completion of CST CL00007, RCMP Manual 19.3 and site orientation training (initial 8 hour); b. 4 hour refresher orientation training, same content as above; c. WHMIS completion; d. First Aid/CPR certification, with expiry; e. Security Clearance Status, with expiry; f. As applicable, Detention Guard

		Provincial License, with expiry. Reports will be issued to the satisfaction of the RCMP on an 'as requested' basis, within 14 calendar days of the request.
Detention Guard Quality Assurance reports	An ad-hoc report, with exact format to be situation specific.	Upon request, the RCMP requires the Contractor to provide reports on the status of detention guard and supervisory recruitment processes, dispute resolution and service deficiencies. Reports will be issued to the satisfaction of the RCMP on an 'as requested' basis, within 14 calendar days of the request.
Members of employment equity designated groups reports	An ad-hoc report, with exact format to be situation specific.	Upon request, the RCMP requires the Contractor to provide a report which will include a list of activities, with specific dates that they are to be carried out and completed, the names of resource, along with details of assessment and screening tools and methodology to be used in the search and recruitment processes. The report should also include a description of methods or processes used to identify members of employment equity designated groups as define in the Employment Equity Act (i.e., women, Indigenous peoples, members of visible minorities and persons with disabilities). Reports will be issued to the satisfaction of the RCMP on an 'as requested' basis, within 14 calendar days of the request.

3.2.4 Training

The Contractor must ensure that the following qualifications are met prior to a detention guard reporting to the work site.

3.2.4.1 Minimum Detention Guard(s) and Supervisor(s) training

The Contractor will not be reimbursed for any costs incurred for training.

The Contractor must provide the following training to the Detention guards and Supervisor(s) prior to reporting to the work site:

- The duty-specific Detention Guard Training to current RCMP Course Training Standards CL00007 and RCMP Operational Manual 19.3. The course is a Contractor facilitated, 8-hour classroom-type instruction, which includes the basic knowledge required to be a detention guard, and a site orientation.
- A 4-hour refresher training of CTS CL00007, RCMP Manual 19.3 and a site orientation every 6 months, and as required.
- A valid basic certificate in First Aid and CPR to the Saint John Ambulance Emergency Level (or equivalent).
- Workplace Hazardous Materials Information System (WHMIS) training, per the respective province per subsection 10.14 of the Canada Occupational Health and Safety Regulations.
<http://laws.justice.gc.ca/eng/regulations/SOR-86-304/page-23.html#h-119>

On a pre-arranged basis, the RCMP may assist with providing transport and/or training in remote and isolated sites where it is not practical for the Contractor to arrange "stand alone" visits to a site.

If another Detention Guard Training course, or a separate product based on CST CL00007 or the RCMP operational manual 19.3 is to be used, it must first be approved by the RCMP.

3.2.4.2 Additional Training

Any additional training, to what is specified in article 3.2.4.1, as requested by the Identified User must be at the Identified User's expense, outside of the scope of this contract.

3.2.4.3 Site Orientation

The Contractor must ensure, at no cost to Canada, satisfactory completion of the one day, on-the-job classroom orientation by all detention guards prior to assignment and re-assignment including:

- a) Thorough knowledge and understanding of Unit Supplemental Orders and unit policy;
- b) Orientation and operation of closed circuit television video monitoring security system;
- c) Orientation and operation of fire equipment;
- d) Access control; and
- e) Key control.

Whenever it becomes necessary to assign or reassign detention guards to a unit for the first time without the detention guards having first completed the on-the-job classroom orientation, the Contractor must arrange, at their own expense, to have new guards "double bank" with experienced detention guards from the work site, prior to the new detention guard providing services. The Contractor's must ensure that new detention guards are knowledgeable of their duties.

4. **Contractor's Roles and Responsibilities**

- a) Ensure that they are thoroughly familiar with the work sites under their jurisdiction excluding physical inspection of remote locations.
- b) Provide guard documentation to the detachment for all resources assigned to a particular worksite. Documentation may include name, training, site, security clearance etc. New resources must not be assigned to a worksite until they have received the appropriate training, possess the required certification, and possess a valid security clearance.
- c) Possess a valid Security Agent or Security Business license to operate in the province/territory where they are providing service.
- d) Provide for and ensure resources wear the regular guard uniform, which includes pants and a shirt;
- e) Ensure the respect of Items Not Authorized, unless specified otherwise:
 - i. Televisions, radios and digital music devices, used for personal reasons are not permitted.
 - ii. The use of personal cell phones for non-security/non-emergency related matters is not permitted. Only work-related reading material is allowed e.g. newspapers, magazines, school books, etc., are not permitted.
 - iii. Food items and beverages, (exception: water in clear bottles or cups) are not permitted at post;
 - iv. No eating while providing service, unless specified otherwise;
 - v. The consumption of drugs or alcohol while on-site is strictly prohibited, and will

result in the immediate removal of the resource.

