



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

**Canada Revenue Agency  
Agence du revenu du Canada**

**Proposal to: Canada Revenue Agency**

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

**Proposition à : l'Agence du revenu du Canada**

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

**Bidder's Legal Name and Address (ensure the Bidder's complete legal name is properly set out)  
Raison sociale et adresse du Soumissionnaire (s'assurer que le nom légal au complet du soumissionnaire est correctement indiqué)**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Bidder MUST identify below the name and title of the individual authorized to sign on behalf of the Bidder –  
Soumissionnaire doit identifier ci-bas le nom et le titre de la personne autorisée à signer au nom du soumissionnaire**

**Name /Nom**

\_\_\_\_\_

**Title/Titre**

\_\_\_\_\_

**Signature**

\_\_\_\_\_

**Date (yyyy-mm-dd)/(aaaa-mm-jj)**

(\_\_\_\_)\_\_\_\_\_

**Telephone No. – No de téléphone**

(\_\_\_\_)\_\_\_\_\_

**E-mail address – Adresse de courriel**

\_\_\_\_\_

**REQUEST FOR PROPOSAL /  
DEMANDE DE PROPOSITION**

<b>Title – Sujet</b>	
Health Assessment Services (HAS)	
<b>Solicitation No. – No de l'invitation</b>	<b>Date</b>
1000343956	January 24, 2020
<b>Solicitation closes – L'invitation prend fin (yyyy-mm-dd)/(aaaa-mm-jj)</b>	<b>Time zone – Fuseau horaire</b>
<b>on – le (2020-03-04)</b>	EST /HNE Eastern Standard Time/ Heure Normale de l'Est
<b>at – à 2:00 P.M. / 14 h</b>	
<b>Contracting Authority – Autorité contractante</b>	
Name – Nom Tara Sprigings-Ramsey	
Address – Adresse 250 Albert St, Ottawa, ON	
E-mail address – Adresse de courriel – tara.sprigings-ramsey@cra-arc.gc.ca	
<b>Telephone No. – No de téléphone (613 ) 286-8382</b>	
<b>Destination - Destination</b>	
See herein / Voir dans ce document	



## Table of contents

Part 1 General Information .....	5
1.1 Introduction.....	5
1.2 Summary.....	6
1.3 Glossary of Terms .....	6
1.4 Debriefings.....	6
1.5 Office of the Procurement Ombudsman (OPO) .....	6
1.6 Canadian International Trade Tribunal .....	7
Part 2 Bidder Instructions .....	8
2.1 Mandatory Requirements .....	8
2.2 Standard Instructions, Clauses and Conditions .....	8
2.2.1 Revisions to Standard Instructions 2003.....	8
2.3 Submission of Proposals.....	10
2.4 Communications - Solicitation Period .....	10
2.5 Applicable Laws .....	11
2.6 Terms and Conditions.....	11
Part 3 Proposal Preparation Instructions.....	12
3.1 Bid – Number of Copies CRA .....	12
3.2 Bid Format and Numbering System .....	15
Part 4 Evaluation and Selection .....	16
4.1 General .....	16
4.2 Steps in the Evaluation Process.....	16
8a) Public Key Infrastructure Documents for POP .....	19
<b>Part 5 Certifications and Additional Information.....</b>	<b>21</b>
5.1 CERTIFICATIONS REQUIRED TO BE SUBMITTED AT TIME OF BID CLOSING .....	21
5.1.1 JOINT VENTURE CERTIFICATION.....	21
5.2 CERTIFICATIONS PRECEDENT TO CONTRACT AWARD AND ASSOCIATED INFORMATION.....	23
5.2.1 SUPPLEMENTAL CERTIFICATIONS (MANDATORY M6, M7, M8) .....	23
5.2.2 Integrity Provisions – Associated Information .....	24
5.2.3 Employment Equity .....	24
5.2.4 Former Public Servant CRA.....	24



5.2.5	Vendor Reporting Information .....	26
	Part 6 Security, Financial and Other Requirements.....	28
6.1	Security Requirements .....	28
	<b>Appendix 1: Mandatory Criteria</b> .....	29
	<b>Appendix 2: Point Rated Criteria</b> .....	33
	Part 7 Model Contract.....	45
7.1	Revision of Departmental Name .....	45
7.2	Agency Restructuring .....	45
7.3	Requirement.....	45
7.3.1	Period of Contract .....	45
	The period of the Contract is from date of contract award to _____ inclusive. Services will commence within <i>X weeks or months</i> after contract award. ....	45
7.3.2	Option to Extend the Contract .....	45
7.3.3	Option to Purchase Additional Quantities of Services .....	45
7.3.4	Option to Add, Remove or Modify Locations.....	46
7.4	Minimum Work Guarantee - All the Work .....	46
7.5	Limitation of Expenditure.....	46
7.6	Standard Clauses and Conditions .....	47
7.7	General Conditions .....	47
7.8	Security Requirements .....	48
7.9	Contractor's Site(s) or Premises Requiring Safeguarding Measures.....	49
7.10	Authorities .....	49
7.10.1	Contracting Authority .....	49
7.10.2	Project Authority .....	49
7.10.3	Contractor's Representative .....	50
7.11	Contractor Identification Protocol .....	50
7.12	Travel and Living Expenses .....	50
7.13	Delivery.....	50
7.14	Work Location .....	50
7.15	Ordering Process .....	50
7.16	Invoice Submission requirements - specialist assessments and/or medical tests.....	51
7.17	Inspection and Acceptance .....	51



7.18	Basis of Payment .....	51
7.19	Payment Process .....	51
7.19.1	Payment by Credit Card.....	51
7.19.2	Payment by Direct Deposit.....	52
7.19.3	Payment by Cheque.....	52
7.20	Certifications.....	52
7.20.1	Federal Contractors Program for Employment Equity - Default by the Contractor .....	52
7.21	Joint Venture (NOTE to bidders: to be deleted at contract award if not applicable) .....	52
7.22	Proactive Disclosure of Contracts with Former Public Servants .....	53
7.23	Applicable Laws .....	53
7.24	Priority of Documents .....	53
7.25	Training and Familiarization of Contractor Personnel .....	53
7.25.1	Training of Contractor Personnel .....	53
7.25.2	Familiarization Period.....	54
7.26	Alternative Dispute Resolution .....	54
7.26.1	Office of the Procurement Ombudsman (OPO) .....	54
7.26.2	Contract Administration .....	54
7.27	Commercial General Liability Insurance.....	55
7.28	Errors and Omissions Liability Insurance.....	56
7.29	Medical Malpractice Liability Insurance.....	56
	Annex A- Statement of Work.....	59
	Annex B - Basis of Payment.....	117
	Annex C - Security Requirements Check List (SRCL) .....	120
	ATTACHMENT 1: BID SUBMISSION FORM .....	125



## **Request for Proposal (RFP)**

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

**Title:** Health Assessment Services (HAS)

### **Part 1 General Information**

#### **1.1 Introduction**

The solicitation is divided into seven parts plus appendices and annexes, as follows:

Part 1 General Information: provides a general description of the requirement;

Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the solicitation;

Part 3 Proposal Preparation Instructions: provides bidders with instructions on how to prepare their bid;

Part 4 Evaluation and Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;

Part 5 Certifications and Additional Information

Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by bidders; and

#### **Appendices**

Appendix 1: Mandatory Criteria

Appendix 2: Point Rated Criteria

Appendix 3: Financial Proposal

Part 7 Model Contract: includes the clauses and conditions and any annexes that will apply to any resulting contract.

#### **Annexes**

Annex A: STATEMENT OF WORK

Annex B: BASIS OF PAYMENT

Annex C: SECURITY REQUIREMENTS



## 1.2 Summary

- a) The Canada Revenue Agency (CRA) requires the services of an external Contractor to perform fitness to work evaluations (FTWEs). A FTWE is an evaluation of an employee requested by the employer, CRA, to determine if an employee is medically fit, with or without limitations and/or restrictions, to safely and effectively carry out, or continue to carry out, the duties of their position.
- b) It is intended to result in the award of 1 contract for a 2 year period, plus 4, one-year irrevocable options allowing Canada to extend the term of the contract.
- c) There is a security requirement associated with this requirement. For additional information, see Part 6 – Security, Financial and Other Requirements, and Part 7 – Model Contract. Bidders should consult the Security requirements for contracting with the Government of Canada (<https://www.tpsgc-pwgsc.gc.ca/esc-src/index-eng.html>) Website.
- d) The requirement is not subject to trade agreements.

## 1.3 Glossary of Terms

TERM	DEFINITION
CRA	Canada Revenue Agency
Day/Month/Year	For purposes of technical evaluation, one (1) month shall equal a minimum of 16.67 billable days (a day equals 7.5 hours) and one (1) year equals a minimum of 200 billable days. Any additional billable days within the same year will not increase the experience gained for the purposes of evaluation.
Project	A set of activities required to produce certain defined outputs, or to accomplish specific goals or objectives, within a defined schedule and resource budget. A project exists only for the duration of time required to complete its stated objectives.
Proposal	A solicited submission by one party to supply certain goods or services. The word “proposal” is used interchangeably with “bid”
Solicitation	An act or instance of requesting proposals/bids on specific products and/or services.
Tendering Authority	Canada Revenue Agency

## 1.4 Debriefings

Bidders may request a debriefing on the results of the solicitation process. Bidders should make the request to the Contracting Authority within ten (10) business days of receipt of the results of the solicitation process. The debriefing may be in writing, by telephone or in person.

## 1.5 Office of the Procurement Ombudsman (OPO)

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an independent avenue for suppliers to raise complaints regarding the award of contracts under \$25,000 for goods and under \$100,000 for services. If you have issues or concerns regarding the



solicitation, you have the option of raising them with the CRA, or, you may have the option of raising them with the OPO depending upon the nature of the complaint. You may contact the OPO by telephone at 1-866-734-5169 or by e-mail at [boa.opo@boa.opo.gc.ca](mailto:boa.opo@boa.opo.gc.ca). You can also obtain more information on the OPO services available to you at their website at [www.opo-boa.gc.ca](http://www.opo-boa.gc.ca).

## 1.6 Canadian International Trade Tribunal

As a general rule, a complaint regarding this procurement process must be filed with the Canadian International Trade Tribunal (the Tribunal) within 10 working days from the date on which a bidder becomes aware, or reasonably should have become aware, of a ground of complaint. Alternatively, within that time frame, a bidder may first choose to raise its ground of complaint by way of an objection to the CRA; if the CRA denies the relief being sought, a bidder may then file a complaint with the Tribunal within 10 working days of that denial. More information can be obtained on the Tribunal's Web site ([www.citt-tcce.gc.ca](http://www.citt-tcce.gc.ca)) or by contacting the Registrar of the Tribunal at 613-993-3595.

Also consult [Recourse Mechanisms](https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/recourse-mechanisms) (<https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/recourse-mechanisms>).



## Part 2 Bidder Instructions

### 2.1 Mandatory Requirements

Wherever the words “shall”, “must” and “will” appear in this document or any related document forming a part hereof, the item being described is a mandatory requirement.

Failure to comply or demonstrate compliance with a mandatory requirement will render the bid non-responsive and the bid will receive no further consideration.

### 2.2 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual issued by Public Works and Government Services Canada (PWGSC). The Manual is available on the PWGSC Website:

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>.

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

The standard instructions and conditions 2003 (2016-04-04) are incorporated by reference into and form part of the bid solicitation.

The following clauses are incorporated by reference:

SACC Reference	Clause Title	Date
A3005T	Status and Availability of Resources	2010-08-16
A3010T	Education and Experience	2010-08-16
A3015T	Certifications	2014-06-26
C3011T	Exchange Rate Fluctuation	2013-11-06

#### 2.2.1 Revisions to Standard Instructions 2003

Standard Instructions - Goods or Services – Competitive Requirements 2003 (2016-04-04) are revised as follows.

Section 01 titled “Integrity Provisions– Bid”, is deleted in its entirety and replaced with the following:

1. The *Supplier Integrity Directive* (SID) dated May 24, 2016, is incorporated by reference into, and forms a binding part of the bid solicitation. The Bidder must comply with the SID, which can be found on the Canada Revenue Agency’s website at <https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/supplier-integrity-directive.html>
2. Under the SID, charges and convictions of certain offences against a Supplier, its affiliates or first tier subcontractors, and other circumstances, will or may result in a determination by Public Works and Government Services Canada (PWGSC) that the Supplier is ineligible to enter, or is suspended from entering into a contract with Canada. The list of ineligible and suspended Suppliers is contained in PWGSC’s Integrity Database. The SID describes how enquiries can be made regarding the ineligibility or suspension of Suppliers.
3. In addition to all other information required in the bid solicitation, the Bidder must provide the following:





- a. by the time stated in the SID, all information required by the SID described under the heading “Mandatory Provision of Information”; and
  - b. with its bid, a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offences in the SID. The list of foreign criminal charges and convictions must be submitted using an Integrity Declaration Form, which can be found at [Declaration form for procurement](#).
4. Subject to subsection 5, by submitting a bid in response to this bid solicitation, the Bidder certifies that:
- a. it has read and understands the SID (<https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/supplier-integrity-directive.html>)
  - b. it understands that certain domestic and foreign criminal charges and convictions, and other circumstances, as described in the SID, will or may result in a determination of ineligibility or suspension under the SID;
  - c. it is aware that Canada may request additional information, certifications, and validations from the Bidder or a third party for purposes of making a determination of ineligibility or suspension;
  - d. it has provided with its bid a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offences in the SID;
  - e. none of the domestic criminal offences, and other circumstances, described in the SID that will or may result in a determination of ineligibility or suspension, apply to it, its affiliates and its proposed first tier subcontractors; and
  - f. it is not aware of a determination of ineligibility or suspension issued by PWGSC that applies to it.
5. Where a Bidder is unable to provide any of the certifications required by subsection 4, it must submit with its bid a completed Integrity Declaration Form, which can be found at [Declaration form for procurement](#).
6. Canada will declare non-responsive any bid in respect of which the information requested is incomplete or inaccurate, or in respect of which the information contained in a certification or declaration is found by Canada to be false or misleading in any respect. If Canada establishes after award of the Contract that the Bidder provided a false or misleading certification or declaration, Canada may terminate the Contract for default. Pursuant to the SID, Canada may also determine the Bidder to be ineligible for award of a contract for providing a false or misleading certification or declaration.

Section 02 titled “Procurement Business Number”, is hereby deleted in its entirety and replaced with:

Suppliers should obtain a Business Number (BN) before contract award. Suppliers may register for a BN online at <https://www.canada.ca/en/services/taxes/business-number.html>.

Section 03 titled “Standard Instructions, Clauses and Conditions”, “Pursuant to the Department of Public Works and Government Services Act (S.C. 1996, c.16),” is hereby deleted.

Section 05 titled “Submission of Bids”, paragraph 2 (d) is deleted in its entirety and replaced with the following:

(d) send its bid only to the Canada Revenue Agency Bid Receiving Unit or to the address specified in the solicitation in Section 2.3.

Section 05 titled “Submission of Bids” paragraph 4, delete sixty (60) days and replace with 180 days.



Section 06, titled "Late Bids", reference to "PWGSC" is hereby deleted and replaced with CRA.

Section 07 titled "Delayed Bids", all references to "PWGSC" are hereby deleted and replaced with "CRA".

Section 12 titled "Rejection of Bid", delete subsections 1(a) and 1(b) in their entirety.

Section 20 titled "Further Information", Paragraph 2 is hereby deleted and replaced with the following: Enquiries concerning receipt of bids may be addressed to the Contracting Authority identified in the bid solicitation.

Section 21 titled "Code of Conduct for Procurement-bid" is hereby deleted in its entirety.

### 2.3 Submission of Proposals

When responding, the proposal SHALL be delivered to the Bid Receiving Unit address indicated below by the time and date indicated on Page 1.

BIDDERS ARE TO SUBMIT PROPOSALS TO:

Canada Revenue Agency  
Bid Receiving Unit  
Ottawa Technology Centre  
Receiving Dock  
875 Heron Road, Room D-95  
Ottawa, ON K1A 1A2  
Telephone No: (613) 941-1618

Bidders are hereby advised that the Bid Receiving Unit of CRA is open Monday to Friday inclusive, between the hours of 0730 and 1530, excluding those days that the federal government observes as a holiday.

ELECTRONIC BIDS WILL NOT BE ACCEPTED. Due to the nature of this solicitation, electronic transmissions of a proposal by such means as electronic mail or facsimile is not considered to be practical and therefore will not be accepted.

### 2.4 Communications - Solicitation Period

All enquiries must be submitted to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.

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



## **2.5 Applicable Laws**

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

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

## **2.6 Terms and Conditions**

By submitting a bid, the Bidder hereby certifies compliance with and acceptance of all of the articles, clauses, terms and conditions contained or referenced in this Request for Proposal (RFP) and Statement of Work (SOW). Any modifications or conditional pricing by the bidder, including deletions or additions to the articles, clauses, terms and conditions contained or referenced in this RFP and document will render the bid non-responsive and the bid will receive no further consideration.



## Part 3 Proposal Preparation Instructions

### 3.1 Bid – Number of Copies CRA

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

**Section I: Technical Bid ( 1 hard copy) and 1 soft copy on USB.**

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

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

**The technical bid consists of the following:**

- i. **Bid Submission Form:** Bidders are requested to include the Bid Submission Form – Attachment 1 with their bids. It provides a common form in which bidders can provide information required for evaluation and contract award, such as a contact name, the Bidder's Procurement Business Number, the Bidder's status under the Federal Contractors Program for Employment Equity, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.

- ii. **Security Clearance:** Bidders are requested to submit the following security information for each of the proposed resources with their bids on the bid closing date:

**SECURITY INFORMATION:**

Name of individual as it appears on security clearance application form: \_\_\_\_\_

Level of security clearance obtained: \_\_\_\_\_

Validity period of security clearance obtained: \_\_\_\_\_

Security Screening Certificate and Briefing Form file number: \_\_\_\_\_

If the Bidder has not included the security information in its bid, the Contracting Authority will provide the Bidder with an opportunity to submit the security information during the evaluation period. If the Bidder has not submitted the security information within the period set by the Contracting Authority, its bid will be declared non-responsive.

- iii. **Substantiation of Technical Compliance:**

The technical bid must substantiate the compliance of the Bidder and its products and services with the specific requirements of Appendix 1 and 2, which is the requested format for providing the substantiation. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or product complies is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be considered non-responsive and will not receive any further consideration. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Bidder's Response" column of Appendix 1 and 2, where Bidders are requested to indicate where



in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.