- f) Purchase and manage all equipment required in the provision of services including, but not limited to: flashlights and cellular phones.
- g) Provide supervision to review performance of resources.
- h) Purchase and manage all consumables required in the provision of services including, but not limited to: working batteries for flashlights, notebooks, and pens and paper.
- i) Ensure that the equipment issued by the Identified User for use by the Contractor is controlled and maintained. This includes, but is not limited to: two Way Radios; and computers.
- j) Ensure the proper number of relief guards are present on the worksite to perform relief duties during meals and rest period.
- k) In order to reduce the need for retraining or re-orienting detention guards, make best effort to assign the same resources to the post location.
- l) Ensure the satisfactory completion of on-the-job training by all detention guards and supervisors prior to assignment or reassignment, at no cost to the Government of Canada.
- m) Ensure consistency of services:
 - i. ensure best effort is made to schedule the same detention guards at the same units; and
 - ii. provide properly trained back-up support in the event of illness, holidays, or other absences.
- n) Ensure that Canada is only billed for the services requested:
 - i. Overfills occur when the Contractor provides too many guards or guards for longer periods than required.
 - ii. Shortfalls occur when the requested services are not supplied at a unit or worksite. Common causes of shortfalls are late arrival or leaving post early, and inability to provide sufficient number of qualified guards. The Contractor must ensure that the Identified User is not billed overtime as a result of the Contractor having to fill the Shortfall.

5. RCMP roles and responsibilities

5.1 Training Oversight

Training oversight will be provided by the RCMP for compliance with the RCMP Course Training Standard, as specified in the RCMP Operational Manual Part 19.3.

5.2 Identified User's responsibilities

5.2.1 Unit Supplements and Post Orders

The Identified User is responsible for a clear, concise, up to date, complete set of unit supplements.

- a) unit supplements express the policy of the particular detachment with respect to the duties or functions that are expected of the detention guards.
- b) unit supplements are a summary of the duties required of the detention guard(s) at a particular detachment.
- c) unit supplements prevent word of mouth, on the job training and instructions. There should be some oral instructions and on the job training. However, a new detention guard

must be able to handle most situations that might arise with only limited instructions if the unit supplements are well written and up to date.

5.2.2 General requirements

5.2.21 The Identified user is responsible for the provision of, if and when required:

- a) office space;
- b) office furnishings e.g. chairs, desks;
- c) facilities for detention guard personal belongings
- d) phones connected to the Identified User's phone system;
- e) computers with email and limited network access;
- f) printers, scanners;
- g) software and accessories required for security operation e.g. e-mail and Internet;
- h) any communication equipment required by the Identified User or essential to the safety of the provision of detention guard services e.g. radio;
- i) up to date Unit Supplemental Orders;
- j) all required unit forms; and
- k) personal safety equipment e.g. dust mask, ear protectors, and safety glasses.

5.2.2.2 The verification of received invoices.

5.2.2.3 Creation of Unit Supplemental Orders

- a) create the unit supplemental orders and maintain them relevant to the current work environment; and
- b) ensure unit supplemental orders are of sufficient detail in order to allow the Contractor to effectively carry out their duties.

5.2.2.4 Unit Supplemental Orders Revision

- a) ensure the unit supplemental orders are reviewed a minimum of once a month and updated accordingly for any changes to procedures; and
- b) ensure the original unit supplemental orders and any amendments are dated.

5.2.2.5 Risk Protection

- a) ensure that where a health or environmental risk has been identified by the Identified User or the Contractor, that the Contractor is entitled to any protective measures available to or being provided for Federal Government Employees.
- b) incurring the cost of such protective measures.
- c) Any protective clothing and equipment must remain on the site and would be for use by the Contractor as and when required.

6. CONSTRAINTS

6.1 Deficiencies

Should a deficiency be identified regarding the services provided, the nature of the issue should be stated in writing by the Identified User and forwarded to the Contractor. Upon receipt of the written notice, the Contractor must as soon as possible and within not more than three (3) business days propose corrective action for the Identified User's review/approval and specify the date the corrective action must be implemented. Any costs associated with the corrective action must be borne by the Contractor.

If the deficiency is not corrected by the agreed date and the corrective action remains outstanding, the Standing Offer Authority should be notified.

6.2 Language

The Contractor must:

- a) If and when requested, provide detention guards who are able to read and speak English or French. In addition, some locations may require detention guard to understand, read and speak in both official languages. The requirement to provide bilingual services will be identified in the Call-up. The Call-up Authority should also specify on the Call-up, the hours for which bilingual services are required.
- b) If and when requested, provide detention guards that are bilingual.
- c) Ensure that if the detention guard providing requested bilingual services temporarily leaves a post that the detention guard continuing to provide the service can provide the same level of bilingual service.

6.2.1 Definition of Oral Bilingual Communications

Effective communications in both official languages means the ability to communicate orally, to clearly understand and be understood in both English and French.

The following is the acceptable level of second language ability for detention guards to ensure effective communications for purposes of meeting the requirements of the Call-Up.

The Contractor must:

- a) Ensure detention guards can meet the following acceptable level of second language ability:
 - i. a person at this level can sustain a conversation on concrete topics relevant to the duties as specified in the Call-Up. He/she can give factual descriptions of actions taken, give straightforward instructions and directives to the public and visitors to the site, and give straightforward explanations; and
 - ii. at this level of oral interaction, an individual can handle most telephone and face to face conversations requesting concrete, routine information from members of the public or visitors to the site about services, publications, locations, numbers, times, dates, etc.
- b) Ensure that communications and services of their offices are actively offered in English and French, as per the [Appendix 2 – Definition of the Government of Canada Directive on Official Languages for Communications and Services](#).
 - i. clearly indicate visually and verbally that members of the public can communicate with and obtain services from a designated office in either English or French. Mechanisms are in place to ensure that services are available in the official language chosen by the member of the public; and
 - ii. the availability of communications and services in both official languages can be promoted in a number of ways including: Prominently displaying the official languages symbol; Greeting members of the public in both official languages, beginning with the official language of the majority of the population of the province or territory where the office is located; For example, “Hello/Bonjour, Can I help you/puis-je vous aider” for all provinces outside of Quebec and “Bonjour/Hello, puis-je vous aider/can I help you” in the Province of Quebec.

6.3 Travel and Living

- a) If Detention guards are required to provide testimony at court in connection with their duties or to attend Critical Incident Debriefings, the time will be covered under the scope of work and be eligible for invoicing under any resulting contract.
- b) If, in order to meet requirements, Contractor's resource(s) could travel to a work site outside of their normal detachment e.g. provide services in isolated communities, then the National Joint Council Travel Directive must apply to distances of more than 75 kilometers.

7. MEETINGS

The Contractor will not be reimbursed for any costs incurred for meetings.

7.1 Kick off Meeting

A Kick-off meeting will be held within thirty (30) working days from the date of Standing Offer issuance. The kick-off meeting will be organized as a teleconference, or in person in a location in the National Capital Area. The exact time and location of the kick-off meeting will be provided after Standing Offer issuance.

The purpose of the kick-off meeting will be to:

- a) Review the Standing Offer requirements;
- b) Discuss the reporting requirement; and
- c) Review and clarify the respective roles and responsibilities of the Standing Offer Authority (SOA), the Project Authority and the Contractor to ensure common understanding of the requirement and the terms and conditions of the Standing offer.

7.2 Progress Review Meetings

Progress review meetings (PRM) will be completed as per the Project Authority's request during the first year of the Standing Offer, and then occur once per fiscal year thereafter or more often if required. The PRM will be organized through a teleconference or held in person. In person meetings may be held at other locations if mutually agreed. The SOA will be invited to attend PRM.

The purpose of the progress review meeting is to:

- a) Discuss and resolve operational, administrative or contractual details as well as any possible issues; and,
- b) The Project Authority is responsible of coordinating PRM with the Contractor.

8. Unit Supplemental Orders

Unit Supplemental Orders are written documents that clearly outline duties, responsibilities and expectations of the detention operations at a facility. They also provide instructions on how to specifically respond to predictable situations that may occur. The creation of the Unit Supplemental Orders are the responsibility of the Identified User, with the Contractor then responsible for providing the related service.