- iv. **For Previous Similar Projects:** Where the bid must include a description of previous similar projects: (i) a project must have been completed by the Bidder itself (and cannot include the experience of any proposed subcontractor or any affiliate of the Bidder); (ii) a project must have been commenced by the bid closing date; (iii) each project description must include, at minimum, the name and e-mail address of a customer reference;. A project will be considered "similar" if the project identified was for the performance of work that closely matches the Statement of Work.
- v. **For Proposed Resources:** The technical bid must include résumés for the resources as identified in Appendix 1 and 2. The same individual must not be proposed for more than one Resource Category. The Technical bid must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:
  - A. Proposed resources may be employees of the Bidder or employees of a subcontractor, or these individuals may be independent contractors to whom the Bidder would subcontract a portion of the Work
  - B. For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programmes that were successfully completed by the resource by the time of bid closing. If the degree, designation or certification was issued by an educational institution outside of Canada, the Bidder must provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).
  - C. For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of bid closing and must continue, where applicable, to be a member in good standing of the profession or membership throughout the evaluation period and Contract Period. Where the designation or membership must be demonstrated through a certification, diploma or degree, such document must be current, valid and issued by the entity specified in this solicitation. If the entity is not specified, the issuer must be an accredited or otherwise recognized body, institution or entity at the time the document was issued. If the degree, diploma or certification was issued by an educational institution outside of Canada, the Bidder must provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).
  - D. For work experience, Canada will not consider experience gained as part of an educational programme, except for experience gained through a formal cooperative programme at a post-secondary institution.
  - E. For any requirements that specify a particular time period (e.g., 2 years) of work experience, Canada will disregard any information about experience if the technical bid does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
  - F. For work experience to be considered by Canada, the technical bid must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. In situations in which a proposed



resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.

vi. **Customer Reference - Contact Information and verification process:**

- A. The Bidder must provide customer references. The customer reference who must each confirm, if requested by Canada, the facts identified in the Bidder's bid, as required by Appendix 1 and 2.
- B. The form of question to be used to request confirmation from customer references is as follows:
- "Has [the Bidder] provided your organization with [describe the services and, if applicable, describe any required time frame within which those services must have been provided]?"*
- Yes, the Bidder has provided my organization with the services described above.*
- No, the Bidder has not provided my organization with the services described above.*
- I am unwilling or unable to provide any information about the services described above.*
- C. For each customer reference, the Bidder must, at a minimum, provide the name and e-mail address for a contact person. Bidders are also requested to include the title of the contact person. If there is a conflict between the information provided by the customer reference and the bid, the information provided by the customer reference will be evaluated instead of the information in the bid. If the named individual is unavailable when required during the evaluation period, the Bidder may provide the name and contact information of an alternate contact from the same customer.
- D. **If** a reference check is performed, Canada will conduct the reference check in writing by e-mail. Canada will send all email reference check requests to contacts supplied by all the Bidders within a 48-hour period using the email address provided in the bid. Canada will not award any points unless the response is received within 5 working days of the date that Canada's email was sent.
- E. On the third working day after sending out the reference check request, if Canada has not received a response, Canada will notify the Bidder by email, to allow the Bidder to contact its reference directly to ensure that it responds to Canada within the initial 5 working days. If the individual named by a Bidder is unavailable when required during the evaluation period, the Bidder may provide the name and email address of an alternate contact person from the same customer. Bidders will only be provided with this opportunity once for each customer, and only if the originally named individual is unavailable to respond. The Bidder will not be provided with an opportunity to submit the name of an alternate contact person if the original contact person indicates that he or she is unwilling or unable to respond. Bidder will have 24 hours to submit the name of a new contact. That contact will again be given 5 working days to respond once Canada sends its reference check request.
- F. Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated.
- G. Points will not be allocated and/or a bidder will not meet the mandatory experience requirement (as applicable) if (1) the reference customer states he or she is unable or unwilling to provide the information requested, or (2) the customer reference is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder instead of being a customer of the Bidder itself). Nor will points



be allocated or a mandatory requirement be met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder.

- H. Whether or not to conduct reference checks is discretionary. However, if Canada chooses to conduct reference checks for any given rated or mandatory requirement, it will check the references for that requirement for the bidder that will be recommended for contract award.

**Section II: Financial Bid (1 hard copy and 1 soft copy on USB)**

Bidders must submit their financial bid in accordance with the format outlined in Appendix 3: Financial Proposal.

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

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

**Section III: Certifications 1 hard copy**

Bidders must submit the certifications required under Part 5 – Certifications and Additional Information.

**Section IV: Additional Information (1 hard copy)**

**Bidder's Proposed Site(s) or Premises Requiring Safeguarding Measures**

As indicated in Part 6 under Security Requirements, the Bidder must provide the full addresses of the Bidder's and proposed individuals' sites or premises for which safeguarding measures are required for Work Performance.

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

The Company Security Officer (CSO) must ensure that the Bidder and proposal individual(s) hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.

Bidders are requested to indicate this information on their Bid Submission Form, Attachment 1.

**3.2 Bid Format and Numbering System**

Canada requests that bidders follow the format instructions described below in the preparation of their bid.

- a. use 8.5 x 11 inch (216 mm x 279 mm) paper;
- b. Use recycled-fibre content paper and two-sided printing. Reduction in the size of documents will contribute to CRA's sustainable development initiatives and reduce waste;
- c. avoid the use of colour and glossy formats
- d. use a numbering system corresponding to that of the bid solicitation;
- e. include the certification as a separate section of the bid.





## Part 4 Evaluation and Selection

### 4.1 General

A committee composed of representatives of CRA will evaluate the proposals on behalf of the Agency. The services of independent consultants may be called upon to assist in the evaluation of, or in the validation of, specific aspects of the solution proposed. CRA reserves the right to engage any independent consultant, or use any Government resources, which it deems necessary to evaluate any proposal.

Proposals will be evaluated in accordance with the evaluation criteria identified in Appendices 1 and 2 and in conjunction with the Statement of Work (SOW). Bidders are encouraged to address these criteria in sufficient depth in their proposals to permit a full evaluation of their proposals. The onus is on the Bidder to demonstrate that it meets the requirements specified in the solicitation.

Bidders are advised that only listing experience without providing any supporting information to describe where and how such experience was obtained will not be considered to be demonstrated for the purpose of the evaluation. The Bidder should not assume that the evaluation team is necessarily cognizant of or knowledgeable about the experience and capabilities of the Bidder or any of the proposed resource(s); as such, any relevant experience must be demonstrated in the Bidders' written proposal.

### 4.2 Steps in the Evaluation Process

The selection process to determine the successful Bidder will be carried out as follows:

Notwithstanding Steps 1 and 2 below, in order to expedite the evaluation process, CRA reserves the right to conduct Step 3 - Evaluation of Financial Proposals concurrently with Steps 1 and 2. Should CRA elect to conduct Step 3 prior to the completion of Step 2, the information in the Financial Proposal will not be disclosed to the team evaluating the mandatory and rated sections until the completion of Steps 1 and 2. However, if the Contracting Authority is able to ascertain that a proposal is non-responsive by virtue of incomplete information or an error in the financial proposal, the Contracting Authority will advise the team evaluating the mandatory and rated sections that the proposal is not compliant and should no longer be considered. The concurrent evaluation of the financial proposal does not in any way construe compliance in Steps 1 and 2 despite the statement "All bids meeting the minimum thresholds in Step 2 will proceed to Step 3".

Bids will be ranked in accordance with the Selection Methodology.

#### **Step 1 – Evaluation against Mandatory Criteria**

All bids will be evaluated to determine if the mandatory requirements detailed in Appendix 1 "Mandatory Criteria" have been met. Only those bids meeting ALL mandatory requirements will then be evaluated in accordance with Step 2 below.

#### **Step 2 – Evaluation against Point-Rated Criteria**

All bids meeting the criteria from Step 1 will be evaluated and scored, in accordance with the point-rated criteria detailed in Appendix 2 "Point-Rated Criteria", to determine the Bidder's Total Technical Merit Score. All bids meeting the minimum thresholds in Step 2 will proceed to Step 3.





### **Step 3 – Evaluation of Financial Proposals**

Only technically compliant bids meeting all of the requirements detailed in Steps 1 and 2 will be considered at this point.

Prices submitted will be evaluated to determine the bid evaluation price as defined in Appendix 3: "Financial Proposal". Once the bid evaluation prices are determined under Step 3, the proposals will proceed to Step 4.

Bidders must provide a price, percentage, or weight, as applicable, for each item identified in the format specified in Appendix 3: Financial Proposal. Ranges (e.g., \$10-\$13) are not acceptable.

Failure or refusal to provide a price or rate for any item in Appendix 3, shall be considered as failing to meet a mandatory requirement of the RFP and therefore, the Bidder's proposal shall be given no further consideration.

### **Step 4 – Basis of Selection**

1. To be declared responsive, a bid must:
  - a. comply with all the requirements of the bid solicitation; and
  - b. meet all mandatory criteria; and
  - c. obtain the required minimum of 180 points overall for the technical evaluation criteria which are subject to point rating.  
The rating is performed on a scale of 257 points.
2. Bids not meeting "(a) or (b) or (c)" will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60% for the technical merit and 40 % for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 60 %.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40 %
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).



**Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)**

		Bidder 1	Bidder 2	Bidder 3
<b>Overall Technical Score</b>		115/135	89/135	92/135
<b>Bid Evaluated Price</b>		\$55,000.00	\$50,000.00	\$45,000.00
<b>Calculations</b>	<b>Technical Merit Score</b>	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
	<b>Pricing Score</b>	$45/55 \times 40 = 32.73$	$45/50 \times 40 = 36.00$	$45/45 \times 40 = 40.00$
<b>Combined Rating</b>		83.84	75.56	80.89
<b>Overall Rating</b>		1st	3rd	2nd

**8. Proof of Proposal Testing (POP)**

The Bidder with the highest ranked responsive bid as defined in Step 4 will proceed to the Proof of Proposal Testing phase of the evaluation for the PKI solution.

The purpose of the POP will be to validate the Bidder’s proposal against the requirements listed in the SOW. If there is an obvious discrepancy between the product or the performance of the products provided for Proof of Proposal Testing and the solution proposed in the Bidder’s proposal, CRA reserves the right to conduct whatever further tests are required to validate the Bidder’s proposal.

Within **5** calendar days of a request from the Contracting Authority, the Bidder with the highest ranked responsive bid must deliver their solution ready for test. CRA will assume all costs related to the facilities provided, the required infrastructure (i.e. the CRA network) and CRA employees. All Bidder costs, including delivery of the solution and support during the POP will be the responsibility of the Bidder. CRA will conduct all tests utilizing CRA developed test procedures.

The Proof of Proposal testing timeline shall not exceed **10** working days, unless extended in writing by the Contracting Authority at CRA’s sole discretion. If a deficiency is detected during the Proof of Proposal, the Bidder will have the opportunity to correct any deficiencies (including the provision of replacement equipment) during the Proof of Proposal testing, provided that all deficiencies are corrected within the 5 working days testing timeline.

If the proposed solution fails to meet one of the tested requirements of the SOW at the end of the 10 working day test period, or the solution cannot be implemented for other reasons as deemed



acceptable by the CRA, the Bidder must be able to provide a secure email solution for Proof of Proposal Testing, as per the requirements of the SOW.

If neither of these solutions can be implemented, CRA will invite the Bidder with the next highest ranked responsive bid to participate in the Proof of Proposal testing phase of the evaluation.

CRA reserves the right to conduct POP testing after Contract Award at its sole discretion.

### **8a) Public Key Infrastructure Documents for POP**

Information for external business partners requesting PKI certificate:

<https://www.canada.ca/en/revenue-agency/services/e-services/public-key-infrastructure/cra-business-partners.html>

The following information should be provided with the bid to enable the Bidder for the secure electronic transmission of data with the CRA.

To register for a CRA PKI-enabled program, participants must first become CRA PKI subscribers. To register as a subscriber, each participant needs the following:

- [Organization Agreement \(PDF, 68KB\)](#)  
The Organization Agreement must be signed by a senior official of the organization who has the authority to bind the organization.  
  
It details the terms and conditions relating to PKI participation as well as the responsibilities of the organization. It also identifies those individuals appointed to receive and manage digital certificates.
- [Appendix A - Subscriber List \(PDF, 24KB\)](#)
- [Appendix B - RC129 Application Form \(PDF, 78KB\)](#)  
The RC129 must be completed by the employee (the "designated representative") who will, at the end of the process, manage the digital certificate(s). The information contained on this form is protected and is retained in CRA PPU 165 Public Key Infrastructure for External Clients.
- [Appendix C - Subscriber Agreement \(PDF, 53KB\)](#)  
The Subscriber Agreement must be signed by the designated representative identified in the Organization Agreement to receive and manage digital certificates. It details the terms and conditions for use and custody of a digital certificate.
- [External Organization Participation Document \(PDF, 66KB\)](#)

### **Step 5 – Selection**

The Bidder with the highest ranked responsive bid and having passed all of the Step 5 requirements as described above will be considered the successful Bidder for this requirement and will be recommended for award of a contract.

### **Step 6 – Conditions Precedent to Contract Award**

The Bidder recommended for award of a Contract must meet the requirements provided in Part 5 "Certifications and Additional Information" and Part 6 "Security, Financial and Other Requirements" of this RFP.



**Step 7 – Contract Entry**

The Bidder(s) with the highest ranked responsive bid and meeting all the requirements listed above will be recommended for award of a contract.



**Part 5 Certifications and Additional Information**

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

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default in carrying out any of its obligations under the Contract, if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

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

The Certifications listed at 5.1 must be completed and submitted with the bid. Failure to submit the Certifications listed at 5.1 will render the bid non-responsive and the bid will receive no further consideration.

**5.1 CERTIFICATIONS REQUIRED TO BE SUBMITTED AT TIME OF BID CLOSING**

**5.1.1 JOINT VENTURE CERTIFICATION**

**Only complete this certification if a joint venture is being proposed – otherwise check the box below**

**This certification does not apply**

The Bidder represents and warrants the following:

(a) The bidding entity is a contractual joint venture in accordance with the following definition. A "contractual joint venture" is an association of two or more parties who have entered into a written contract in which they have set out the terms under which they have agreed to combine their money, property, knowledge, skills, time or other resources in a joint business enterprise, sharing the profits and the losses and each having some degree of control over the enterprise.

(b) The name of the joint venture is: \_\_\_\_\_(if applicable).

(c) The members of the contractual joint venture are (the Bidder is to add lines to accommodate the names of all members of the joint venture, as necessary):

\_\_\_\_\_  
\_\_\_\_\_

(d) The Business Numbers (BN) of each member of the contractual joint venture are as follows (the Bidder is to add lines for additional BNs, as necessary):

\_\_\_\_\_  
\_\_\_\_\_

(e) The effective date of formation of the joint venture is: \_\_\_\_\_



(f) Each member of the joint venture has appointed and granted full authority to \_\_\_\_\_ (the "Lead Member") to act on behalf of all members as its representative for the purposes of executing documentation relating to the solicitation and any resulting contract.

(g) The joint venture is in effect as of the date of bid submission.

This Joint Venture Certification must be signed by each member of the joint venture.

The Joint Venture Certification shall be effective throughout the entire period of the Contract, including any exercised option period, if exercised.

The CRA has the right to request documentation from the Bidder evidencing the existence of the contractual joint venture.

Signature of an authorized representative of each member of the joint venture

(the Bidder is to add signatory lines as necessary):

_____	_____	_____	_____
Signature of Duly Authorized Representative	Name of Individual (Please Print)	Legal Name of Business Entity	Date

_____	_____	_____	_____
Signature of Duly Authorized Representative	Name of Individual (Please Print)	Legal Name of Business Entity	Date



5.2 CERTIFICATIONS PRECEDENT TO CONTRACT AWARD AND ASSOCIATED INFORMATION

The certifications listed below should be completed and submitted with the bid but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to comply with the request of the Contracting Authority and to provide the certification within the time frame provided will render the bid non responsive and the bid will receive no further consideration.

5.2.1 SUPPLEMENTAL CERTIFICATIONS (MANDATORY M6, M7, M8)

M6. The Bidder must certify that the Medical Director or Senior Medical Officer is available three out of five days per week, or for 25 or more hours per week, excluding Saturday and Sunday. (Annex A: Statement of Work Section 6.1 "Medical Director or Senior Medical Officer (licensed physician)")

The Bidder by signing below hereby certifies that it has read and is in compliance with the above noted certification, that it is aware that CRA reserves the right to verify all information provided in this regard, and that untrue statements may result in the proposal being declared non-responsive or in other action being taken which CRA deems appropriate.

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_  
(Title of duly authorized representative of business)

For: \_\_\_\_\_  
(Name of Business)

M7. The Bidder must certify that the Bidder has the capability to provide health assessment services, in both official languages as indicated in the language of the service request, to CRA representative(s), the Project Authority and to CRA employees as required. (Annex A: Statement of Work Section 6.2 "Dedicated Single Point of Contact (Office Administrator)")

The Bidder by signing below hereby certifies that it has read and is in compliance with the above noted certification, that it is aware that CRA reserves the right to verify all information provided in this regard, and that untrue statements may result in the proposal being declared non-responsive or in other action being taken which CRA deems appropriate.

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_  
(Title of duly authorized representative of business)

For: \_\_\_\_\_



*(Name of Business)*

**M8.** The Bidder must certify that when an employee attends an appointment in person, that the accommodation needs of the employee will be met. This includes addressing any accessibility issues at a site where services are to be provided. (Annex A: Statement of Work Section 6.2 "Dedicated Single Point of Contact (Office Administrator)")

The Bidder by signing below hereby certifies that it has read and is in compliance with the above noted certification, that it is aware that CRA reserves the right to verify all information provided in this regard, and that untrue statements may result in the proposal being declared non-responsive or in other action being taken which CRA deems appropriate.

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_  
*(Title of duly authorized representative of business)*

For: \_\_\_\_\_  
*(Name of Business)*

### **5.2.2 Integrity Provisions – Associated Information**

By submitting a bid, the Bidder certifies that the Bidder and its Affiliates are in compliance with the provisions as stated in Section 01 Integrity Provisions - Bid of Standard Instructions 2003. The associated information required within the Integrity Provisions will assist Canada in confirming that the certifications are true.

### **5.2.3 Employment Equity**

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

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

### **5.2.4 Former Public Servant CRA**

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. Bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.





Definitions:

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

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

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

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

**Former Public Servant in Receipt of a Pension**

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

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

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

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports.

**Work Force Adjustment Directive**

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive?

**YES ( ) NO ( )**

If so, the Bidder must provide the following information:



- (a) name of former public servant;
- (b) conditions of the lump sum payment incentive;
- (c) date of termination of employment;
- (d) amount of lump sum payment;
- (e) rate of pay on which lump sum payment is based;
- (f) period of lump sum payment including start date, end date and number of weeks;
- (g) number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

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

**5.2.5 Vendor Reporting Information**

The following information should be provided to enable CRA compliance with paragraph 221(1)(d) of the Income Tax Act, R.S.C. 1985, c.1 (5th Supp.) and report payments made to contractors under applicable services contracts (including contracts involving a mix of goods and services) on a T1204 Government Service Contract Payments slip.

For the purpose of this clause:

“Legal Name” means the name of the company, corporation or other entity constituted as a legal person under which this person exercises its rights and performs its obligations.

“Operating Name” means the name that is legally protected and used in the course of its business by a company, corporation or other entity legally constituted as a legal person, or by the individual.

The Bidder is requested to provide the following:

Legal Name: \_\_\_\_\_

Operating Name: \_\_\_\_\_

Address: \_\_\_\_\_

Payment/T1204 Address (if different)  Payment address is same as above \_\_\_\_\_

City: \_\_\_\_\_

Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_



Type of Business (Select only one)

- Corporation     Partnership     Sole Proprietor     Non-Profit  
Organization     US or  
International Co.

All registered companies (excluding Non-Profit organizations and US or International companies) must provide their Goods and Services Tax (GST) or Business Number (BN). Additional details on how to obtain a BN can be found at: <http://www.cra-arc.gc.ca/tx/bsnss/tpcs/bn-ne/menu-eng.html>

If the services will be rendered by an individual, please provide the Social Insurance Number (SIN). If a SIN number is being provided, the information should be placed in a sealed envelope marked "Protected".