The Contractor must:

- a) Adhere to all unit supplemental order duties, responsibilities and expectations.
- b) Ensure that all resource providing related services have signed off that they have read and understand the unit supplemental orders.
- c) Ensure unit supplemental orders are located in a safe place.

9. Reporting Forms

The Contractor must supply the following forms (unless the forms will be provided by the Identified User or its delegated official):

- a) Detention Guard Documentation: this form will be used to provide evidence to the Detachment of a detention guard's qualifications, category, valid security clearance, level I First Aid certificate, etc., prior to assignment to a worksite.
- b) Detention Guard Shift Report/Cell Log Book
 - i. this form will be used to identify significant incidents or performance indicators for either individual detention guards or a detachment.
 - ii. in addition to instructions contained in the Unit Supplements, all major incidents such as fire, theft, break ins, significant property damage, alarms?, etc., are to be reported.
 - iii. a detention guard shift log must be initiated by the detention guard on duty at the beginning of the shift, completed chronologically immediately after any significant incident or performance.
 - iv. copy 1 of the completed Detention Guard Shift Log to be provided to the Detachment Commander or representative and copy 2 to be retained by the Contractor.
- c) Detention Guard Nominal Roll: this form will be used to provide the Detachment with the names and status changes of detention guards being added to or deleted from the Contractor's list of detention guards and will be used to confirm the required security clearances.

10. Detention Guard Service Locations

10.1 Service Locations for Alberta Region (Alberta, Northwest and Nunavut Territories)

Location area	Detachment		
Basic	Airdrie	Bassano	Beaumont
	Blackfalds	Blairmore/Crowsnest Pass	Breton
	Brooks	Calgary	Camrose
	Cardston	Chestermere	Claresholm
	Coaldale	Cochrane	Consort
	Coronation	Devon	Didsbury
	Drayton Valley	Drumheller	Evansburg
	Fort Macloed	Fort Saskatchewan	Gleichen
	Grand Prairie	Hanna	High River
	Innisfail	Jetway	Killam
	Kitscoty	Leduc	Lethbridge
	Lloydminster	Maswacis/Hobbema	Medicine Hat/ Red Cliff
	Milk River	Okotoks	Olds
	Oyen	Picture Butte	Piikani Nation/Brocket/ Pegan Nation
	Pincher Creek	Ponoka	Prairie Mountain
	Provost	Raymond/McGrath	Red Deer City
	Redwater	Rimbey	Rocky Mountain House
	Sherwood Park / Strathcona County	Smoky Lake	Spirit River
	St. Albert	Stettler	Stony Plain
	Strathmore	Sundre	Sylvan Lake
	Taber- Vauxhall	Thorsby	Three Hills

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	Tofield	Turner Valley	Two Hills
	Vegreville	Vermilion	Viking
	Vulcan	Wainwright	Westlock
	Wetaskiwin		
Remote area 1	Athabasca	Banff	Barrhead
	Bashaw	Bow Island	Boyle
	Canmore	Elk Point	Fairview
	Fox Creek	Hinton	Jasper
	Kananaskis	Lake Louise	Manning
	Mayerthorpe	McLennan	Morinville
	Swan Hills	Whitecourt	
Remote area 2	Beaverlodge	Bonnyville	Chateh / Assumption / Hay Lake Indian Reserve
	Cold Lake	Desmarais	Edson
	Faust	Fort Chipewan	Fort McMurray
	Fort Vermilion	Fox Lake	Grande Cache
	Grimshaw	High Level	High Prairie
	Lac La biche	Peace River	Red Earth Creek
	Slave Lake	St .Paul	Valleyview
Remote area 3	Aklavik	Behchoko	Deline
	Fort Good Hope	Fort Liard	Fort McPherson
	Fort Providence	Fort Resolution	Fort Simpson
	Fort Smith	Hay River	Inuvik
	Lutsel K'e	Norman Wells	Paulatuk
	Sachs Harbour	Tuktoyaktuk	Tulita
	Ulukhaktok	Wha' ti	Yellowknife
Remote area 4	Arctic Bay	Arviat	Baker Lake
	Cambridge Bay	Cape Dorset	Chesterfield Inlet
	Clyde River	Coral Harbour	Gjoa Haven
	Grise Fiord	Hall Beach	Iglooklik
	Iqaluit/ V Division HQ	Kimmirut	Kugaaruk
	Kugluktuk	Nauyasat	Pangnirtung
	Pond Inlet	Qikiqtarjuaq	Rankin Inlet
	Resolute Bay	Sanikiluaq	Taloyoak
	Whale Cove		