Goods and Services Tax (GST)  
Number: \_\_\_\_\_

Business Number (BN): \_\_\_\_\_

Social Insurance Number (SIN): \_\_\_\_\_

N/A Reason: \_\_\_\_\_

Note: If you select "N/A", then you must give a reason.

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

(Signature of duly authorized representative of business)

Title: \_\_\_\_\_

(Title of duly authorized representative of business)



## Part 6 Security, Financial and Other Requirements

### 6.1 Security Requirements

1. Before award of a contract, the following conditions must be met:
  - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Model Contract;
  - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 7 - Model Contract;
  - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
  - (d) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 - Model Contract;
  - (e) the Bidder must provide the address(es) of proposed site(s) or premises of work performance and document safeguarding as indicated in Part 3 Proposal Preparation Instructions - Section IV Additional Information.
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.



**Appendix 1: Mandatory Criteria**

Bids will be evaluated in accordance with the process outlined in Part 4 Evaluation and Selection and all the mandatory evaluation criteria detailed below. The Bidder must provide supporting documentation in its proposal as requested by CRA, in order to demonstrate that each technical mandatory requirement has been met. To assist with the evaluation process, it is preferred that the Bidder complete the table included below, to indicate where in its proposal the information can be located. Bids that fail to meet all mandatory requirements will be declared non-responsive and the bid will receive no further consideration.

The CRA, at their sole discretion, reserves the right to contact in writing (by email) the reference contact who has knowledge of the project for verification purposes only. Should discrepancies exist between the information submitted by the Bidder and the information provided by the reference contact, the information provided by the reference contact will take precedence.

For the purpose of this evaluation, a **work-related health assessment** includes evaluations such as: periodic evaluation, pre-placement evaluation and fitness to work evaluations (FTWEs).

For the purpose of this evaluation, **health assessment services** includes all tasks as defined in the SOW at Annex A.

Mandatory	Mandatory Criteria	Bidder's Response: (Yes/No)	Location in Bid (Page Number or N/A)
M1	<p>The Bidder must demonstrate it has provided Fitness to Work Evaluations (FTWEs) either directly, or indirectly through subcontractor(s) or joint venture arrangements to at least three (3) client organizations, in the past five (5) years from the date of bid closing.</p> <p>One of the client organizations must include a government organization, whether federal, provincial or municipal.</p> <p>Any services provided through subcontractor(s) will be deemed acceptable only if the Bidder was the primary Contractor for these services.</p> <p>To be compliant with this criterion, the Bidder must provide the following information for each public or private sector client organization cited:</p> <ul style="list-style-type: none"> <li>• An overview of services provided.</li> <li>• A description of their role as primary Contractor.</li> <li>• A description of the joint venture arrangement if applicable.</li> <li>• Start and end dates for the provision for the services.</li> </ul>		



Mandatory	Mandatory Criteria	Bidder's Response: (Yes/No)	Location in Bid (Page Number or N/A)
	<ul style="list-style-type: none"> <li>• Name(s) of client organization(s).</li> <li>• Customer Reference Contact Information – Refer to Part 3 Proposal Preparation Instructions, Section 3.1 vi.</li> </ul>		
<b>M2</b>	<p>The Bidder must demonstrate it has provided at least five (5) Fitness to Work Evaluations (FTWEs) per year, in at least three (3) regions (one of the three (3) regions must be Quebec), during the past five years from date of bid closing.</p> <p>The Bidder must have provided FTWEs similar to the FTWEs as described in the Statement of Work (SOW), either directly or indirectly through subcontractor(s) or joint venture arrangements.</p> <p>Services provided through subcontractor(s) will be deemed acceptable only if the Bidder was the primary Contractor for these services.</p> <p>To be compliant with this criterion, the Bidder must demonstrate that the FTWEs were provided in three (3) of the regions as defined in Section 3, Annex A of the SOW.</p> <p>The following information must be provided:</p> <ul style="list-style-type: none"> <li>• The region(s) where the Bidder provided the FTWEs;</li> <li>• An overview of the service provided;</li> <li>• A description of their role as primary Contractor;</li> <li>• A description of the joint venture arrangement, if applicable;</li> <li>• The name of the client organization(s) in each region, as required; and</li> <li>• Customer Reference Contact Information – Refer to Part 3 Proposal Preparation Instructions, Section 3.1 vi.</li> </ul>		



Mandatory	Mandatory Criteria	Bidder's Response: (Yes/No)	Location in Bid (Page Number or N/A)
<b>M3</b>	The Bidder must demonstrate that it has completed a minimum of 75 work-related health assessments per year, of which 50 must be Fitness to Work Evaluations (FTWEs), for at least one (1) of the client organizations cited in response to Mandatory Criterion M1.		
<b>M4</b>	<p>The Bidder must demonstrate its Dedicated Single Point of Contact (office administrator) has a minimum of three (3) years of experience, within the last five (5) years from date of bid closing, in managing administrative tasks related to health services in an office.</p> <p>The Bidder must provide a Curriculum Vitae (CV) for the proposed resource that clearly outlines the number of years of experience and the tasks performed.</p> <p>The proposed resource's experience must be similar to the health services as described at Annex A Statement of Work (SOW).</p>		
<b>M5</b>	<p>The Bidder must propose a Medical Director or Senior Medical Officer who must be a licensed physician with:</p> <ol style="list-style-type: none"> <li>1. A minimum of five (5) years of experience as a physician licensed in their province of practice within the past ten (10) years; AND</li> <li>2. A minimum of three (3) years of experience in the past five (5) years in occupational health, in particular with occupational health related assessment of employees, as described in the Statement of Work (SOW); AND</li> <li>3. A minimum of two (2) years of experience, in the past five (5) years, in providing quality assurance and medical oversight.</li> </ol> <p>The Bidder must provide a Curriculum Vitae for the proposed resource that clearly outlines the number of years of</p>		



Mandatory	Mandatory Criteria	Bidder's Response: (Yes/No)	Location in Bid (Page Number or N/A)
	experience and one reference must be provided for each criteria above.		
<b>M6</b>	<p>The Bidder must certify that the Medical Director or Senior Medical Officer chosen in M5 above, is available three (3) out of five (5) days per week, or for 25 or more hours per week, excluding Saturday and Sunday.</p> <p>To demonstrate compliance, the Bidder must sign the relevant certification document found in Part 5, section 5.2.1 Certifications Required To Be Submitted At Time of Bid Closing.</p>		
<b>M7</b>	<p>The Bidder must certify that they have the capability to provide health assessment services, in both official languages, as indicated in the language of the service request, to CRA representative(s), the Project Authority and to CRA employees as required.</p> <p>To demonstrate compliance, the Bidder must sign the relevant certification document found in Part 5, section 5.2.1 Certifications Required To Be Submitted At Time of Bid Closing.</p>		
<b>M8</b>	<p>The Bidder must certify that when an employee attends an appointment in person, that the accommodation needs of the employee will be met. This includes addressing any accessibility issues at a site where services are to be provided.</p> <p>To demonstrate compliance, the Bidder must sign the relevant certification document found in Part 5, section 5.2.1 Certifications Required To Be Submitted At Time of Bid Closing.</p>		





Mandatory	Mandatory Criteria	Bidder's Response: (Yes/No)	Location in Bid (Page Number or N/A)
M9	Environmental Strategy  The Bidder must include a copy of the Bidder's corporate environmental policy statement printed on corporate letterhead and signed by an authorized officer of the company.		

**Appendix 2: Point Rated Criteria**

Technical bids will be assessed separately against the evaluation criteria identified below. Point-rated criteria, not addressed in the bid, will result in a score of zero being assigned against that particular criterion.

The CRA, at their sole discretion, reserves the right to contact in writing (by email), the reference contact who has knowledge of the project for verification purposes only. Should discrepancies exist between the information submitted by the Bidder and the information provided by the reference contact, the information provided by the reference contact will take precedence.

For the purpose of this evaluation, a **work-related health assessment** includes evaluations such as: periodic evaluation, pre-placement evaluation and fitness to work evaluations (FTWEs).

For the purpose of this evaluation, **health assessment services** includes all tasks as defined in the Statement of Work (SOW).

Rated Criteria No.	Evaluation Subject	Points Available
<b>R1</b>	<b>Corporate Capability</b>	
R1.1	Experience providing work-related health assessment services	36
R1.2	Geographic capacity in number of different regions	72
R1.3	Number of work-related health assessments processed on an annual basis	30
<b>R2</b>	<b>Experience and Capacity</b>	
R2.1	Geographic capacity for health assessments within a 300 kilometre radius	45
R2.2	Experience of the office administrator (single point of contact)	20
R2.3	Experience of the licensed Medical Director or Senior Medical Officer	24
<b>R3</b>	<b>Service Delivery</b>	
R3.1	Procedure for a Client Complaint Resolution Process	30
<b>Total</b>		<b>257</b>
<b>Mandatory Minimum Score (70 % pass mark)</b>		<b>180</b>



Criteria	Point-Rated Technical Criteria	Points Available	Allocation of Points	Location in Bid
R1	<b>Corporate Capability</b>			
R1.1	<p><b><u>Experience providing work-related health assessment services</u></b></p> <p>This criterion will evaluate the <b>number of consecutive years of experience</b>, up to the date of bid closing, the Bidder has in providing work-related health assessment services, either directly, or indirectly through subcontractor(s) or joint venture arrangements. For more certainty, services provided through subcontractor(s) will be deemed acceptable only if the Bidder was the <b>primary Contractor for these services</b>.</p> <p>The Bidder should specify the number of consecutive years they have provided work-related health assessment services as described in Annex A Statement of Work (SOW), and should provide the following information:</p> <ul style="list-style-type: none"> <li>• A client history for the consecutive years of experience specified. This can be more than one client, but the years of experience should be consecutive. Describe their role as the primary Contractor and any sub-contracting or joint venture arrangement.</li> <li>• The start and end dates for the provision of services for each client cited.</li> </ul>	36	<p>The Bidder's proposal should specify the period of time (duration in years) for which it has been consecutively providing work-related health assessment services, either directly as the primary Contractor, or indirectly through subcontractor(s) or joint venture arrangements.</p> <p>The points will be awarded as follows:</p> <p><b>24 Points</b> – 1 &lt; 3 years  <b>30 Points</b> – ≥ 3 &lt; 5 years  <b>36 Points</b> – ≥ 5 years or more</p> <p><b><u>MAXIMUM TOTAL OF 36 POINTS</u></b></p>	
R1.2	<p><b><u>Geographic Capacity</u></b></p> <p>This criterion will evaluate the number of regions, over and above the mandatory minimum of 3 as stated in M2, in which the Bidder has provided work-related health assessment services, either directly or indirectly through subcontractor(s) or joint venture arrangements. For</p>	72	<p>For each client organization cited, points will be awarded based on the number of regions where health assessments as described in the Statement of Work (SOW) were provided, as follows:</p>	



Criteria	Point-Rated Technical Criteria	Points Available	Allocation of Points	Location in Bid
	<p>more certainty, services provided through subcontractor(s) will be deemed acceptable only if the Bidder was the primary Contractor for these services.</p> <p>The Bidder should indicate the CRA regions as defined in Section 3, Annex A, Statement of Work (SOW) in which the Bidder has provided work-related health assessment services to at least three (3) client organizations, within the past five (5) years from the date of bid closing.</p> <p>To obtain points for this requirement, the Bidder should demonstrate they have provided the services in the Quebec Region.</p> <p>For each region as defined in Section 3, Annex A, SOW, the Bidder should provide the following information:</p> <ul style="list-style-type: none"> <li>• name of client organizations;</li> <li>• overview of services provided for each client organization;</li> <li>• a description of their role as primary Contractor;</li> <li>• a description of the joint venture arrangement, if applicable;</li> <li>• name of region where service was provided;</li> <li>• start and end dates of the provision of services; and</li> <li>• Customer Reference Contact Information – Refer to Part 3 Proposal Preparation Instructions, Section 3.1 vi.</li> </ul>		<p>Points will only be awarded where health evaluations, as described in the SOW, were provided to at least three (3) client organizations, within the past five (5) years from the date of bid closing.</p> <p><b>12 Points</b> – four (4) regions, including Quebec;</p> <p><b>18 Points</b> – five (5) regions, including Quebec;</p> <p><b>24 Points</b> – six (6) regions.</p> <p>Each client organization will be scored separately.</p> <p>A maximum of 24 points are available for each client organization.</p> <p><b><u>MAXIMUM TOTAL OF 72 POINTS</u></b></p>	



Criteria	Point-Rated Technical Criteria	Points Available	Allocation of Points	Location in Bid
R1.3	<p><b><u>Number of work-related health assessments processed on an annual basis</u></b></p> <p>The Bidder should demonstrate that they have the capacity to process work-related health assessments and referrals to specialists, of which a certain number must be Fitness to Work Evaluations (FTWEs) as described in the Statement of Work (SOW), either directly or indirectly through subcontractor(s) or joint venture arrangements. For more certainty, services provided through subcontractor(s) will be deemed acceptable only if the Bidder was the primary Contractor for these services.</p> <p>To demonstrate this, the Bidder should provide the name of <b>up to two (2) client organizations</b> for which the Bidder has provided work-related health assessments and for each client organization cited provide the following information:</p> <ul style="list-style-type: none"> <li>• name of client organization(s);</li> <li>• number of work-related health assessments processed on an annual basis;</li> <li>• number of FTWEs processed on an annual basis;</li> <li>• number of cases that were referred to specialists;</li> <li>• the number of employees of the client organization at the time the provision of services commenced; and</li> <li>• Customer Reference Contact Information – Refer to Part 3 Proposal Preparation Instructions, Section 3.1 vi.</li> </ul>	30	<p>For each client organization cited, the following points will be awarded based on the number of work related health assessments) processed on an annual basis.</p> <p>The points will be awarded as follows per client organization:</p> <p>1. Work-related health assessments (excluding FTWEs):</p> <ul style="list-style-type: none"> <li>• 5 points ≥ 75 and ≤ 90 per year</li> <li>• 10 points ≥ 91 per year</li> </ul> <p><b>AND</b></p> <p>2. FTWEs:</p> <ul style="list-style-type: none"> <li>• 10 points ≥ 50 and ≤ 60 per year</li> <li>• 20 points ≥ 61 per year</li> </ul> <p><b><u>MAXIMUM TOTAL OF 30 POINTS</u></b></p>	



Criteria	Point-Rated Technical Criteria	Points Available	Allocation of Points						
R2	<b>Strategy to Meet CRA's needs</b>								
R2.1	<p><b><u>Geographic Capacity for providing the work-related health assessment.</u></b></p> <p>The Bidder should have the ability to provide work-related health assessments as described in the Statement of Work (SOW), within a three hundred (300) kilometre travel radius by private vehicle from each CRA office worksite as listed at Appendix B - List of CRA Facilities to Annex A: SOW.</p> <p>The Bidder should identify the municipal address of at least one (1) physician that will provide work-related health assessments to the identified cities where CRA offices are located. When responding to this criterion, the Bidder should complete and submit Table R2.1</p> <p>The Bidder may provide one (1) physician for multiple CRA offices, as long as the physician's location meets the three hundred (300) kilometre travel radius by private vehicle stipulation.</p> <p>The CRA will verify the information provided by the Bidder using Google Maps.</p>	45	<p>The following points will be awarded based on the information provided in the Bidder's proposal regarding their ability to provide work-related health assessments in the cities where CRA offices are located as provided under Table R2.1 <b>within a three (300) hundred kilometre radius by private vehicle from each CRA work site.</b></p> <p><b>SCORING TABLE:                      Points</b></p> <table> <tr> <td>35-50 cities</td> <td>15</td> </tr> <tr> <td>51-60 cities</td> <td>30</td> </tr> <tr> <td>61- 67 cities</td> <td>45</td> </tr> </table> <p><b><u>TOTAL OF 45 POINTS</u></b></p>	35-50 cities	15	51-60 cities	30	61- 67 cities	45
35-50 cities	15								
51-60 cities	30								
61- 67 cities	45								

**Table R2.1 - Geographic Capacity for providing a health assessment service**

#	Region	Prov./Terr.	City	Location of Identified Physician
1	ATL	NF	St. John's	
2	ATL	NF	Mount Pearl	
3	ATL	NF	Grand Falls-Windsor	
4	ATL	NS	Halifax	



#	Region	Prov./Terr.	City	Location of Identified Physician
5	ATL	NS	Dartmouth	
6	ATL	NS	Sydney	
7	ATL	NB	Saint John	
8	ATL	NB	Moncton	
9	ATL	NB	Bathurst	
10	ATL	PE	Charlottetown	
11	ATL	PE	Summerside	
12	QC	QC	Montreal	
13	QC	QC	Dorval	
14	QC	QC	St-Laurent	
15	QC	QC	Brossard	
16	QC	QC	Laval	
17	QC	QC	St-Bernard-de-Lacolle	
18	QC	QC	Sherbrooke	
19	QC	QC	Gatineau	
20	QC	QC	Trois-Rivières	
21	QC	QC	Québec	
22	QC	QC	Jonquière	
23	QC	QC	Chicoutimi	
24	QC	QC	Rimouski	
25	QC	QC	Shawinigan-Sud	
26	QC	QC	Rouyn-Noranda	
27	HQ	ON	Ottawa	
28	ON	ON	Prescott	
29	ON	ON	Lansdowne	
30	ON	ON	Kingston	
31	ON	ON	Belleville	



#	Region	Prov./Terr.	City	Location of Identified Physician
32	ON	ON	Peterborough	
33	ON	ON	Oshawa	
34	ON	ON	Toronto	
35	ON	ON	Mississauga	
36	ON	ON	Scarborough	
37	ON	ON	Hamilton	
38	ON	ON	St. Catharine's	
39	ON	ON	Niagara Falls	
40	ON	ON	Fort Erie	
41	ON	ON	Kitchener	
42	ON	ON	London	
43	ON	ON	Windsor	
44	ON	ON	Point Edward	
45	ON	ON	Barrie	
46	ON	ON	North Bay	
47	ON	ON	Sudbury	
48	ON	ON	Sault Ste. Marie	
49	ON	ON	Thunder Bay	
50	ON	NU	Iqaluit	
51	PRA	MB	Winnipeg	
52	PRA	MB	Brandon	
53	PRA	SK	Regina	
54	PRA	SK	Saskatoon	
55	PRA	AB	Lethbridge	
56	PRA	AB	Calgary	
57	PRA	AB	Red Deer	
58	PRA	AB	Edmonton	
59	PRA	NT	Yellowknife	



#	Region	Prov./Terr.	City	Location of Identified Physician
60	PAC	BC	Kingsgate	
61	PAC	BC	Kelowna	
62	PAC	BC	Penticton	
63	PAC	BC	Vancouver	
64	PAC	BC	Surrey	
65	PAC	BC	Victoria	
66	PAC	BC	Prince George	
67	PAC	YT	Whitehorse	