10.2 Service Locations for Prairie Region (Manitoba and Saskatchewan)

Location area	Detachment		
Basic	Altona/Carman/Morden	Beausejour	Dakota jibway Police
	Dauphin	East Interlake	Falcon Beach
	Falcon Beach	Fisher Branch	Gimli
	Grand Marais	Grandview	Gypsumville
	Headingly	Lac Du Bonnet	Manitoba HQ/Winnipeg Urban
	Manitou	Oakbank	Parkland
	Pembina Valley	Portage La Prairie	Red River
	Selkirk	Spruce Plains	St Pierre-Jolys

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	St. Rose du Lac	Steinbach	Stonewall
	Swan River	Turtle Mountain	West Interlake
	Westlake	Westman	White Mouth
	Winnipeg James Armstrong Airport	Winnipeg River	Winnipegosis
	Yellowhead	Ahtahkakoop	Assiniboia
	Big River	Biggar	Blaine Lake
	Broadview	Canora	Carlyle
	Carnduff	Carrot River	Craik
	Creighton	Cut Knife	Dillon
	Emerald Park	Esterhazy	Estevan
	Fillmore	Fort Qu'Appelle	Glaslyn
	Gull Lake	Hudson Bay	Humboldt
	Indian Head	Kamsack	Kelvington/ Rose Valley/ Greenwater Lake
	Kindersley	Kipling	Lanigan
	Leader	Loon Lake	Lumsden
	Maidstone	Maple Creek	Martensville
	Meadow Lake	Melfort	Melville
	Moose Jaw	Moosomin	Nipawin
	North Battleford	Onion Lake	Outlook
	Pierceland	Porcupine Plain	Prince Albert
	Punnichy	Regina	Rosetown
	Rosthern	Sandy Bay	Saskatchewan HQ
	Saskatoon	Shaunavon	Shellbrooke
	Smeaton	Spiritwood	St. Walburg
	Swift Current	Tisdale	Turtleford
	Unity	Wadena	Wakaw
	Warman	Waskesiu	Watrous
	Waywaseecappa	Weyburn	White Butte
	Wilkie	Wynyard	Yorkton
Remote area 1	Amaranth	Arborg	Ashern
	Berens River	Bloodvein	Boisevain
	Brochet/Thompson Rural	Chemawawin	Churchill
	Cranberry Portage	Cross Lake	Crystal City
	Easterville	Elphinstone	Emerson
	Flin Flon	Gillam	Gladstone
	God's Lake Narrows	God's River	Grand Rapids
	Ilford	Island Lake	Killarney
	Lac Brochet	Leaf Rapids	Little Grand Rapids
	Lundar	Lynn Lake	Minnedosa
	Moose Lake	Morris	Neepawa
	Norway House	Opaskwayak	Oxford House
	Poplar River	Powerview	Pukatawagan
	Roblin	Rosburn	Russell
	Shamattawa	Shoal Lake	Snow Lake
	South Indian and	South Indian Lake	Split Lake

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	Thicket Portage		
	Ste. Theresa Point	Swan Lake	The Pas
	Virden	Wabowden	Wasagaming
	Balcarres	Beauval	Cumberland House
	Deschambault Lake	Fond du Lac	Ile à la Crosse
	La Loche	La Ronge	Morse
	Naicam	Patuanak	Pelican Narrows
	Pinehouse	Radisson	Southend
	Stanley Mission	Stony Rapids	Wollaston Lake
Remote area 2	Nelson House	Paungassi	Tadoule Lake
	Thompson	York Landing	Black Lake
	Canoe Lake	Coronach	Kerrobert
	Montreal Lake	Turnor Lake/ Buffalo Narrows/ Birch Narrows	Waterhen Lake