Criteria	Point-Rated Technical Criteria	Points Available	Allocation of Points										
<b>R2.2</b>	<p><b><u>Experience of the Dedicated Single Point of Contact (Office Administrator)</u></b></p> <p>The Bidder must demonstrate the number of years of experience of the proposed Dedicated Single Point of Contact (Office Administrator) in managing administrative tasks related to health services in an office.</p> <p>To obtain points for this criterion, the Curriculum Vitae provided for the proposed Dedicated Single Point of Contact (Office Administrator) must clearly outline the number of years of experience and variety in managing health administrative tasks related to health services in an office.</p>	20	<p>The following points will be awarded based on the number of years of experience of the proposed Administrator, as demonstrated in the Curriculum Vitae provided.</p> <p>The points will be awarded as follows:</p> <p><b>SCORING TABLE:</b></p> <table> <thead> <tr> <th></th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>5 points &gt; 3 and &lt;4 years experience in past 5 years</td> <td></td> </tr> <tr> <td>10 points ≥ 4 and &lt; 5 years experience in past 5 years</td> <td></td> </tr> <tr> <td>15 points ≥ 5 and &lt; 7 years experience in past 10 years</td> <td></td> </tr> <tr> <td>20 points ≥ 7 years in past 10 years</td> <td></td> </tr> </tbody> </table> <p><b><u>TOTAL OF 20 POINTS</u></b></p>		Points	5 points > 3 and <4 years experience in past 5 years		10 points ≥ 4 and < 5 years experience in past 5 years		15 points ≥ 5 and < 7 years experience in past 10 years		20 points ≥ 7 years in past 10 years	
	Points												
5 points > 3 and <4 years experience in past 5 years													
10 points ≥ 4 and < 5 years experience in past 5 years													
15 points ≥ 5 and < 7 years experience in past 10 years													
20 points ≥ 7 years in past 10 years													





Criteria	Point-Rated Technical Criteria	Points Available	Allocation of Points
R2.3	<p><b><u>Experience of a licensed Medical Director or licensed Senior Medical Officer in providing oversight and quality assurance for the health assessment services provided.</u></b></p> <p>The Bidder will receive points for demonstrating and explaining the number of years of experience of the proposed licensed Medical Director or Senior Medical Officer in providing oversight and quality assurance for health assessment services.</p> <p>To obtain points for this criterion, the Curriculum Vitae provided for the proposed Medical Director or Senior Medical Officer must clearly outline the number of years of experience in the following categories:</p> <p>4. Experience as a physician licensed in their province of practice;</p> <p><b>AND</b></p> <ul style="list-style-type: none"> <li>• Experience in occupational health, in particular, with occupational health related assessment of employees;</li> </ul> <p><b>AND</b></p> <ul style="list-style-type: none"> <li>• Experience in providing quality assurance and medical oversight.</li> </ul>	24	<p>The following points will be awarded based on the number of years of experience of the proposed licensed Medical Director or licensed Senior Medical Officer, as demonstrated in the Curriculum Vitae provided.</p> <p>Experience as a licensed physician:</p> <p><b>2 Points</b> - &gt; 5 and &lt; 9 years experience in last 10 years  <b>4 Points</b> - ≥ 9 and &lt; 15 years experience in last 15 years  <b>6 Points</b> - ≥ 15 and &lt; 20 years experience in last 20 years  <b>8 Points</b> - ≥ 20 years experience in last 25 years</p> <p>Experience in occupational health:</p> <p><b>2 Points</b> - &gt;3 and &lt; 4 years experience in last 5 years  <b>4 Points</b> - ≥ 4 and &lt; 7 years experience in last 10 years  <b>6 Points</b> - ≥ 7 and &lt;10 years experience in last 10 years  <b>8 Points</b> - ≥ 10 years experience in the last 15 years</p> <p>Experience in providing quality assurance and medical oversight:</p> <p><b>2 Points</b> - &gt; 2 and &lt; 4 years experience in last 5 years  <b>4 Points</b> - ≥ 4 and &lt; 7 years experience in last 10 years  <b>6 Points</b> - ≥ 7 and &lt;10 years experience in last 10 years  <b>8 Points</b> - ≥10 years experience in the last 15 years</p> <p><b><u>TOTAL OF 24 POINTS</u></b></p>



Criteria	Point-Rated Technical Criteria	Points Available	Allocation of Points
R3	<b>Service Delivery</b>		
R3.1	<p><b>Procedure for a Client Complaint Resolution Process</b></p> <p>This criterion evaluates the Bidder's procedures for a client complaint resolution process that will be implemented and followed under any resulting contract. Refer to Appendix A: Statement of Work Section 6.3 " FTWE and Medical Assessments Tasks" and Section 9 " Quality Assurance (QA)</p> <p>The Bidder should provide guidelines and standard operating procedures for the complaint resolution process and describe its processes and how it determines the appropriate course of action to address issues or problems reported.</p> <p>To obtain points for this criterion, the Bidder must explain how their complaint resolution process demonstrates the following:</p> <ul style="list-style-type: none"> <li>• actions taken to address issues or problems reported;</li> <li>• a description of the approach taken to resolve complaints or client concerns;</li> <li>• training material or information on how to handle client's concerns;</li> <li>• examples of problems solved; and</li> <li>• examples of remedial action(s) such as revising the health assessments, documentation reviews.</li> </ul>	30	<p>The following points will be awarded based on the information provided in the Bidder's proposal regarding the Bidder's procedures for the complaint resolution process when issues are identified.</p> <p><b>0 Points</b> - The Bidder's proposal does not contain any information on its procedures for client complaint resolution process and taking remedial action when issues are identified.</p> <p><b>10 points</b> – The Bidder's proposal in response to this criterion includes 1-2 of the listed items.</p> <p><b>20 points</b> – The Bidder's proposal in response to this criterion includes 3-4 of the listed items.</p> <p><b>30 points</b> – The Bidder's proposal in response to this criterion includes the 5 listed items.</p> <p><b><u>TOTAL OF 30 POINTS</u></b></p>



**Appendix 3: Financial Bid**

The Bidder must submit their financial bid in accordance with the “Pricing Schedule” (detailed below).

**A. Fitness to Work Evaluations (FTWEs)**

Bidders must propose a firm all-inclusive unit price (flat rate) per FTWE for each Contract and Option Year, in Canadian funds, applicable taxes excluded for Work as described in Annex A at section 6.0 “Overview of Tasks”.

The proposed firm, all-inclusive unit price per FTWE per region will be summed together to establish the Bidder’s Total Evaluated Cost.

**Table 1: Pricing Schedule - Fitness to Work Evaluations (FTWE)**

Region	Unit of Issue	FTWE All-Inclusive unit price (A)	FTWE All-Inclusive unit price (B)	FTWE All-Inclusive unit price (C)	FTWE All-Inclusive unit price (D)	FTWE All-Inclusive unit price (E)	FTWE All-Inclusive unit price (F)
		Contract Year 1	Contract Year 2	Option Year 1	Option Year 2	Option Year 3	Option Year 4
Atlantic	Each	\$	\$	\$	\$	\$	\$
Headquarters	Each	\$	\$	\$	\$	\$	\$
Ontario	Each	\$	\$	\$	\$	\$	\$
Québec	Each	\$	\$	\$	\$	\$	\$
Pacific	Each	\$	\$	\$	\$	\$	\$
Prairies	Each	\$	\$	\$	\$	\$	\$
<b>Sub Total = Sum of each Column (A to F)</b>		(G) \$	(H) \$	(I) \$	(J) \$	(K) \$	(L) \$
<b>Total Evaluated FTWE Cost = Sum of Rows G to L = (M)</b>		(M) \$					



**B. Mark-up Percentage for medical tests and special exams**

The Bidder must propose a one-time firm all-inclusive mark-up percentage for profit and administrative overhead for each medical test and special exam which may be reasonably and properly incurred to support the completion of the FTWE, regardless of the region of the test and special exam. The Bidder's percentage mark-up must include ALL time spent on any activity required to process the medical tests and special exams, as described, in Annex A at section 6.0 Overview of Tasks.

The Bidder's proposed one-time firm all-inclusive mark-up percentage will be multiplied by \$500 in each Contract and Option Year, then summed together to establish the Bidder's Total Evaluated Mark-Up Cost as outlined in Part 4 Evaluation and Selection

**Table 2: Pricing Schedule - Mark-up Percentage for medical tests and special exams**

	Firm all-inclusive mark-up percentage (%) (AA) Year 1	Firm all-inclusive mark-up percentage (%) (BB) Year 2	Firm all-inclusive mark-up percentage (%) (CC) Option Year 1	Firm all-inclusive mark-up percentage (%) (DD) Option Year 2	Firm all-inclusive mark-up percentage (%) (EE) Option Year 3	Firm all-inclusive mark-up percentage (%) (FF) Option Year 4
All Regions	%	%	%	%	%	%
* Medical Tests/Special Exams Expense cost (For evaluation purposes only) (GG)	\$500	\$500	\$500	\$500	\$500	\$500
Total mark-up evaluated cost = (AA-FF) X (GG) (HH)\$	(HH)\$	(II)\$	(JJ)\$	(KK)\$	(LL)\$	(MM)\$
Total Evaluated Mark-Up Cost = Sum of (HH to MM) = (NN)	(NN) \$					

\* The "Medical Tests and Special Exams Expense cost" is for evaluation purposes only during the solicitation process and does not represent a commitment of the future costs.

The Bidder's Total Evaluated FTWE Cost will be added to the Total Evaluated Mark-Up Cost for the Bidder's Total Bid Evaluation Price

**C. Table 3: Total Bid Evaluation Price**

Table 1 (M) Total Evaluated FTWE Cost Sum of G to L	Table 2 (NN) Total Evaluated Mark-Up Cost Sum of (HH to MM)	(OO) Total Bid Evaluation Price
\$	\$	\$



## Part 7 Model Contract

### THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

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

#### 7.1 Revision of Departmental Name

Reference to the Minister of Public Works and Government Services or to Public Works and Government Services Canada contained in any term, condition or clause of the contract shall be interpreted as a reference to the Commissioner of Revenue or the Canada Revenue Agency, as the case may be, with the exception of the following clauses:

- a) Standard Clauses and Conditions; and
- b) Security Requirements.

#### 7.2 Agency Restructuring

In cases where the Contracting Authority's department or agency is being reconfigured, absorbed by another government department or agency, or disbanded entirely, the Commissioner may, by giving notice to the Contractor, designate another Contracting Authority for all or part of the Contract.

#### 7.3 Requirement

The Contractor must perform the Work in accordance with the Statement of Work (SOW) at Annex A, attached hereto and forming part of the Contract

##### 7.3.1 Period of Contract

The period of the Contract is from date of contract award to \_\_\_\_\_ inclusive. Services will commence within *X weeks or months* after contract award.

##### 7.3.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 4 additional 1 year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

The option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment. The Contracting Authority may exercise an option at any time before the expiry of the Contract by sending a written notice to the Contractor.

##### 7.3.3 Option to Purchase Additional Quantities of Services

The Contractor grants to Canada the irrevocable option to acquire unforeseen FTWE services as described in Annex A: Statement of Work of the Contract under the same terms and conditions and at the prices and/or rates stated in the Contract.



The option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment. The Contracting Authority may exercise an option at any time before the expiry of the Contract by sending a written notice to the Contractor.

#### 7.3.4 Option to Add, Remove or Modify Locations

The Contractor grants to Canada the irrevocable option to add or remove office locations described at Annex A of the Contract under the same terms and conditions and at the prices and/or rates stated in the Contract.

The option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment. The Contracting Authority may exercise an option at any time before the expiry of the Contract by sending a written notice to the Contractor.

#### 7.4 Minimum Work Guarantee - All the Work

1. In this clause,

"Maximum Contract Value" means the amount specified in the "Limitation of Expenditure" clause set out in the Contract; and

"Minimum Contract Value" means \$65,000.00 (applicable taxes included).

2. Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with paragraph 3. In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.
3. In the event that Canada does not request work in the amount of the Minimum Contract Value during the period of the Contract, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.
4. Canada will have no obligation to the Contractor under this clause if Canada terminates the Contract in whole or in part for default.

#### 7.5 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract for all authorized work, inclusive of any revisions, must not exceed the sum of \$ **to be completed at time of contract award**. Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
3. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - a. when it is 75 percent committed, or
  - b. four (4) months before the contract expiry date, or



- c. as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions, whichever comes first.
- 4. 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.

## 7.6 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual issued by Public Works and Government Services Canada (PWGSC).

The Manual is available on the PWGSC Website: <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>

The following Clauses are incorporated by reference:

SACC Reference	Clause Title	Date
A2000C Or A2001C	Foreign Nationals (Canadian Contractor) (to be deleted at contract award if N/A) Foreign Nationals (Foreign Contractor) (to be deleted at contract award if N/A)	2006-06-16 2006-06-16
A3015C	Certifications	2014-06-26
A9065C	Identification Badge	2006-06-16
A9068C	Site Regulations	2010-01-11
A9113C	Handling of Personal Information	2014-11-27
A9117C	T1204 – Direct Request by Customer Department	2007-11-30
B9028C	Access to Facilities and Equipment	2007-05-25
C6000C	Limitation of Price	2011-05-16
C0711C	Time Verification	2008-05-12
C2000C	Taxes-Foreign-based Contractor	2007-11-30
C2605C	Canadian Customs Duties & Sales Tax –Foreign-based Contractor	2008-05-12
H1001C	Multiple Payments	2008-05-12

## 7.7 General Conditions

2035 (2016-04-04) General Conditions – Higher Complexity - Services, apply to and form part of the Contract.

Section 01 titled “Interpretation” the definition of "Canada", "Crown", "Her Majesty" or "the Government" is hereby amended to read: "Canada", "Crown", "Her Majesty" or "the Government" means Her Majesty the Queen in right of Canada as represented by the Canada Revenue Agency (CRA).

Section 02 titled “Standard Clauses and Conditions” is hereby amended to delete the phrase “Pursuant to the Department of Public Works and Government Services Act, S.C. 1996, c. 16,” The remainder of Section 02 remains unchanged.



Section 16 titled “Payment Period” will not apply to payment made by credit cards.

Section 17 titled “Interest on Overdue Accounts” will not apply to payment made by credit cards.

Section 22 titled “Confidentiality”,

Subsection 5 is hereby amended to delete Public Works and Government Services (PWGSC) and insert Canada Revenue Agency (CRA).

Subsection 6 is hereby amended to delete “PWGSC Industrial Security Manual and its supplements”, and insert “Security Requirements for the Protection of Sensitive Information” issued by the CRA, Security and Internal Affairs Directorate (SIAD). The remainder of Section 22 remains unchanged.

Section 41 titled “Integrity Provisions- Contract” is hereby deleted in its entirety and replaced with:

The Supplier Integrity Directive (SID) incorporated by reference into the bid solicitation is incorporated into, and forms a binding part of the Contract. The Contractor must comply with the provisions of the SID, which can be found on the Canada Revenue Agency’s website at <https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/supplier-integrity-directive.html>

Section 45 titled “Code of Conduct for Procurement—Contract” is hereby deleted in its entirety.

## 7.8 Security Requirements

The following security requirement (SRCL and related clauses) applies and forms part of the Contract.

### **Security Requirements – Canadian Contractors - Document Safeguarding and/or Production Capabilities – with Computer Systems**

1. The Contractor personnel requiring access to Protected information, assets or sensitive work site(s) must each hold a **valid Reliability screening**, granted by the Security and Internal Affairs Directorate (SIAD) of the Canada Revenue Agency (CRA) or the Canadian and International Industrial Security Directorate (CIISD) of Public Works and Government Services Canada (PWGSC).
2. The Contractor must not remove any Protected information or assets from the identified and approved work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
3. **Processing of material only at the Protected (A or B)** level is permitted under the Contract. The work must be done either on a separate stand-alone computer system at the Contractor’s site or on a restricted directory that is only accessible to Contractor personnel who have the need-to-know for the performance of the Contract.
4. Subcontracts which contain security requirements are not to be awarded without the prior written permission of CRA.
5. The Contractor must comply with the provisions of the:
  - Security Requirement Check List (SRCL), attached as Annex C of the contract; and
  - Security Requirements for Protection of Sensitive Information issued by CRA, Security and Internal Affairs Directorate.

These may be viewed at: [Security Requirements](#)





**7.9 Contractor’s Site(s) or Premises Requiring Safeguarding Measures**

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

To be completed at the time of Contract award.

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

The Company Security Officer (CSO) must ensure through the Industrial Security Program (ISP) that the Contractor and individual(s) hold a valid security clearance at the required level.

**7.10 Authorities**

**7.10.1 Contracting Authority**

The Contracting Authority for the Contract is:

Name: Tara Sprigings-Ramsey

Telephone Number: 613 286-8382

E-mail address: tara.sprigings-ramsey@cra-arc.gc.ca

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

**7.10.2 Project Authority**

To be completed at the time of Contract award.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

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



### 7.10.3 Contractor's Representative

To be completed at the time of Contract award.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

### 7.11 Contractor Identification Protocol

The Contractor must be responsible for ensuring that each of its employees, officers, directors, agents, and subcontractors (hereinafter referred to as "Contractor Representative") complies with the following self-identification requirements:

A Contractor Representative who attends a Government of Canada meeting whether internal or external must identify themselves as being a representative of the Contractor prior to the commencement of the meeting to ensure that each meeting participant is aware of the fact that the individual is not a government employee;

During the performance of any Work at a Government of Canada site, each Contractor Representative must be clearly identified at all times as being a Contractor Representative; and

If a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify themselves as a non-government employee in all electronic mail in the signature block as well as under "Properties".

This identification protocol must also be used in all other correspondence, communication and documentation.

### 7.12 Travel and Living Expenses

The CRA will not cover any travel and living expenses.

### 7.13 Delivery

Deliverables must be received by the Project Authority at the place and time specified herein.

### 7.14 Work Location

The work location is described in the Annex A: Statement of Work

### 7.15 Ordering Process

The FTWE will be ordered via the process outlined in the Statement of Work. Payment will be made by credit card through an external purchase with CRA's Synergy system.



## 7.16 Invoice Submission requirements - specialist assessments and/or medical tests

### ***A. Invoicing for a multiple assessments:***

A progressive payment process in cases where an employee is subject to multiple specialist assessments and/or medical tests, the Contractor will invoice CRA for the services provided after a Status Update (SU) Form has been delivered to the CRA Requesting Officer. The invoice must indicate that the SU has been delivered to the CRA requesting Officer in order for the CRA Invoicing Coordinator to initiate payment. The invoice(s) must be accompanied by:

- Summary statement of the initial invoices for assessments including any previous special exam(s) and/or medical tests), including proof of submission to CRA and CRA payment to date.

For all invoice(s) related to the special exams (specialist(s) and/or medical test(s)), the invoice must include an all-inclusive Administrative Fee for coordinating all activities related to the special exam as described in Annex B: Basis of Payment.

## 7.17 Inspection and Acceptance

All deliverables under the Contract shall be subject to inspection and acceptance by the Project Authority at destination.

## 7.18 Basis of Payment

Refer to Annex B.

## 7.19 Payment Process

At Canada's discretion the Contractor will be paid using credit card, direct deposit, or cheque. All communications regarding the specific method of payment, including changes thereto, will be in writing via email as it's not Canada's desire to formally amend the Contract if the payment method is changed.

The method of payment for this Contract is credit card. At its sole discretion Canada may change the method of payment at any time during the period of the Contract, including any extension thereto, to one of the other two payment methods stated above.

It is the sole responsibility of the Contractor to ensure that their organization is entitled to receive payment from the Government of Canada.

### 7.19.1 Payment by Credit Card

The Contractor shall accept Government of Canada Acquisition Cards (credit cards) for payment of the goods and/or services described herein. Payments by credit card will not be subject to Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2016-04-04) forming part of the Contract.

The CRA Acquisition Card is currently a MasterCard provided by Bank of Montreal. At any time during the period of the Contract, including any exercised option period(s), the CRA reserves the right to change its acquisition card type or provider.



### 7.19.2 Payment by Direct Deposit

The Contractor shall accept Direct Deposit for payment of the goods and/or services described herein. Payments by direct deposit will be subject to Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2016-04-04) forming part of the Contract.

To complete or amend a direct deposit registration, the Contractor must complete the Vendor Electronic Payment Registration form accessible at: <http://www.cra-arc.gc.ca/E/pbg/tf/rc231/rc231-14e.pdf>

It is the sole responsibility of the Contractor to ensure that the information and account number submitted to Canada via their Vendor Electronic Payment Registration form is up to date. Should the Contractor's information within the Vendor Electronic Payment Registration form not be accurate or up to date, the provisions identified herein under Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2016-04-04) forming part of the Contract will not apply, until the Contractor corrects the matter.

### 7.19.3 Payment by Cheque

The Contractor shall accept Government of Canada cheques for the payment of goods and/or services described herein.

## 7.20 Certifications

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

### 7.20.1 Federal Contractors Program for Employment Equity - Default by the Contractor

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

### 7.21 Joint Venture **(NOTE to bidders: to be deleted at contract award if not applicable)**

If the Contract is awarded to a joint venture, all members of the joint venture will be jointly and severally or solidarily liable for the performance of the Contract.

In the case of a contractual joint venture, no dispute, claim or action for damages, whether based in contract, or in tort, or any other theory of law, howsoever arising from the Request for Proposal, Contract, or any other related or subsequently issued documents including without limitation Task Authorizations, Contract Amendments, may be commenced, or brought against the CRA, including without limitation any of its officers, employees or agents unless each member of the joint venture is a party to such dispute, claim, or action (as the case may be).



The Contractor shall obtain the prior written approval of the Contracting Authority to any change in the membership of a contractual joint venture after Contract Award. Any change in the membership of a contractual joint venture after Contract Award without the prior written approval of the Contracting Authority shall be deemed to be default under the Contract.

The joint venture represents and warrants that it has appointed and granted full authority to (name to be inserted at Contract Award), the "Lead Member", to act on behalf of all members as its representative for the purposes of executing documentation relating to the Contract, including but not limited to Contract Amendments and Task Authorizations.

In the event of a contractual joint venture, all payments due and owing to the joint venture shall be made by the Canada Revenue Agency to the Lead Member of the joint venture. Any such payment to the Lead Member of the joint venture shall be deemed to be payment to the joint venture and shall act as a release from all the members of the joint venture.

By giving notice to the Lead Member the Canada Revenue Agency will be deemed to have given notice to all the members of the joint venture.

## **7.22 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.

## **7.23 Applicable Laws**

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

## **7.24 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.

1. the Articles of Agreement;
2. the general conditions (2035 (2016-04-04) General Conditions – Higher Complexity - Services);
3. Annex A: Statement of Work;
4. Annex B: Basis of Payment;
5. Annex C: Security Requirements Check List;
6. The Contractor's proposal dated (insert date of bid), as amended on (insert date(s) of amendment(s), if applicable).

## **7.25 Training and Familiarization of Contractor Personnel**

### **7.25.1 Training of Contractor Personnel**

Any training required by a new or replacement resource will be the responsibility of the Contractor, including training the resource for newly implemented software. The Contractor will assume all associated costs, including training pertaining to familiarization during the start-up of the Contract and Contract period for staff



replacements. Training of the resource during the start-up period must take place without a reduction in service level. Time spent on such training will not be billed to, nor paid by, CRA.

#### 7.25.2 Familiarization Period

Prior to the completion of the Contract, it may be necessary for another resource to undertake a period of familiarization and training before the completion date. The Contractor will be required to familiarize the incoming resource according to the process described above or through the use of another approach negotiated with and acceptable to CRA.

#### 7.26 Alternative Dispute Resolution

NEGOTIATION FOLLOWED BY MANDATORY MEDIATION, THEN, IF NECESSARY BY ARBITRATION OR LITIGATION

The parties agree to meet, negotiate in good faith, and attempt to resolve, amicably, any dispute arising out of or related to the contract or any breach thereof.

If the parties are unable to resolve the dispute through negotiations within 10 working days, the parties agree to attempt to resolve the dispute through mediation by submitting the dispute to a sole mediator selected jointly by the parties. All costs shall be shared equally between the disputing parties.

If a dispute cannot be settled with a 15 calendar day period after the mediator has been appointed, or if the parties are unable to select a mediator within 15 calendar days of the date of provision of notice by one party to the other of the intention to proceed to mediation, or such longer period as agreed to by the parties, the parties shall have the right to resort to any remedies permitted by law, including but not limited to arbitration or litigation.

All defences based on the passage of time shall be tolled pending the termination of the mediation.

#### 7.26.1 Office of the Procurement Ombudsman (OPO)

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1 (I) of the Department of Public Works and Government Services Act will, on request and consent of the parties, participate in these meetings to resolve any such dispute, and subject to their consent to bear the cost of such process, provide to the parties a proposal for an alternative dispute resolution process to resolve their dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at [boa.opo@boa.opo.gc.ca](mailto:boa.opo@boa.opo.gc.ca).

#### 7.26.2 Contract Administration

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



## 7.27 Commercial General Liability Insurance

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

**7.28 Errors and Omissions Liability Insurance**

1. The Contractor must obtain Errors and Omissions Liability (a.k.a. Professional 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 \$1,000,000 per loss and in the annual aggregate, inclusive of defence costs.
2. 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.
3. The following endorsement must be included:  
  
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.

**7.29 Medical Malpractice Liability Insurance**

1. The Contractor must obtain Medical Malpractice 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 \$1,000,000 per loss and in the annual aggregate, inclusive of the defence costs.





2. Coverage is for what is standard in a Medical Malpractice policy and must be for claims arising out of the rendering or failure to render medical services resulting in injury, mental injury, illness, disease or death of any person caused by any negligent act, error or omission committed by the Contractor in or about the conduct of the Contractor's professional occupation or business of good samaritan acts.
3. 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.
4. 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.



**Annexes**

The following Annexes apply to and form part of the Contract:

ANNEX A: STATEMENT OF WORK

ANNEX B: BASIS OF PAYMENT

ANNEX C: SECURITY REQUIREMENTS CHECK LIST (SRCL)



## Annex A- Statement of Work

### 1.0 Title

Provision of Health Assessment Services (HAS) to the Canada Revenue Agency (CRA).

### 2.0 Objective

The Canada Revenue Agency (CRA) requires the services of an external Contractor to perform fitness to work evaluations (FTWEs). A FTWE is an evaluation of an employee requested by the employer, CRA, to determine if an employee is medically fit, with or without limitations and/or restrictions, to safely and effectively carry out, or continue to carry out, the duties of their position. The designated assessor, or assessors, if deemed necessary, will provide recommendations to the employer outlining any occupational limitations and/or restrictions. Should an employee be unable to perform the duties of their position, the Contractor will assist CRA, if necessary, in identifying which alternate positions proposed by the employer would respect the outlined occupational limitations and/or restrictions, as identified in the CRA Occupational Fitness Assessment Form (OFAF).

The FTWE is carried out with the employee's consent and with input from the employee's treating physician or health care practitioner, if applicable. The FTWE will identify the employee's fitness to work, any related occupational limitations and restrictions, and the duration (temporary or permanent) of the limitations and/or restrictions.

### 3.0 Background

The CRA is a federal government agency employing approximately 47,000 employees located in over 67 cities in six (6) regions across Canada<sup>1</sup>. Specific locations are indicated in Appendix B.

The CRA is committed to the duty to accommodate which is based on a legal obligation set out in the [Canadian Human Rights Act](#) (CHRA) and the [Employment Equity Act](#) (EEA).

To accommodate an employee, occupational health related documentation may be required which outlines occupational limitations and restrictions that an individual might have based on a medical condition or conditions. This information is obtained from the employee's treating healthcare provider(s) and/or through a FTWE via the CRA purchased external services on an "as and when requested" basis. The occupational health related documentation obtained by the employer, or provided to the employer, should contain no medical confidential information related to the employee in question.

Once the FTWE is completed and occupational limitations and restrictions have been identified, the CRA will determine and implement accommodation solutions for the employee, if needed.

**Volumetric/Historical Data:** All historical data provided in this Statement of Work (SOW) is being provided to respondents purely for information purposes. The data below represents the best information currently available to CRA. Additionally, the inclusion of this data in this bid solicitation does not represent a commitment that CRA's future volumes will be consistent with this data. It is provided purely for information purposes.

---

<sup>1</sup> CRA Regions:

National Capital Region excludes Gatineau

Atlantic Region: Prince Edward Island, Nova Scotia, New Brunswick, Newfoundland and Labrador

Ontario Region: Ontario except National Capital Region, includes Nunavut

Pacific Region: British Columbia, includes Yukon

Prairie Region: Alberta, Saskatchewan, Manitoba, includes Northwest Territories

Québec Region: includes Gatineau.



Table 1: FTWE and Special Exams Historical Data

Year	FTWE	Special Exams
2016-2017	90	76
2017-2018	79	41
2018-2019	52	46

**4.0 Scope**

The Contractor will perform a FTWE by conducting any required medical assessments, tests and exams, including referrals to specialists when indicated, to determine an employee's fitness to work, including any occupational limitations and restrictions (whether cognitive or physical) and their duration, related to the employee's medical condition(s), which are impacting the employee's ability to function in the workplace or their ability to return to work.

The Contractor is required to provide FTWE services to all CRA employees. These services may be required for employees working in CRA remote office locations, currently Whitehorse, Yellowknife and Iqaluit. Should such a need arise, the CRA will engage the Contractor to determine a suitable process to complete the required FTWE.

**5.0 Ordering process**

Individual requirements for medical assessments and services will be identified by a CRA Requesting Officer, as defined in Appendix A, and will be requested from the Contractor using a Service Request (SR) process, through an External Purchase method. The Contractor must perform all work under a SR on, or before, the expiry date of the Contract, including option years, if exercised.

The Contractor must have centralized intake point(s) for the purposes of receiving SRs and for addressing inquiries from CRA Requesting Officers. The centralized intake point(s) for the purposes of receiving a SR must be in the form of a secure email solution, either PKI or secure webmail as per Section 18 of the Statement of Work and also with a toll-free number for addressing any inquiries from CRA Requesting Officers. The toll-free number must be available in both official languages and must be available Monday to Friday (excluding Canadian Statutory holidays) from 8:00 A.M. to 5:00 P.M. local business hours.

**6.0 Overview of Tasks**

To deliver the service, the Contractor must provide:

- Medical Director (licensed) or Senior Medical Officer (licensed physician) who is experienced with occupational health issues.

And

- a dedicated Single Point of Contact (office administrator) to manage the contract, oversee the process and communicate with the CRA Project Authority and CRA Requesting Officer, as required.

**6.1 Medical Director or Senior Medical Officer (licensed physician)**

- The Medical Director or Senior Medical Officer must:
  - review and analyze medical files and reports and provide an occupational health opinion as required;
  - provide oversight to healthcare practitioners who will be performing the FTWEs and completing the CRA documentation.
  - provide oversight of the quality assurance process within the scope of occupational health and medical expertise needed.



- implement corrective actions to ensure that all Health Assessment Services meet medical best practices and client requirements.
  - provide FTWEs, as required for CRA employees.
  - complete a FTWE when an assessor is unable to complete for whatever reason.
  - be available as a resource to respond to the CRA Project Authority and/or CRA Requesting Officer, as required, for review of difficult or challenging cases and guidance before moving forward with a formal FTWE request, if deemed necessary.
- The Medical Director or Senior Medical Officer must be available 3 to 5 days per week, or 25 or more hours per week, excluding Saturday and Sunday.

## 6.2 Dedicated Single Point of Contact (office administrator)

The dedicated single point of contact must perform administrative tasks such as:

- administer correspondence and provide all relevant or supporting coordination requirements for the health services provided.
- provide names and contact information of appropriate Contractor personnel on a regular basis or when requested.
- ensure quality assurance of the FTWE throughout the assessment process. As stated above, the Medical Director or Senior Medical Officer will be responsible for oversight and quality control of occupational health and medical expertise related matters.
- identify delays or deficiencies to the CRA Requesting Officer as soon as they occur.
- provide reports and statistics as described under section 10.0 Reporting requirements.
- meet with the CRA Project Authority on a quarterly and as needed basis.
- respond to CRA inquiries and concerns regarding performance issues, identify and address any gaps in services to the Project Authority and implement corrective actions. The Medical Director or Senior Medical Officer may be needed to assist should concerns related to occupational health and/or medical expertise be identified.
- provide requested invoicing information for accounting purposes in a timely manner.
- ensure health assessments and services provided by the Contractor are available in both official languages where required.
- ensure the needs of CRA employees are accommodated during the assessment process, as required. Examples would be:
  - official language of choice.
  - physical access to those individuals with mobility needs.
  - scent free environment.

## 6.3 FTWE and medical assessment tasks:

Through a centralized intake process, the Contractor must:

- a. provide pre-FTWE direction and guidance, and respond to telephone or email inquiries on FTWE evaluation needs with the CRA Requesting Officer, as required.
- b. acknowledge receipt of the SR.
- c. review the SR to determine which type of health practitioner would be needed to conduct the FTWE;
- d. identify to the CRA Requesting Officer when the requested service appears to be outside the scope of the services provided under the contract for agreed decision on next step. Contact the CRA Project Authority as required.
- e. if the SR is unclear, contact the CRA Requesting Officer to discuss, as required.
- f. notify the CRA Requesting Officer when additional information is required, such as the need to communicate with the employee's treating healthcare practitioner(s) and when information could be pertinent to the assessment at hand.



- g. schedule an appointment with the designated healthcare professional and notify the employee, the CRA Requesting Officer and the employee's manager, of the appointment. The employee should be provided with background information, name and area of practice, on said designated healthcare professional to permit the individual to prepare for the assessment. This information should not be shared by the Contractor with the CRA Requesting Officer nor the employee's manager.
- h. send a written reminder of the appointment to the employee, the manager and the CRA Requesting Officer.
- i. obtain the required signed Medical Assessment Consent Form from the employee prior to the appointment including consent to transfer results of assessment to the personal physician, health care practitioner and/or medical clinic, as identified by the employee.
- j. send relevant information, including any input from the employee's treating physician as required, to the assessor prior to the appointment. Draw the assessor's attention to specific issues raised by the CRA in the SR documentation.
- k. schedule any additional assessments, tests and exams with specialists as required and notify the employee, CRA Requesting Officer and manager, of appointment dates, while respecting guidelines identified above in point g).
- l. keep the CRA Requesting Officer informed through a status update (SU) in Appendix K, of the case and report promptly any delays or issues in the assessment process.
- m. provide the results of the assessment(s) in an OFAF.
- n. reply in typed writing to the CRA Requesting Officer on any follow-up questions on the limitations and restrictions. To assist the CRA in understanding the limitations and restrictions, which could include identifying alternate positions, the Medical Director or Senior Medical Officer will provide a medical opinion on the case, when requested by the CRA Requesting Officer or employee's manager.
- o. during any part of the assessment process, the Contractor will address any written complaint that the employee has raised with the CRA.
- p. when requested by the Project Authority, the CRA Requesting Officer and/or manager, arrange for a telephone discussion between the CRA, the Medical Director or Senior Medical Officer, and/or the assessor to provide clarification or explanation on the limitations and restrictions provided. Provide a follow-up typewritten summary to respond to any questions raised prior to and during the call and a copy to the employee.
- q. send written communication to the CRA Requesting Officer inquiring whether there are further questions before closing the file.
- r. either via the assessor and / or Medical Director or Senior Medical Officer, clearly distinguish between those recommendations which are occupational health related in nature and fall under the purview of the employer and the employee from those recommendations which are clinically driven or treatment related and remain the responsibility of the employee and his/her treating healthcare professional(s). The occupational health related recommendations should be provided to CRA as well as the employee and his/her treating healthcare providers. The Contractor should advise CRA that clinical driven or treatment related recommendations have been made but only provide details on said clinical or treatment related recommendations to the employee and his treating healthcare professional(s).
- s. ensure assessments are free of any discrimination based on the thirteen prohibited grounds as outlined by the *Canadian Human Rights Act*.

#### 6.4 The Service Request (SR):

The Contractor will review the SR upon receipt. The SR will be accompanied by the following documents:

- a cover letter from the employee's manager to the assessor which will include:
  - the concerns identified necessitating the FTWE;
  - the employee's main duties and specifically the tasks that are of concern;
  - the relevant facts; and
  - the observed workplace behaviours and issues.

The cover letter is considered part of the SR. The assessor must answer any questions included by the manager in the cover letter.



- any documentation provided by the employee's manager where available describing any measures put in place as well as any initiatives made by the employer and employee to address the above noted concerns identified necessitating a FTWE. Any occupational related recommendations forwarded to the employer by the employee's treating healthcare professional(s) will also be provided to the Contractor.
- the applicable CRA Medical Assessment Consent Form;
- the CRA Occupational Fitness Assessment Form (OFAF) with the CRA's portion completed as applicable providing an overview of the employee's duties in terms of degree of strenuousness, mental and physical factors, working conditions, and potential hazards, and;
- the employee's work description when a summary of the main essential job duties is not sufficient or when requested by the Contractor.

A copy of all material forwarded to the Contractor will be provided to the employee by CRA. The information is provided to the employee to ensure a transparent process and allow said employee to prepare for the assessment.

### **6.5 The Notification of the scheduled appointment**

The Contractor must provide written notification or other method (a sample notice is available at Appendix J) of a scheduled appointment to the employee by email or other method as indicated in the SR, immediately upon scheduling of the appointment.

- The notification will include: appointment date, time, specific location (with link to directions and map), parking instructions, name of assessor, contact telephone number of assessor and of Contractor; instructions on arrival time; length of the assessment; notice period for when an appointment can be cancelled and how to cancel an appointment; any other pertinent instructions as per the type of assessment to be conducted.
- A copy of the notification, date and time of the appointment with the assessor and the potential cost of a missed or cancelled appointment is to be provided to the CRA Requesting Officer and employee's manager. As stated above, details of the notification related to specific location, parking instructions, name of assessor, etc. (as described in prior point above), should not be included in the notification provided to the CRA Requesting Officer and employee's manager.

### **6.6 The Status Update (SU)**

A SU (a sample SU is available at Appendix K) is required to keep the CRA Requesting Officer informed of the progress of a file.

A SU is required in situations when:

- there is a referral to a specialist or to inform the CRA Requesting Officer that there is a need for additional medical tests or special exams;
- any interim limitations and restrictions are provided while the medical assessment process continues;
- there will be a delay for any reason; the service standards will not be met in the assessment process; an assessor is unavailable; an assessor is not able to provide his input within the established timelines; the completed OFAF will not be provided on time;
- a delay will occur due to the Contractor's efforts required to find a specific type of specialist.
- the employee is difficult to reach; not returning calls and emails, not cooperating, etc.

### **6.7 The Occupational Fitness Assessment Form (OFAF)**

A sample of the OFAF is available at Appendix E.

The final OFAF must be completed by the assessor and indicate:

- whether the employee is fit to work without limitations or restrictions; or
- whether the employee is fit to work with limitations or restrictions and their duration; or



- whether the employee is unfit to work in their own job duties; or
- whether the employee is unfit to work in any job duties;
- whether the employee has any related occupational limitations and restrictions; and
- the duration (temporary or permanent) of the limitations and restrictions.