10.3 Service Locations for Pacific Region (British Columbia and Yukon Territory)

Location area	Detachment		
Basic	Agassiz	Boston Bar	Creston
	Hope	Merritt	Osoyoos
	Summerland	Armstrong	Castlegar
	Enderby	Keremeos	Nelson
	Princeton	University of BC	Ashcroft
	Chase	Golden	Lillooet
	Oliver	Salmon Arm	Valemount
	Barriere	Clearwater	Grand Forks
	Logan Lake	One Hundred Mile House	Sicamous
Remote area 1	Alexis Creek	Bella Coola	Chetwynd
	Fort Nelson	Granisle	Kaslo
	Lytton	New Hazelton	Pender Island
	Smithers	Sunshine Coast	Tumbler Ridge
	Anahim Lake	Bowen Island	Clinton
	Fort St. James	Hornby Island	Ladysmith
	Mackenzie	North Saanich (Sidney)	Quadra Island
	Sooke	Takla Landing	Vanderhoof
	Atlin	Burns Lake	Columbia Valley
	Fraser Lake	Houston	Lake Cowichan
	Mcbride	Parksville (Oceanside)	Revelstoke
	Sparwood/Elk Valley	Telegraph Creek	West Shore (Colwood)
	Bella Bella	Campbell River	Dease Lake
	Gabriola Island	Hudson's Hope	Lismis/Nass Valley (New Aiyansh)
	Nakusp	Pemberton	Saltspring Island
	Stewart	Texada Island	
Remote area 2	Ahousat	Carmacks	Kyuquot
	Nootka Sound	Port Hardy	Sayward
	Tsay Keh	Alert Bay	Dawson City

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	Lax Kwa'alaams	Old Crow	Port Mcneill
	Sointula	Ucluelet	Beaver Creek
	Faro	Masset	Pelly Crossing
	Queen Charlotte City	Teslin	Watson Lake
	Carcross	Haines Junction	Mayo
	Port Alice	Ross River	Tofino
	Whitehorse.		

Appendix 1 to Statement of Work - Medical Profile Factors

1.0 Medical Profile Factors for Vision Admin. Manual Appendix II-19-1

FACTOR	CODE	DUTY/CATEGORY	STANDARD/DESCRIPTION
Visual Acuity	V1	Duties of a special nature requiring unaided, uncorrected visual acuity.	Visual Acuity at least 6/6 to 6/9. No corrective visual aids required.
	V2	Entry level for Cst. or S/Cst. Member duties in the general duty Cst. task analysis or equivalent.	Visual Acuity at least 6/18, 6/18 for both eyes or 6/12 better eye and 6/30 poorer eye. Correctable to 6/6 to 6/9.
	V3	For continuation of assignment to duties similar to Cst. or junior NCO only after some modification of duty and with the approval of the HSO and A&PO. Duties assigned to officer and senior NCO functions which include a requirement to perform policing duties when necessary.	Visual Acuity not less than 6/60, 6/60 for both eyes. Correctable to 6/12, 6/12 with clear, soft contact lenses.
	V4	Duties assigned to an officer and senior NCO where the loss of vision aids would not create a hazard to coworkers or the public. Any need to perform policing duties would only be in emergency situations.	Visual Acuity correctable to 6/9 better eye; 6/120 poorer eye. Visual Acuity less than V2 and not correctable with clear, soft contact lenses to 6/12 - 6/12.
	V5	Restricted solely to administrative duties or law-enforcement support functions with no requirement to perform policing duties.	Visual Acuity correctable to 6/9 in one eye. Regardless of the vision in the poorer eye.
	V6	Duties do not require the ability to see. Some specific duties as a CM in the Intelligence Monitoring group may apply.	Visual Acuity less than 6/9 in the better eye with best correction. Regardless of the vision in the poorer eye.

2.0 Medical Profile Factors for Hearing Admin. Manual Appendix II-19-1

Hearing	H1	Duties requiring ability to understand soft-spoken conversation or radio communications in a noisy environment.	Hearing loss no greater than 30 dB in both ears at the 500 to 6,000 Hz frequency range.
	H2	Duties requiring ability to understand voice or radio communications at conversational levels with considerable background noise. Entry level for Cst. or S/Cst. member duties set out in the general duty Cst. task analysis or equivalent for junior NCO.	Hearing loss no greater than 30 dB in the better ear in the range of 500 to 3,000 Hz. Hearing loss no greater than 30 dB in the worst ear in the range of 500 to 2,900 Hz.
	H3	Duties requiring ability only to understand voice or radio communication in a quiet setting. Officers and senior NCOs assigned to policing duties.	Hearing loss not greater than 30 dB in the better ear in the 500 to 2,000 Hz frequency range.
	H4	Duties which permit use of a hearing aid to understand voice or radio communications. One-to-one conversation possible with hearing aid.	Hearing loss not greater than 50 dB in the better ear in the 500 to 2,000 Hz frequency range.
	H5	Duties in administrative or law-enforcement support functions if ability to hear is not required.	Hearing loss greater than 50 dB in the better ear in the 500 to 2,000 Hz frequency range which cannot be improved to H4 level by surgical intervention or the use of a hearing aid.