In addition, the OFAF must:

- be provided in typewritten format with any handwritten text or dates transcribed on a separate sheet so as not to cover the assessor's handwriting.
- be accompanied by a summary page outlining dates of assessments and dates of medical tests conducted, without identifying medical information.
- not include a diagnosis.
- not include the type of treatment information, however should include the approximate duration of the treatment and any impact it may possibly have, where applicable, on workplace performance and attendance.
- provide occupational limitations and restrictions. The CRA has a right to refuse limitations and restrictions that are so vague that the employer cannot establish any reasonable accommodations. The CRA expects that the Contractor will rectify these during its quality assurance process, prior to delivering the OFAF to the CRA.
- not provide recommendations on accommodations.
  - If an OFAF is released to the CRA Requesting Officer identifying an accommodation, the Contractor is to retract and reissue the OFAF.
- Not identify any medical or non-medical limitations and restrictions that are non related to the workplace. These are to be provided directly to the employee and clearly marked as not applicable to the CRA. In such cases of medical or non-medical issues that are not related to the workplace, a statement to that effect on the OFAF is made to the CRA without providing any details of the recommendation.
- be sent to the CRA Requesting Officer and a notification email to the CRA invoicing coordinator stating that the OFAF has been released. This must be sent through a secure email solution, either PKI or secure webmail as per Section 18 of the Statement of Work.
- include the written responses, to complement the OFAF, on any questions asked by the CRA Requesting Officer.
- be released, with employee consent, to the employee's treating physician or health practitioner(s) with a copy of any treatment recommendations, as well as related medical reports, once the file is closed. This release will be accompanied by a letter (sample letter is available at Appendix L) from the Contractor explaining the reasons for release of information.

The Contractor:

- will notify the CRA Requesting Officer and employee's manager (sample letter is available at Appendix M) that information has been sent to the employee's treating healthcare professional(s) and of the date on which the information was sent.
- will notify the CRA if an employee has not consented to have the results of the FTWE transferred to their treating healthcare professional(s).

If at any point in the assessment process, an employee requests that the Contractor provide them directly with any other medical information, the employee is to be redirected to their manager or treating healthcare professional, physician or health practitioner, as applicable.

## **7.0 Tasks and their associated Service Standards**

Unless otherwise agreed to by the CRA Requesting Officer and the Contractor in the SR, the following standards shall apply to the services provided under the Contract and are outlined in Appendix C.

Following receipt of a SR, the Contractor must:





- 7.1. provide the CRA Requesting Officer with a receipt of acknowledgment within two (2) business days of receiving the SR, accompanied by all required documentation;
- 7.2. schedule the appointment within 5 business days of receipt of SR;
- 7.3. from the date of the receipt of SR, ensure the medical assessment occurs within 20 business days;
- 7.4. within 30 business days of receipt of the SR, for a single primary assessment<sup>2</sup>, provide the OFAF to the CRA Requesting Officer.

This timeframe (30 business days) includes:

- up to 20 business days for the assessment to be undertaken;
- up to 5 business days for the assessor to complete report and documents requested; and
- up to 5 business days for the Medical Director or Senior Medical Officer to review the file and complete the quality assurance process.

If unable to release an OFAF within 30 business days, a SU must be provided to the CRA Requesting Officer outlining the reasons for the delay and expected date for provision of the final OFAF.

7.5 In the case of a **FTWE requiring multiple assessments<sup>3</sup>**:

When subsequent medical assessment(s) or test(s) by specialist(s) are required, an interim SU is provided within 10 business days following the initial single primary assessment of the employee to inform the CRA Requesting Officer. This will include next steps, whether any interim limitations and restrictions are identified and any other pertinent information, pending completion of the assessment process and expected date for provision of a final report.

From the date of receipt of the SR, the FTWE process is completed and the OFAF is provided to the CRA Requesting Officer within 90 business days. This timeframe includes:

- Up to 5 business days following the initial single primary assessment where the assessor must inform the Medical Director or Senior Medical Officer that the employee requires a subsequent assessment by a specialist;
- up to 10 business days for primary assessor to review the specialist's report and complete report and documents requested; and
- up to 5 business days for the Medical Director or Senior Medical Officer to review the file and complete the quality assurance process.

For further details on the service standards to be met, consult Appendix C.

Once the OFAF is released:

---

<sup>2</sup> For greater certainty, examples of a single primary assessment include:

- no requirement for individual to be seen by another specialist / consultant;
- The request for FTWE is due to reasons such as:
  1. mainly prolonged absence or ongoing absences;
  2. minor performance issues but mainly related to absences;
  3. confirmation that employee is able to return to work (RTW) after prolonged absence and that a gradual RTW is suitable ;
  4. no prior failed trial of RTW.

<sup>3</sup> Multiple assessments may be required when:

- multiple factors or concerns have been identified which need to be addressed within the scope of the FTWE.



7.6 fifteen (15) business days following release, follow-up with the CRA Requesting Officer is required to inquire if there are any related questions.

7.7 if no questions, the file can be closed by the Contractor.

7.8 upon receipt of any questions, the Contractor will contact the CRA Requesting Officer within 2 business days to discuss the nature of the questions.

7.9 the Contractor will reply in writing to all questions within 10 business days following receipt of any questions. This written reply will complement the released OFAF.

7.10 the Contractor will close the file, fifteen (15) business days following the Contractor's written reply to the questions and provided that there are no subsequent follow-up questions. The Contractor will leave the file open until such a time as all questions from the CRA Requesting Officer or Project Authority are addressed.

7.11 notify the CRA invoicing coordinator and CRA Requesting Officer immediately upon closure of an employee file.

7.12 if an assessment is incomplete and an OFAF cannot be released, send a final written report to the CRA Requesting Officer, within five (5) business days of the last medical appointment explaining the reason the assessment process could not be completed. An incomplete assessment could be due to: an employee not attending several scheduled appointments; an employee's refusal to cooperate with assessor; an assessor not providing required reports for production of OFAF; an employee withdrawing from process, etc.

7.13 the Contractor will respond in writing to any issue raised through a non-conformance report within 10 business days of receipt. Refer to section 9.0 on Quality Assurance for additional information.

## **8.0 CRA Forms, templates and reference documents**

Forms, templates and reference documents are provided in both Official Languages to the Contractor and are included in the Appendices. The documents include:

- Appendix A – Definitions
- Appendix B - List of CRA facilities
- Appendix C – Service standards
- Appendix D - Sample SR
- Appendix E - The Occupational Fitness Assessment Form (OFAF) Template
- Appendix F - The Medical Assessment Consent Form
- Appendix G – Sample Cover Letter to Contractor or Assessor
- Appendix H – CRA Medical Assessment Information Sheet for Employees
- Appendix I - Sample Work Description
- Appendix J – Notification of Appointment (NOA)
- Appendix K - Sample Status Update (SU)
- Appendix L – Sample Letter to Transfer OFAF Results to Personal Physician or Health Practitioner
- Appendix M – Sample Letter to Transfer OFAF Results to CRA Requesting Officer and to the Employee's Manager
- Appendix N – Sample Non-Conformance Report
- Appendix O – Sample Monthly Report

The Contractor may utilize or create its own forms as long as they contain all of the necessary and required information, are available in both official languages, are pre-approved in writing by the Project Authority and are used across the country.



## 9.0 Quality Assurance (QA)

The Contractor must have a Quality Assurance (QA) process in place that includes an escalation process to resolve issues and mechanisms and procedures to ensure that the outlined tasks in Section 6 and 7 will be met.

Under the purview of quality assurance, the Project Authority has the right to reject any work that is not in accordance with the terms and conditions of the Contract and may also require its correction or replacement at the Contractor's expense.

The QA process must include:

- a Medical Director or Senior Medical Officer to oversee the full assessment process and release of a quality product to the CRA;
- a centralized intake process;
- a quality review of every OFAF report prior to its release to the CRA;
- protocols, roles and responsibilities of Contractor personnel;
- continuous re-evaluation and monitoring of service deliverables and standards;
- identify occasions when the terms and conditions of the Contract are not met or deficiencies in services provided, as soon as they occur and provide a Non-Conformance Report to the CRA Requesting Officer and Project Authority;
- training of staff and assessors; and
- regular reporting, provision of statistics and participation in meetings with the CRA.

A non-conformance report is required for reasons such as:

- the agreed level of service is not met;
- an OFAF could not be provided;
- an assessment process is incomplete;
- communication between the parties is deficient;
- the limitations and restrictions identified on the OFAF are vague; recommendations for accommodations are included; the medical comments are not pertinent, within scope, useful or are questionable;
- invoicing discrepancies;
- the name and location of the assessor is provided to the CRA Requesting Officer or employee's manager.

The Contractor will provide corrective measures to address the identified issues. When the non-conformance analysis cannot resolve the identified issue(s), the Contractor will escalate the issue to its management to ensure resolution in a timely manner.

## 10.0 Reporting requirements

The Contractor must provide:

- 10.1 Monthly reports to the Project Authority within seven (7) business days from the end of the previous month via a secure email solution, either PKI or secure webmail as per Section 18 of the Statement of Work and must be in MS Excel format. A sample template report is available at Appendix O identifying the minimum information required. The Contractor may propose a different format however it must include the information identified in the sample report.
- 10.2 On a quarterly basis:
  - the number and type of occupational health services provided (single primary assessment, multiple assessment) by region;
  - the average process duration (from beginning to end) for each service type provided
  - the percentage of services meeting Service Standards;
  - the percentage of services not meeting Service Standards;
  - the number of cases where service standards were not met and corrective action taken;



- the number of non-conformance reports and the corrective action take;
- any required recruitment of assessor(s) and specialist(s), by region; and
- a cumulative roll-up of the previous quarter(s), in addition to the current quarter.

10.3 On an annual basis (fiscal year-end) a national roll-up by quarter, providing:

- the number and type of occupational health services provided (single primary assessment, multiple assessment);
- the average process duration (from beginning to end) for each service type provided;
- the percentage of services meeting Service Standards;
- the percentage of services not meeting Service Standards;
- the number of cases where service standards were not met and corrective action taken;
- the number of non-conformance reports and the corrective action taken;
- any required recruitment of assessor(s) and specialist(s), by region; and
- trends.

10.4 Any other ad hoc reports or information as required by the CRA.

### 11.0 CRA support to the Contractor

The CRA will:

- provide any applicable CRA policies, guidelines, forms and other reference documents as required.
- ensure that the CRA Requesting Officer and any subject matter experts are available for discussion with the Contractor, as required;
- be available within two (2) business days to meet or to discuss with the Contractor by telephone or by email any emerging problems or issues;
- be available on an urgent basis by telephone to resolve any urgent problem or issue, as required.

### 12.0 Resources and Qualifications

In delivering the service defined herein, the Contractor must provide a sufficient number of assessors or health practitioners to perform medical assessments, tests, etc., involving mental and/or cognitive and physical issues in various medical fields. The type of assessor required will vary depending on the employee's needs.

Medical assessments are to be carried out by the following assessors or health practitioners and specialists, including but not limited to:

- occupational health physicians;
- licensed physicians;
- mental health specialists;
- other licensed health practitioners or medical specialists.

Any assessor or health practitioner supplied under this Contract must:

- hold a current and valid license to practice in the requested medical area of expertise;
- demonstrate and maintain clinical competence in their area of practice;
- be qualified in accordance with the province in which he or she is engaged; and
- hold malpractice and/or liability insurance commensurate with practice norms.

The Contractor shall ensure that all assessors or health practitioners utilized by the Contractor are in good standing with the applicable provincial and federal associations or licensing bodies. The Contractor shall also ensure that all assessors or health practitioners utilized by the Contractor are not under investigation and do not have a criminal record. The Contractor is responsible for conducting credential verifications on all assessors or health practitioners.

The Contractor will be responsible for all costs resulting from a situation where an assessor or health practitioner must be replaced because that person no longer meets the minimum qualifications or has a required license revoked for any reason whatsoever.



The CRA will not be responsible for any costs associated with licensing, insurance, continuing professional education, and credentialing. The Contractor is responsible for ensuring that all assessors or health practitioners obtain the necessary immunizations and public health examinations, as applicable, in accordance with provincial guidelines, and as required by the CRA.

As a minimum, the Contractor must provide one (1) assessor or health practitioner to administer medical assessments and services within a maximum 300 kilometre travel by private vehicle from each CRA work site listed in Appendix B. The only exception to this travel radius is for employees located in Yellowknife, Whitehorse and Iqaluit. Should a need arise at these locations, the CRA will engage the Contractor to determine a suitable process to complete the required FTWE. In the event that other new work site(s) are added, the CRA will engage the Contractor to determine a suitable process to complete the required FTWEs.

The Contractor is responsible for all travel expenditures incurred by the assessors when travel is required to conduct the evaluation of a CRA employee.

### **13.0 Meetings**

The CRA will not reimburse the Contractor for any costs incurred to attend meetings or any travel costs related to the Contractor's own transportation to any CRA location, as required.

A Contract kick-off meeting in person in Ottawa, will be held with the CRA Project Authority and Contracting Authority within 15 business days of Contract award, to discuss the mutual obligations of the CRA and the Contractor under the Contract.

In addition, the Contractor will meet with the Project Authority on a bi-monthly basis via teleconference or by WebEx, during the first six (6) months of the Contract or more regularly, as deemed necessary and agreed to between the Project Authority and the Contractor.

Quarterly meetings will be held for the remainder of the contract. The quarterly meeting will be scheduled in advance, one month following the end of each quarter, for example at the end of July, October, January and April. The Contractor will provide the quarterly report to the CRA two (2) business days in advance of the meeting. These meetings can be held via teleconference or by WebEx and will be used as a forum to review reports, discuss service issues and any opportunities for improvement.

Once per year, at fiscal year-end, an annual review meeting will be held, in person in Ottawa. The purpose of the meeting is to review reports and discuss trends, plan for future requirements, discuss and improve on any required processes, address gaps, etc.

Any ad-hoc meetings will occur as required by either party. Either party may also require a meeting to resolve an urgent issue at any time.

The Contractor must communicate regularly with the Project Authority on any issues, problems, or areas of concern, related to any of the services. Communication may be in the form of telephone calls, e-mail updates, or meetings.

Any agreed changes by the parties to improve the process or services will be documented in writing and will be evidenced for administrative purposes only, through a contract amendment, prior to implementation.

### **14.0 Language requirements**

The Contractor must provide all services and correspondence in the language (English or French) of the SR. In addition, the chosen assessor or health practitioner must be able to conduct the assessment in the language of choice of the employee as identified on the SR.

The Contractor must ensure that its centralized intake service personnel is proficient in providing a level of bilingual service in order to understand nuances in correspondence, respond efficiently both orally and in writing in the language of the SR and to the CRA Requesting Officer.

The language requirements of the CRA Requesting Offices are listed in Appendix B.

### **15.0 Location of work**

Medical assessments will be conducted at the Contractor's office or at the identified assessor or health practitioner's



worksite within the travel radius identified in Section 12. The contractor must notify the Project Authority if an evaluation cannot be conducted within the specified radius to be granted permission to find an assessor in an alternate location or to discuss other options.

The Contractor must ensure that the location where services are delivered to CRA employees by the Contractor and its assessors or health practitioners are accessible and reflect the accepted professional standards in relation to their regulated health care profession's standards and guidelines (e.g., College of Physicians and Surgeons, College of Nurses, etc.).

#### **16.0 Transfer of CRA employee medical information**

There may be situations where the Contractor will be required to contact the Contractor under the previous contract to arrange for the transfer of the medical record or file of a CRA employee who was previously assessed. The contact information will be provided by the Project Authority to the Contractor at the Contract initiation meeting. The CRA Project Authority must be made aware of the requirement for any employee transfers of information and will provide any required employee contact information. All transfers of information must be handled in a confidential manner and must respect the employee's privacy.

The Contractor will obtain written consent of the CRA employee in question before the Contractor can transfer the employee's medical record or medical information from:

- the previous Contractor to the Contractor;
- the previous Contractor's assessor or health practitioner to a new assessor or health practitioners or to the new Contractor.

#### **17.0 Management, Retention, Transfer and Disposal of Records and Information**

The Contractor must keep all records such as reports, monitoring, statistics, and training, but excluding CRA employee medical information, for five (5) years following the end of the contract.

The following clauses are applicable to all employee case files:

i) *Privacy Act*:

All personal information collected under this Contract is deemed to be under the control of the CRA and is consequently subject to the *Privacy Act* and the Canada Revenue Agency's Security policy which can be viewed at:

<https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/security-requirements-protection-sensitive-information.html>

ii) Personnel Restrictions:

Access to CRA employee medical Information is to be controlled and limited only to authorized personnel who have a job-related need-to-know (i.e., medical staff, Contractor personnel where the files are housed, or anyone else who is designated to have access to certain pieces of information within the files).

iii) Marking:

CRA employee medical information must be marked as "Protected B".

CRA employee medical information should be kept by the Contractor in designated medical folders and stored in a secure location as per the Security requirements listed in the Contract.

iv) Retention and Disposal:

Individuals and physicians who are custodians of personal health information must abide by the rules within their provincial jurisdiction as it pertains to personal health information.

As soon as personal information is no longer required by the Contractor to perform its obligations under this SOW:

- a) it must be transferred to the new supplier; or
- b) must be destroyed in accordance with relevant legislation and/or the Contractor's retention policy and must be agreed to by CRA, including the original and all copies of the records in the Contractor's possession or control.





v) Electronic files:

Any electronic file must follow standardized procedures to ensure that files can be readily accessed or retrieved, that back-up files exist and that the strict requirements of retaining hand written files continue to be followed in accordance with the security requirements in the Contract. Provisions must also exist within the computer system for a print-out of the file. Electronic records must be maintained in accordance with the provisions of the Protection of Personal Information in the Private Sector: <https://laws-lois.justice.gc.ca/eng/acts/P-8.6/index.html>

**18.0 Secure Online Communications Requirements**

All correspondence between the CRA and the Contractor containing CRA employee personal information and/or identified as Protected B must be exchanged through a secure format; either Public Key Infrastructure (PKI) email or Secure Web Mail, to be determined by CRA prior to contract award.

The Contractor must ensure that all communications are transmitted within Canada and the servers located solely within Canada to ensure that they are governed by Canadian privacy laws.

The following documents are considered Protected B information when completed, the Occupational Fitness Assessment Form (OFAF) and the Service Request (SR) form.

Protected B information transmission requirements:

- for all removable media: information must be encrypted;
- by voice communications: land line only;
- by voicemail: not permitted;
- by facsimile: not permitted under this contract
- by email: must be encrypted with PKI or use Secure Web Mail

**a) Public Key Infrastructure (PKI)**

The Contractor must become a CRA PKI subscriber prior to Contract award and maintain its status as a subscriber for the period of any resulting Contract including any exercised option period(s).

PKI requirements are identified in Attachment 5: Certifications required to be submitted prior to contract award.

Entrust system compatibility for Entrust Security Provider (ESP) 10 supported Operating Systems

64 bit Operating Systems for:

- Microsoft Windows 10 Pro and 10 Enterprise
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2016
- Microsoft Windows Server 2019 (to be added)

**b) Secure Web Mail**

The secure webmail solution would be a closed MS Outlook-type system. The email communications Module must permit messages, including attachments similar to Microsoft Word, Microsoft Excel and Adobe Portable Document Format files to be sent between these profiles. Additions and deletions to the profiles will be by CRA approval. The E-Communications Module must include up-to-date malware detection processes such that all attachments are reviewed prior to sending to ensure that they are free of detectable malware. Any attachments with detectable malware must be rejected by the Module.