ANNEX B

BASIS OF PAYMENT

1.0 Professional fees – Firm hourly rate

The Contractor will be paid firm hourly rates as follows:

1.1 Initial Standing Offer period (3 years)

Table 1 - Firm hourly rates		
Location: <i>to be inserted at issuance</i>	Detention guard	Supervisor
Basic level	\$	\$
Remote Area 1	\$	\$
Remote Area 2	\$	\$
Remote Area 3	\$	\$
Remote Area 4 (if applicable)	\$	\$

1.2 Option periods - CPI Rate escalation

In the event that the option periods are exercised the firm all-inclusive hourly rate will be adjusted annually by the amount established based on the average percentage change in the monthly index of the Consumer Price Index for Canada, All- Items (Not Seasonally Adjusted), published on [Statistics Canada's website](#).

1.2.1 Option Period 1

Table 2 – Firm hourly rates		
Location: <i>to be inserted at issuance</i>	Detention guard	Supervisor
Basic level	CPI	CPI
Remote Area 1	CPI	CPI
Remote Area 2	CPI	CPI
Remote Area 3	CPI	CPI
Remote Area 4 (if applicable)	CPI	CPI

1.2.2 Option Period 2

Table 3 – Firm hourly rates		
Location: <i>to be inserted at issuance</i>	Detention guard	Supervisor
Basic level	CPI	CPI
Remote Area 1	CPI	CPI
Remote Area 2	CPI	CPI
Remote Area 3	CPI	CPI
Remote Area 4 (if applicable)	CPI	CPI

1.2.3 Option Period 3

Table 4 - Firm hourly rate -		
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Location: <i>to be inserted at issuance</i>	Detention guard	Supervisor
Basic level	CPI	CPI
Remote Area 1	CPI	CPI
Remote Area 2	CPI	CPI
Remote Area 3	CPI	CPI
Remote Area 4 (if applicable)	CPI	CPI

Total Estimated Cost of Professional Fees: \$

2.0 Overtime and Statutory Holidays

2.1 Overtime

Overtime must not be performed under the contract unless authorized in advance and in writing by the identified user. Any request for payment must be accompanied by a copy of the overtime authorization, including any premium to be paid, and a report containing the details of the overtime performed pursuant to the written authorization.

Overtime is regulated by provincial legislation and is therefore calculated based on where the work is performed.

2.2 Statutory holidays

Payment for Statutory holidays must not be made under the contract unless authorized in advance and in writing by the identified user. Any request for payment must be accompanied by a copy of the statutory holiday authorization, including any premium to be paid, and a report containing the details of the statutory holiday worked pursuant to the written authorization.

Statutory holidays are regulated by provincial legislation and is therefore calculated based on where the work is performed.

3.0 Cost Reimbursable Expenses.

3.1 Travel and Living expenses

Concerning the requirements to travel described in section 6.3 a) of the Statement of Work in Annex A, the Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, and private vehicle allowances specified in Appendices B, C and D of the [National Joint Council Travel Directive](#), and with the other provisions of the directive referring to "travellers", rather than those referring to "employees". Canada will not pay the Contractor any incidental expense allowance for authorized travel.

Concerning the requirements to travel described in section 6.3 b) of the Statement of Work in Annex A, the Contractor will be reimbursed for its authorized travel and living expenses reasonably and properly incurred in the performance of the Work done, delivered or performed outside of a radius of 75 kilometers of the Detention guard's normal detachment at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal and private vehicle expenses provided in Appendices B, C and D of the [National Joint Council Travel Directive](#); and with the other provisions of the directive referring to "travellers", rather than those referring to "employees". Canada will not pay the Contractor any incidental expense allowance for authorized travel.

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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.

All payments are subject to government audit.

Total Estimated Cost of Authorized Travel and Living Expenses: \$

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ANNEX C

SECURITY REQUIREMENTS CHECK LIST

ANNEX D

INSURANCE REQUIREMENTS

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.

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

For the province of Quebec, send to:

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

For other provinces and territories, send to:

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

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

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ANNEX E

STANDING OFFER REPORTING REQUIREMENTS

In accordance with Part 7A, Article 7.3.2 - Standing Offer Reporting, the Offeror must report on a quarterly basis by electronic means the following information by location:

- a) Person hours sold to Canada during the quarter;
- b) Person hours sold to Canada year to date;
- c) Total dollars sold to Canada during the quarter; and
- d) Total dollars sold to Canada year to date.