**c) Online case monitoring system**

The Contractor must provide CRA access to the Contractor's online service request monitoring system or access to a URL to view a case status spreadsheet summary. This system must provide real-time status details on all requested services that can be viewed by only the CRA.



The case status spreadsheets or database provides:

1. View only capability by CRA
2. Search capability by Service Request number or CRA requesting officer name.
3. Include Service Request number, all Scheduled Appointments and dates received of Medical Reports

No personal information should be included in the summary reports.

**d) Online Portal and Secure Mail Security**

CRA IT testing and approval of any online platform will be required before it can be fully implemented.

During the period of the Contract, the Contractor must advise the CRA in advance, in writing, of any plans for enhancements, changes or replacements to the online platform. These enhancements, changes or replacements are to be reviewed, tested and approved, as outlined in the SOW, prior to implementation.

The Contractor must conduct regular (no less than four times a year) third party Vulnerability Assessments (VA), including a VA scan and/or penetration testing, on the applications providing the services delivered to the CRA. VA Scans must include the latest vulnerability criteria available from industry, including the CRA. VA Scans must be performed with no Stamp User data included. The Contractor must remediate any vulnerabilities or deficiencies identified in these assessments within a timeframe commensurate with their severity. Critical vulnerabilities or deficiencies impacting the confidentiality, integrity and availability (CIA) of CRA data or services must be addressed within 48 hours.

The Contractor must provide the CRA with access or provide the VA scan reports and supporting VA metadata upon request.

The Contractor must develop, document and execute a patch management process for systems and devices required to process, transmit and store CRA data. The Contractor must monitor the patches and security notifications from vendors and then apply mitigations as soon as reasonably possible. Patches addressing vulnerabilities that impact the confidentiality, integrity and availability (CIA) of CRA data or services must be applied within 48 hours. If a patch for a critical vulnerability cannot be applied within 48 hours, CRA IT Security must be alerted and agree to the proposed course of action to address mitigation of risk.

The Contractor must employ (centrally managed) malicious code and spam protection mechanisms at information system entry and exit points to detect and eradicate malicious code. The mechanisms must be updated whenever new releases are available.

**e) Data Residency**

All data that require the storage and/or transmittal of Protected B electronic data must be stored in Canada.

<https://www.canada.ca/en/government/system/digital-government/modern-emerging-technologies/direction-electronic-data-residency.html>

- f)** The proposed solution must be hosted in a Government of Canada approved Protected B environment.

Detailed controls associated with IT Security requirements can be found in Annex 3A of the CSE Security Control Catalogue (ITSG-33):

<https://cyber.gc.ca/sites/default/files/publications/itsg33-ann3a-eng.pdf>

- g)** [AC-2] The proposed solution must limit information system access to authorized users.
- h)** [AC-3] The proposed solution must enforce approved authorizations for logical access to the system using user roles and access privileges.
- i)** [AC-7] The proposed solution must limit unsuccessful logon attempts.
- j)** [AU-2] [AU-10] [AU-11] The proposed solution must create and monitor tamper-proof security audit records for all authentication and changes to the application and retain those records as per Section 17.0 Management, Retention, Transfer and Disposal of Records and Information of the Statement of Work.
- k)** [AU-3] The proposed solution must generate audit records containing information that establishes:





- What type of event occurred
  - Date and time of the event occurred
  - Where the event occurred
  - The source of the event
  - The outcome of the event (success, failure)
  - The identity of any individuals or subjects associated with the event
- l)** [AU-8] The proposed solution must use internal system clocks to generate time stamps for audit records and synchronizes the internal system clocks to the authoritative time source.
- m)** [AU-9] The proposed solution must protect audit information and tools from unauthorized access, modification, and deletion.
- n)** [AU-12] The proposed solution must allow designated roles to select which auditable events are to be audited by specific components of the information system.
- o)** [AU-13] The proposed solution must monitor the audit logs for evidence of unauthorized disclosure of CRA information.
- p)** [IA-2] The proposed solution must enforce approved authorizations for logical access to the system using user roles and access privileges.
- q)** [IA-5 (1)] The proposed solution must enforce a minimum password complexity and change of characters and comply with CRA policy.

At a minimum:

1. Password length is 8 characters
  2. Passwords must not contain the user ID
  3. Passwords must not contain the First Name or Last Name
  4. Password must contain at least 3 of the 5 following characters
    - a. At least 1 uppercase letter
    - b. At least 1 lowercase letter
    - c. At least 1 number
    - d. At least 1 special character
- r)** [IA-6] The proposed solution must obscure feedback of authentication information.
- s)** [IA-7] The proposed solution must only store the password in a hashed format and the communication channel to and from the password storage must be encrypted.
- t)** [SC-8] The proposed solution must establish a secure connection using CSEC approved communication algorithms.
- u)** [SC-13] The proposed solution must support or employ Government of Canada approved cryptographic algorithms or mechanisms to protect the confidentiality of CRA data. Cryptographic modules must meet at least one of the following validations or specifications:
- relevant Federal Information Processing Standard (FIPS), FIPS 140-2 level 1 validation
  - Communications Security Establishment (CSE) endorsement
  - Common Criteria specification
  - Government of Canada approved cryptographic algorithms are detailed in ITSP.40.111 Cryptographic Algorithms for UNCLASSIFIED, PROTECTED A, and PROTECTED B Information



[\[https://cyber.gc.ca/en/guidance/cryptographic-algorithms-unclassified-protected-and-protected-b-information-itsp40111\]](https://cyber.gc.ca/en/guidance/cryptographic-algorithms-unclassified-protected-and-protected-b-information-itsp40111)

- v) [SC-23] The information system must provide mechanisms to protect the authenticity of communications sessions.
- w) [SC-28] The information system must protect the confidentiality and integrity of information at rest.
- x) [SI-4] The organization must monitor the information system including inbound and outbound communications traffic, to detect attacks and indicators or potential attacks.



## APPENDIX A – DEFINITIONS

For purposes of this requirement, the following definitions apply:

**CRA Requesting Officer:** A CRA representative who acts on behalf of the CRA for matters related to employee medical assessments, as identified by the CRA, and submits the Service Request (SR). For example, this will usually include a CRA Labour Relations Advisor, Labour Relations Technical Advisor, Manager or an Executive Advisor.

**Employee:** All persons currently employed by the Canada Revenue Agency in a permanent or term position, including students and employees who are hired on a part-time basis. Contractor-consultants are not considered employees for whom a fitness to work evaluation (FTWE) may be requested.

**Escalation process:** Process designed to manage and resolve any situation that does not meet the service delivery standards. It will identify each specific contact point, along with their roles and responsibilities.

**Fitness to Work Evaluation (FTWE):** is an assessment carried out by a physician or health practitioner to determine an employee's fitness to safely carry on with all of their duties as described in a CRA work description, or to determine the employee's fitness for another position. It also defines any limitations and/or restrictions caused by the injury, illness, disability or medical condition and their duration.

**Health Assessment Services:** include all tasks as defined in the Statement of Work (SOW).

**Limitation:** results from an injury, illness, disability, or medical condition and hinders an employee's ability to perform certain tasks or activities to their full extent.

**Medical Assessment Consent Form:** An internal CRA form that is completed by an employee providing their consent to undergo a medical assessment. It also provides consent for information related to identifying functional limitations and restrictions to be discussed, disclosed or exchanged between the CRA, the Contractor's health practitioners, and the employee's own physician or health practitioner as necessary, in order to determine and support appropriate accommodation. Once completed, this form is considered "Protected B" information, and needs to be treated accordingly.

A template of the Medical Assessment Consent Form is included in Appendix F.

A Medical Assessment Consent Form is valid for a period of six (6) months after it has been signed by the employee, or on the date which the final medical assessment report is received by the CRA, whichever is later, or has otherwise been revoked. Once a form has expired, a new form will be required; the Contractor must request a new form.

**Medical information:** Any medical information about a CRA employee that comes from a physician or health practitioner, including but not limited to completed health forms, clinical history, letters, test results, medical assessments and other related reports.

**Notification of appointment (NOA):** is a notification informing an employee of the details of their medical appointment with the Contractor's physician or health practitioner. A copy of a sample notification of appointment is included in Appendix J.

**Occupational Fitness Assessment Form (OFAF):** An internal CRA form to be completed by the employee's supervisor for the identification of limitations and restrictions following a medical assessment by a physician or health practitioner. The completed OFAF will serve as the physician's or health practitioner's final report and will identify the employee's fitness to work and any occupational limitations and restrictions that require accommodation in the workplace.

The OFAF identifies the non-physical (for example, cognitive, social and/or emotional) and physical capacities that the employee requires to successfully perform their job duties, including behaviours related to the CRA standard of conduct, the working conditions, and any particular risks or inherent stressors of the job. A copy of the OFAF is included in Appendix E.

Once completed, this form is "Protected B", and needs to be treated accordingly.

**Physician or Health Practitioner:** An individual who is registered, licensed or certified to practice in the jurisdiction where the services are rendered, and who can provide health care, diagnose an injury or illness and determine and/or provide necessary procedures or treatments to patients.



**Quality Assurance Program (QA):** is a systematic approach to prevent mistakes or deficiencies in services and prevent problems when delivering services to the CRA. Quality Assurance Program refers to administrative and procedural activities implemented in providing health services so that the contractual obligations and service standards will be met.

**Restriction:** a task or activity that an employee is unable to perform in any capacity.

**Service Request (SR):** generated by the CRA Requesting Officer when a FTWE is required. The SR will instruct and authorize the Contractor to carry out the specified work in accordance with the terms and conditions of the contract. The Contractor's obligation to perform work under the Contract comes into force to the extent designated in each SR.

The SR includes:

- a sample cover letter to the physician or service provider (see template included in Appendix G);
- the applicable consent form(s);
- the Occupational Fitness Assessment Form (OFAF) with the employer's portion completed, as applicable; and
- a summary of the employee's main work duties (and work description if applicable).

**Status Update (SU):** The SU is a mechanism to keep the CRA Requesting Officer informed on the progress of a file. A SU is required as outlined in section 6.4. of the contract. A sample of a SU form is included in Appendix K.

**Work Description:** The work description will provide the assessor with a detailed account of key activities, work characteristics, effort, and working conditions of the position held by the employee in the CRA.



**APPENDIX B - LIST OF CRA LOCATIONS**

	REG	BUILDING NAME	SITE ADDRESS	CITY	PROV	ENGLISH	FRENCH
1	ATL	NB Tax Services Office	201 St. George Street	Bathurst	NB	X	X
2	ATL	NB TSO	126 Prince William Street	Saint John	NB	X	X
3	ATL	NB Call Centre	555 McAllister Drive	Saint John	NB	X	X
4	ATL	Joseph A. Ghiz Building -PEI Tax Centre	275 Pope Road	Summerside	PEI	X	
5	ATL	PEI TSO	1-30 Brackley Point Road, P.O. Box 8500	Charlottetown	PEI	X	
6	ATL	Assumption Place - NB TSO	217-770 Main Street	Moncton	NB	X	X
7	ATL	Sir Humphrey Gilbert Building- St. John's TSO	165 Duckworth Street, P.O. Box 12075	St. John's	NF	X	
8	ATL	St. John's Call Centre	132 Glencoe Drive	Mount Pearl	NF	X	
9	ATL	St. John's NVCC	290 Empire Avenue	St. John's	NF	X	
10	ATL	Atlantic Regional Office	40 Alderney Drive	Dartmouth	NS	X	
11	ATL	Hobsons Lake	145 Hobsons Lake Drive	Halifax	NS	X	
12	ATL	47 Dorchester	47 Dorchester Street, P.O. Box 1300	Sydney	NS	X	
13	ATL	Purdy's Wharf	1969 Upper Water Street Suite #306	Halifax	NS	X	
14	ATL	DFO Building	4A Bayley St, Suite 200	Grand Falls-Windsor	NF	X	
15	HQ	Billing's Bridge	2323/2277 Riverside Drive	Ottawa	ON	X	X
16	HQ	Canada Post Place	750 Heron Road, East Tower	Ottawa	ON	X	X
17	HQ	150 Slater	150 Slater Street	Ottawa	ON	X	X
18	HQ	Trainyards	395 Terminal Avenue	Ottawa	ON	X	X
19	HQ	Place de Ville, Tower A	320 Queen Street	Ottawa	ON	X	X



	REG	BUILDING NAME	SITE ADDRESS	CITY	PROV	ENGLISH	FRENCH
20	HQ	Place de Ville, Tower B	112 Kent Street	Ottawa	ON	X	X
21	HQ	20 Fitzgerald Road	20 Fitzgerald Road	Ottawa	ON	X	X
22	HQ	21 Fitzgerald Road	21 Fitzgerald Road	Ottawa	ON	X	X
23	HQ	25 Fitzgerald Road	25 Fitzgerald Road	Ottawa	ON	X	X
24	HQ	35 Fitzgerald Road	35 Fitzgerald Road	Ottawa	ON	X	X
25	HQ	2465 St Laurent	2465 St. Laurent Boulevard	Ottawa	ON	X	X
26	HQ	Albert-Bank Building	250 Albert Street	Ottawa	ON	X	X
27	HQ	Connaught Building	555 MacKenzie Street	Ottawa	ON	X	X
28	HQ	Enterprise Building	427 Laurier Avenue West	Ottawa	ON	X	X
29	HQ	Canada Building	344 Slater Street	Ottawa	ON	X	X
30	HQ	Willet Building	2215 Gladwin Crescent	Ottawa	ON	X	X
31	HQ	Ottawa Tax Centre	875 Heron Road	Ottawa	ON	X	X
32	HQ	Standard Life Centre II	333 Laurier Avenue West	Ottawa	ON	X	X
33	HQ	2204 Walkley Road	2204 Walkley Road	Ottawa	ON	X	X
34	ONT	81 Mulcaster St	81 Mulcaster Street	Barrie	ON	X	
35	ONT	The Sir Isaac Brock Building	55 Bay Street North	Hamilton	ON	X	
36	ONT	The Standard Life Centre	120 King Street	Hamilton	ON	X	
37	ONT	166 Frederick St	166 Frederick Street	Kitchener	ON	X	
38	ONT	Commerce House	50 Queen Street North	Kitchener	ON	X	
39	ONT	The Laura Secord Building	32 Church Street	St. Catharines	ON	X	
40	ONT	5800 Hurontario St	5800 Hurontario Street	Mississauga	ON	X	
41	ONT	451 Talbot	451 Talbot Street	London	ON	X	
42	ONT	Dominion Public Building	1 Front Street West	Toronto	ON	X	



	REG	BUILDING NAME	SITE ADDRESS	CITY	PROV	ENGLISH	FRENCH
43	ONT	Nestle Building	25 Sheppard Avenue West	Toronto	ON	X	
44	ONT	Royal Bank Building	5001 Yonge Street	Toronto	ON	X	
45	ONT	LWTSO	101-441 University Avenue	Windsor	ON	X	
46	ONT	Canada Border Services Agency (CBSA)	1980 Matheson Boulevard East	Mississauga	ON	X	
47	ONT	CBSA - Pearson International Airport	5980 Airport Road	Mississauga	ON	X	
48	ONT	CBSA	6900 Airport Road	Mississauga	ON	X	
49	ONT	CBSA	2500 Ouellette Avenue	Windsor	ON	X	
50	ONT	CBSA	4285 Industrial Drive	Windsor	ON	X	
51	ONT	CBSA	35 Park Street	Windsor	ON	X	
52	ONT	CBSA - Rainbow Bridge	5600 Falls Avenue	Niagara Falls	ON	X	
53	ONT	CBSA - Niagara Falls	6080 McLeod Road	Niagara Falls	ON	X	
54	ONT	CBSA - Point Edward	1555 Venetian Boulevard	Point Edward	ON	X	
55	ONT	CBSA - Peace Bridge	10 Queen Street	Fort Erie	ON	X	
56	ONT	55 Athol St East	55 Athol Street East	Oshawa	ON	X	
57	ONT	1161 Crawford Dr	1161 Crawford Drive	Peterborough	ON	X	
58	ONT	City Place 3	City Place 3, 1475 John Counter Boulevard	Kingston	ON	X	
59	ONT	11 Station St	11 Station Street	Belleville	ON	X	
60	ONT	Centure Centre Plaza limited	180 Sherriff Avenue	North Bay	ON	X	X
61	ONT	22 Bay	22 Bay Street	Sault Ste-Marie	ON	X	X
62	ONT	933 Mivvik St	933 Mivvik Street	Iqaluit	NU	X	
63	ONT	Taxation Data Centre	1050 Notre Dame Avenue	Sudbury	ON	X	X



	REG	BUILDING NAME	SITE ADDRESS	CITY	PROV	ENGLISH	FRENCH
64	ONT	Toronto West - Thunder Bay Tax Services Office	130 South Syndicate Avenue	Thunder Bay	ON	X	
65	ONT	Canada Life Centre	55 Town Centre Court	Scarborough	ON	X	
66	ONT	Canada Centre	200 Town Centre Court	Scarborough	ON	X	
67	ONT	CBSA - Ottawa	2270 St-Laurent Boulevard	Ottawa	ON	X	X
68	ONT	CBSA - Lansdowne PEO Commercial Building	860 Highway 137	Lansdowne	ON	X	
69	ONT	CBSA - Prescott	1032 Highway #16	Prescott	ON	X	
70	PAC	FVTSO-Call Centre	13450 102 Avenue	Surrey	BC	X	
71	PAC	Fraser Valley TSO (FVTSO)- Boulevard	9737 King George Boulevard	Surrey	BC	X	
72	PAC	FVTSO- Criminal Investigations Division	401 Burrard Street	Vancouver	BC	X	
73	PAC	Vancouver TSO (VTSO)	468 Terminal Avenue	Vancouver	BC	X	
74	PAC	Vancouver TSO (VTSO)-Sinclair Ctr	757 W Hastings Street	Vancouver	BC	X	
75	PAC	VTSO-Appeals Victoria	1260 Government Street	Victoria	BC	X	
76	PAC	VINTSO-Prince George	280 Victoria Street	Prince George	BC	X	
77	PAC	VINTSO-Whiteorse	300 Main Street	Whitehorse	YT	X	
78	PAC	Vancouver Island and North TSO (VINTSO)-Victoria	1415 Vancouver Street	Victoria	BC	X	
79	PAC	CBSA	400-1321 Blanshard Street	Victoria	BC	X	
80	PAC	CBSA	6917 Highway 95	Kingsgate	BC	X	
81	PAC	CBSA	1611 Main Street	Vancouver	BC	X	





	REG	BUILDING NAME	SITE ADDRESS	CITY	PROV	ENGLISH	FRENCH
82	PAC	National Verification and Collections Centre (NVCC)- Surrey	9755 King George Boulevard	Surrey	BC	X	
83	PAC	Pacific Regional Office	1188 West Georgia Street	Vancouver	BC	X	
84	PAC	Southern Interior TSO (SITSO)- Kelowna	471 Queensway Avenue	Kelowna	BC	X	
85	PAC	Southern Interior TSO (SITSO)- Penticton	277 Winnipeg Street/187 Nanaimo Avenue	Penticton	BC	X	
86	PAC	Regional Office - ITB	300 West Georgia Street	Vancouver	BC	X	
87	PAC	CBSA - Richmond Airport	113 5000 Miller Rd -3211 Grant McConachie Way	Vancouver	BC	X	
88	PAC	CBSA	220 Highway 99	Surrey	BC	X	
89	PAC	CBSA	28-176th Street	Surrey	BC	X	
90	PRA	Canada Place	1 Canada Place, 9700 Jasper Avenue	Edmonton	AB	X	
91	PRA	Edmonton TSO - EPCOR Tower	10423 101 Street	Edmonton	AB	X	
92	PRA	Airport Corporate Centre	1601 Airport Road NE	Calgary	AB	X	
93	PRA	Harry Hays Building	220 - 4th Avenue SE	Calgary	AB	X	
94	PRA	Red Deer TSO	4996-49th Avenue ** Relocating to new Building 2020	Red Deer	AB	X	
95	PRA	JD Higinbotham Building	200, 419 - 7th Street South ** Relocating to new Building 2020	Lethbridge	AB	X	
96	PRA	Greenstone Building	5101 50 Avenue	Yellowknife	NWT	X	
97	PRA	CBSA - Edmonton Airport Terminal	1357a, 1000 Airport Road AB	Edmonton	AB	X	
98	PRA	CBSA - Edmonton	815-10345 104 Street	Edmonton	AB	X	