The above reports must clearly identify person hours and total dollars sold to Canada by Aboriginal Business or employee(s).

ANNEX F

ADDITIONAL INFORMATION ON THE ABORIGINAL PARTICIPATION COMPONENT (APC)

The Contractor will be required to report on data itemized in the APC on a quarterly basis as detailed in article 7.3.2 of Part 7A Standing Offer.

The APC complements the objectives of the Procurement Strategy for Aboriginal Business (PSAB), which was established to increase Aboriginal businesses development through the federal government procurement process. The PSAB is a federal policy that reserves, or "sets-aside" certain contracts exclusively for competition among Aboriginal businesses where capacity exists. This requirement is not a set aside for Aboriginal businesses under the PSAB but would contain the APC to encourage contracting and subcontracting with Aboriginal suppliers. For more information on PSAB, visit: <https://www.aadnc-aandc.gc.ca/abd>.

1.0 Identifying Aboriginal Business Capacity

To help identify Aboriginal business capacity, for contracting and sub-contracting purposes, you can review the list of Aboriginal businesses registered in the Aboriginal Business Directory (IBD) <https://www.aadnc-aandc.gc.ca/abd>. The IBD is a search engine available to industry and the federal procurement community for identifying Aboriginal business suppliers

In addition to the IBD, you can refer to other Aboriginal business directories such as:

- a. Canadian Council for Aboriginal Business (CCAB): <https://www.ccab.com/>
 - i. CCAB can provide custom-designed research projects to suit individual needs: <https://www.ccab.com/research/what-ccab-research-can-do-for-you/>
- b. Union Gas: <https://www.uniongas.com/about-us/community/aboriginal/business-list>
- c. Kativik Regional Government <http://www.krg.ca/>
- d. BC Aboriginal Business Listing: <https://catalogue.data.gov.bc.ca/dataset/bc-Aboriginal-business-listings>
- e. Canadian Aboriginal and Minority Supplier Council: <https://www.camsc.ca/>
- f. Province of Manitoba: <https://www.gov.mb.ca/inr/>
- g. The Aboriginal Financial Institutions may also help in identifying Aboriginal business capacity <https://nacca.ca/aboriginal-financial-institutions/>

2.0 Identifying Aboriginal Employment Opportunities

Industry respondents may wish to contact Employment and Social Development Canada (ESDC) to learn more about their Aboriginal Labour Programs that may help support the Aboriginal Participation Component. ESDC's Aboriginal Skills and Employment Training Program is designed to help Aboriginal people improve their skills and find employment, visit their website for more information: <https://www.canada.ca/en/employment-social-development/programs/Aboriginal-skills-employment-training.html>.

In addition to ESDC, there are numerous provincial Aboriginal employment and skills development programs. For more information contact: aadnc.saea-psab.aandc@canada.ca

3.0 Aboriginal Definitions related the Aboriginal Participation Component

To be considered an Aboriginal firm, the firm must meet the definition of an Aboriginal business, as defined under the PSAB.

3.1 Aboriginal Firm

An Aboriginal business, which can be:

- a) a band as defined by the Indian Act
- b) a sole proprietorship
- c) a limited company
- d) a co-operative
- e) a partnership
- f) a not-for-profit organization
- g) in which Aboriginal persons have at least 51 percent ownership and control,

OR

A joint venture consisting of two or more Aboriginal businesses or an Aboriginal business and a non-Aboriginal business(es), provided that the Aboriginal business(es) has at least 51 percent ownership and control of the joint venture.

When an Aboriginal business has six or more full-time employees at the date of submitting the bid, at least thirty-three percent of them must be Aboriginal persons, and this ratio must be maintained throughout the duration of the contract.

3.2 Aboriginal Person

An Aboriginal person is an Indian, Metis or Inuit who is ordinarily resident in Canada.

Evidence of being an Aboriginal person will consist of such proof as:

- a) Indian registration in Canada;
- b) membership in an affiliate of the Metis National Council or the Congress of Aboriginal Peoples, or other recognized Aboriginal organizations in Canada;
- c) acceptance as an Aboriginal person by an established Aboriginal community in Canada;
- d) enrollment or entitlement to be enrolled pursuant to a comprehensive land claim agreement;
- e) membership or entitlement to membership in a group with an accepted comprehensive claim;
- f) evidence of being resident in Canada includes a provincial or territorial driver's license, a lease or other appropriate document.