	REG	BUILDING NAME	SITE ADDRESS	CITY	PROV	ENGLISH	FRENCH
99	PRA	CBSA - Calgary Airport Terminal	810-2000 Airport Road NE	Calgary	AB	X	
100	PRA	National Forms Distribution Centre	9-125 Fennell Street	Winnipeg	MB	X	
101	PRA	Prairie Regional Office	500, 600, 700, 800 - 360 Main Street	Winnipeg	MB	X	
102	PRA	Winnipeg Tax Centre	66 Stapon Road	Winnipeg	MB	X	
103	PRA	Winnipeg Tax Service office	325 Broadway <b>**Closing October 2020</b>	Winnipeg	MB	X	
104	PRA	Brandon Federal Building	210-153 11th Street	Brandon	MB	X	
105	PRA	T&T Towers Building	340 - 3rd Avenue North	Saskatoon	SK	X	
106	PRA	ITAX Building	1955 Smith Street	Regina	SK	X	
107	PRA	CBSA - Winnipeg Regional Office	701-269 Main Street	Winnipeg	MB	X	
108	QC	Montréal TSO	305 Boulevard René-Lévesque O	Montreal	QC	X	X
109	QC	Place Bonaventure	800 Rue de la Gauchetière O	Montreal	QC	X	X
110	QC	Regional Office	305 Rue McGill	Montreal	QC	X	X
111	QC	Guy-Favreau Complex	200 Boulevard. René-Lévesque	Montreal	QC	X	X
112	QC	Jonquière TC	2251, boulevard René-Lévesque	Jonquière	QC		X
113	QC	Eastern Quebec TSO	100, rue de La Fontaine	Chicoutimi	QC		X
114	QC	Eastern Quebec TSO	180, avenue de la Cathédrale	Rimouski	QC		X
115	QC	Eastern Quebec TSO	2575 Boulevard Ste-Anne	Québec	QC		X
116	QC	CBSA	2575, boulevard Ste-Anne	Montréal	QC	X	X
117	QC	CBSA	Autoroute 15	St-Bernard-de-Lacolle	QC	X	X



	REG	BUILDING NAME	SITE ADDRESS	CITY	PROV	ENGLISH	FRENCH
118	QC	CBSA	7100 Rue Tellier	Montréal	QC	X	X
119	QC	CBSA	975 Boulevard Romeo-Vachon N	Dorval	QC	X	X
120	QC	CBSA	1010 St-Antoine Ouest / 715 Peel	Montréal	QC	X	X
121	QC	CBSA	130, rue Dalhousie	Québec	QC		X
122	QC	CBSA	555 Rue McArthur	St-Laurent	QC	X	X
123	QC	CBSA - Jean- Lesage Airport - Québec	500, rue Principale	Québec	QC		X
124	QC	Southern and Central Quebec TSO	3250 Boulevard Lapinière	Brossard	QC	X	X
125	QC	Southern and Central Quebec TSO	50 Place de la Cité	Sherbrooke	QC	X	X
126	QC	Southern and Central Quebec TSO	2250, rue Saint-Olivier	Trois-Rivières	QC		X
127	QC	Southern Shawinigan TC	4695, 12e Avenue	Shawinigan-Sud	QC		X
128	QC	Wester Quebec TSO	44 Avenue du Lac	Rouyn-Noranda	QC		X
129	QC	Wester Quebec TSO	3400 Avenue Jean-Béraud	Laval	QC	X	X
130	QC	Wester Quebec TSO	85 Chemin de la Savane	Gatineau	QC	X	X



**APPENDIX C – SERVICE STANDARDS – FITNESS TO WORK EVALUATIONS**

Fitness to work evaluation	Acknowledge receipt of Service Request (SR)	Schedule an appointment with an assessor	Medical assessment	Release of the completed OFAF	Post release of OFAF
<p><b>In the context of Fitness to Work Evaluation, Single primary assessment.</b> <sup>4</sup></p>	<p>Within 2 business days from receipt of SR.</p>	<p>Within 5 business days from receipt of SR.</p>	<p>Within 20 business days from receipt of the SR, the primary medical assessment must have been conducted.</p>	<p>Within 30 business days of receipt of the SR, the Contractor must release the OFAF to CRA Requesting Officer.</p> <p>This timeframe (30 business days) <b>includes:</b></p> <ul style="list-style-type: none"> <li>• up to 20 business days for the assessment to be undertaken;</li> <li>• up to 5 business days for the assessor to complete report and documents requested; and</li> <li>• up to 5 business days for the Medical Director or Senior Medical Officer to review the file and complete the quality assurance process.</li> </ul> <p>If unable to release an OFAF within 30 business days, a SU must be provided to the CRA Requesting Officer outlining the reasons for the delay and expected date for provision of the final OFAF.</p>	<p>Within 15 business days post release of the OFAF, follow-up with the CRA Requesting Officer to inquire if there are any related questions.</p> <p>If no questions, close the file.</p> <p>Within 2 business days of receipt of any questions, contact the CRA Requesting Officer to discuss the nature of the questions.</p> <p>Within 10 business days following initial receipt of the questions, provide a written reply to the questions. This written reply will complement the released OFAF.</p> <p>Within 15 business days following the Contractor’s written reply to the questions, and provided that there are no subsequent questions, the Contractor will close the file.</p> <p>The Contractor will leave the file open until such a time all questions from the CRA Requesting Officer or Project Authority are addressed.</p> <p>Notify the CRA invoicing coordinator and CRA Requesting Officer immediately upon closure of an employee file.</p>

<sup>4</sup> For greater certainty, examples of a single primary assessment include:

- no requirement for individual to be seen by another specialist or consultant;
- The request for FTWE is due to reasons such as:
  1. mainly prolonged absence or ongoing absences;
  2. minor performance issues but mainly related to absences;
  3. confirmation that employee is able to return to work (RTW) after prolonged absence and that graduated RTW is suitable ;
  4. no prior failed trial of RTW.



**Service Standards**

**Fitness to Work Evaluations and referrals to specialist(s)**

Type of service	Follow-up to the primary medical assessment	Subsequent medical assessment(s) by specialist(s)	Release of the completed OFAF	Post release of OFAF
<p><b>In the context of a Fitness to Work Evaluation requiring more than a single primary assessment<sup>5</sup></b></p>	<p>Within 5 business days following the primary medical assessment the assessor must inform the Medical Director or Senior Medical Officer that the employee requires a subsequent assessment by a specialist.</p> <p>Within 10 business days following the single primary assessment, the contractor must:</p> <ul style="list-style-type: none"> <li>provide a SU to inform the CRA Requesting Officer of next steps, as outlined in Appendix K;</li> <li>make arrangements for additional assessment(s) by healthcare specialist(s.)</li> </ul>	<p>Within 20 business days of date of initial single primary assessment, the additional assessment(s) must be conducted.</p>	<p>Within 90 business days from the date of receipt of SR, the FTWE process is completed and the OFAF is released to the CRA Requesting Officer.</p> <p><u>This timeframe includes:</u></p> <ul style="list-style-type: none"> <li>Up to 10 business days for the primary assessor to review the specialist’s report and complete report and documents requested; and</li> <li>Up to 5 business days for the Medical Director or Senior Medical Officer to review the file and complete the quality assurance process.</li> </ul> <p>If an assessment is incomplete and an OFAF <u>cannot</u> be released, send a final written report to the CRA Requesting Officer, within 5 business days of the last medical appointment explaining the reason(s) that the assessment process could not be completed.</p>	<p>Within 15 business days post release of the OFAF, follow-up with the CRA Requesting Officer to inquire if there are any related questions.</p> <p>If no questions, close the file.</p> <p>Within 2 business days of receipt of any questions, contact the CRA Requesting Officer to discuss the nature of the questions.</p> <p>Within 10 business days following receipt of the questions, provide a written reply to all questions. This written reply will complement the released OFAF.</p> <p>Within fifteen (15) business days following the Contractor’s written reply to the questions and provided that there are no subsequent follow-up questions, close the file.</p> <p>The Contractor will leave the file open until such a time all questions from the CRA Requesting Officer or Project Authority are addressed.</p> <p>Notify the CRA invoicing coordinator and CRA Requesting Officer immediately upon closure of an employee file.</p>

**Non-Conformance Reports**

The contractor will respond in writing to any issue raised through a non-conformance report within 10 business days of receipt.

<sup>5</sup> Multiple assessments may be required when:

- multiple factors or concerns have been identified which need to be addressed within the scope of the FTWE.



## APPENDIX D - SAMPLE SERVICE REQUEST

### Fitness to Work Evaluation

**Confirmation # 12345678**

#### Request information

**Acquisition card holder name:** Wilson, Charmichael

**Authorized manager's contact information** (*requesting officer*)

**Name:** Bartolomeu, Regina

**Email address:** Bartolomeu.Regina@cra-arc.gc.ca

**Title:** Manager

**Phone number:** (xxx) 123-4567 **Extension:**

**Region/branch where the service will be provided:** Ontario

#### CRA employee information

**Name:** Xavier, Charles

**Email address:** charles.xavier@cra-arc.gc.ca

**Job title:** Assessment Benefits Officer

**Current work status:** On leave

**Office phone number:** (xxx) 789-1234 **Extension:**

Physical office address (including room and floor)

**Street:** 5<sup>th</sup> floor, 1555 Wentworth St, room 5017

**City:** Whitby

**Postal code:** L1N - 9T6

**Province:** Ontario

#### Language:

**Language in which the service will be provided to the employee:** English

#### Additional information:

**Additional information that would be relevant to this Service Request:**

##### Labour Relations Advisor Information

Please provide the following information for the Labour Relations Advisor who will facilitate the request for this health evaluation.

**Name:** Burgundy, Ron

**Phone number:** (xxx) 987-1234 **Extension:**

**Email address:** ron.burgundy@cra-arc.gc.ca



APPENDIX E - OCCUPATIONAL FITNESS ASSESSMENT FORM

Validate and Print

Clear Data

Help

Canada Revenue Agency Agence du revenu du Canada

Protected B when completed

OCCUPATIONAL FITNESS ASSESSMENT FORM

**SECTION A – Employee's information**  
(to be completed by the employee's supervisor)

Employee name:	Division/Branch:	Office/Location:
Job title:	Classification:	Employee's regular work hours: _____ hours/day; and _____ hours/week
Date of injury/illness: (yyyy-mm-dd)	Date absence commenced: (yyyy-mm-dd)	<input type="checkbox"/> Work related injury/illness or <input type="checkbox"/> Non-work related injury/illness or <input type="checkbox"/> Unknown
Supervisor's name:	Telephone number:	Labour relations advisor's name: Telephone number:

**SECTION B – Information obtained from the employee's physician or health practitioner**  
(to be completed by the employee's supervisor when requesting the assessment through Workplace Health and Cost Solutions)

Not applicable (requesting assessment by the employee's own physician or health practitioner)

Does the employee have a physician or health practitioner?  
 Yes  No

If yes, was information requested from the employee's physician or health practitioner about the employee's fitness to work and any limitations/restrictions?  
 Yes  No

If yes, please provide information about the result of the contact:

If no, please indicate why the employee's physician or health practitioner was not contacted:

**SECTION C – Required work capacities** (Refer to the attached glossary for description of capacities)

TO BE COMPLETED BY THE EMPLOYEE'S SUPERVISOR	TO BE COMPLETED BY THE PHYSICIAN OR HEALTH PRACTITIONER ONLY
<b>PHYSICAL WORK-RELATED CAPACITIES</b>	
<input type="checkbox"/> The employee's regular work duties require the following physical and/or non-physical capacities: <b>OR</b> <input type="checkbox"/> The proposed modified work duties require the following physical and/or non-physical capacities:	
<b>Spine movements:</b> <b>Lower back movements:</b> <input type="checkbox"/> Bending forward <input type="checkbox"/> Bending backward <input type="checkbox"/> Twisting <input type="checkbox"/> Side bending <b>Neck movements:</b> <input type="checkbox"/> Bending forward <input type="checkbox"/> Looking up <input type="checkbox"/> Rotation Additional information: _____	<input type="checkbox"/> No limitations/restrictions;  <b>OR</b> <input type="checkbox"/> Limitations/restrictions (Provide details in section D)
<b>Sitting activities:</b> <input type="checkbox"/> Computer work – % of day: _____ <input type="checkbox"/> Desk work (e.g., reading, writing) – % of day: _____ <input type="checkbox"/> Driving – % of day: _____ <input type="checkbox"/> Meetings – % of day: _____ <input type="checkbox"/> Telephone use ( <input type="checkbox"/> with headset ) – % of day: _____ <input type="checkbox"/> Other (e.g., work at bench/lab desk or at equipment interface): – % of day: _____ Additional information: _____	<input type="checkbox"/> No limitations/restrictions;  <b>OR</b> <input type="checkbox"/> Limitations/restrictions (Provide details in section D)
<b>Standing activities:</b> <input type="checkbox"/> Standing – % of day/time required: _____    On what type of surface? _____ <input type="checkbox"/> Walking – distance/time required: _____    On what type of surface? _____ <input type="checkbox"/> Balancing – activities requiring balancing: _____ <input type="checkbox"/> Climbing (e.g. stairs, step ladders): _____ <input type="checkbox"/> Squatting/kneeling <input type="checkbox"/> Crawling <input type="checkbox"/> Stooping/crouching <input type="checkbox"/> Operating general office equipment (e.g., printer, photocopier, paper cutter) Additional information: _____	<input type="checkbox"/> No limitations/restrictions;  <b>OR</b> <input type="checkbox"/> Limitations/restrictions (Provide details in section D)





Clear Data

Help

Protected B when completed

<p><b>Lifting/Carrying/Pushing/Pulling:</b></p> <p><input type="checkbox"/> Lifting from floor to waist:      Maximum weight: _____ Minimum weight: _____</p> <p><input type="checkbox"/> Lifting from waist to shoulder:      Maximum weight: _____ Minimum weight: _____</p> <p><input type="checkbox"/> Lifting above shoulder:      Maximum weight: _____ Minimum weight: _____</p> <p><input type="checkbox"/> Carrying:      Maximum weight: _____ Minimum weight: _____</p> <p><input type="checkbox"/> Pushing/pulling:      Maximum weight: _____ Minimum weight: _____</p> <p>Additional information: _____</p>	<p><input type="checkbox"/> No limitations/restrictions;</p> <p style="text-align: center;"><b>OR</b></p> <p><input type="checkbox"/> Limitations/restrictions <b>(Provide details in section D)</b></p>
<p><b>Working with shoulders/Elbows/Wrists/Hands/Fingers:</b></p> <p><input type="checkbox"/> Reaching ( <input type="checkbox"/> above shoulder level   <input type="checkbox"/> below shoulder level   <input type="checkbox"/> at shoulder level )</p> <p><input type="checkbox"/> Typing – % of day: _____      <input type="checkbox"/> Using computer mouse</p> <p><input type="checkbox"/> Writing – % of day: _____      <input type="checkbox"/> Filing</p> <p><input type="checkbox"/> Fingering      <input type="checkbox"/> Handling vibrating tools/objects</p> <p><input type="checkbox"/> Handling tools/objects requiring strong hand grip</p> <p>Additional information: _____</p>	<p><input type="checkbox"/> No limitations/restrictions;</p> <p style="text-align: center;"><b>OR</b></p> <p><input type="checkbox"/> Limitations/restrictions <b>(Provide details in section D)</b></p>
<p><b>Activities requiring senses:</b></p> <p><input type="checkbox"/> Feeling/touch      <input type="checkbox"/> Hearing      <input type="checkbox"/> Tasting      <input type="checkbox"/> Smelling</p> <p><input type="checkbox"/> Speaking      <input type="checkbox"/> Near vision      <input type="checkbox"/> Far vision      <input type="checkbox"/> Depth perception</p> <p><input type="checkbox"/> Colour vision      <input type="checkbox"/> Driving      <input type="checkbox"/> Viewing computer screen – % of day: _____</p> <p>Additional information: _____</p>	<p><input type="checkbox"/> No limitations/restrictions;</p> <p style="text-align: center;"><b>OR</b></p> <p><input type="checkbox"/> Limitations/restrictions <b>(Provide details in section D)</b></p>
<b>NON-PHYSICAL WORK-RELATED CAPACITIES</b>	
<p><b>Schedule demands:</b></p> <p><input type="checkbox"/> Following a schedule, maintaining attendance/punctuality      <input type="checkbox"/> Prolonged work days, overtime</p> <p><input type="checkbox"/> Shift work, rotating      <input type="checkbox"/> On call</p> <p><input type="checkbox"/> Deadlines ( <input type="checkbox"/> frequent or <input type="checkbox"/> occasional )      <input type="checkbox"/> Repetitive, short cycle work</p> <p><input type="checkbox"/> Variety of tasks      <input type="checkbox"/> Maintaining stamina/pace of work</p> <p><input type="checkbox"/> Travel – frequency: _____ mode of transportation: _____ time of day: _____</p> <p>Additional information: _____</p>	<p><input type="checkbox"/> No limitations/restrictions;</p> <p style="text-align: center;"><b>OR</b></p> <p><input type="checkbox"/> Limitations/restrictions <b>(Provide details in section D)</b></p>
<p><b>Social/Emotional demands:</b></p> <p><input type="checkbox"/> Working in isolation      <input type="checkbox"/> Teamwork</p> <p><input type="checkbox"/> Relationship/network building      <input type="checkbox"/> Supervising others</p> <p><input type="checkbox"/> Influencing others      <input type="checkbox"/> Seeking/responding to feedback/constructive criticism</p> <p><input type="checkbox"/> Conflict resolution (negotiating, mediating)      <input type="checkbox"/> Exposure to emotional or confrontational situations</p> <p><input type="checkbox"/> Working with crisis or emergency situations      <input type="checkbox"/> Interactive communication and interaction with clients, colleagues, supervisor</p> <p>Additional information: _____</p>	<p><input type="checkbox"/> No limitations/restrictions;</p> <p style="text-align: center;"><b>OR</b></p> <p><input type="checkbox"/> Limitations/restrictions <b>(Provide details in section D)</b></p>
<p><b>Cognitive/Mental Demands:</b></p> <p><input type="checkbox"/> Continuous alertness, sustained concentration/focus      <input type="checkbox"/> Attention to detail</p> <p><input type="checkbox"/> Working under specific instructions      <input type="checkbox"/> Self-supervision/autonomy</p> <p><input type="checkbox"/> Attaining precise limits/standards      <input type="checkbox"/> Retention of information</p> <p><input type="checkbox"/> Multitasking      <input type="checkbox"/> Organizational ability, time management</p> <p><input type="checkbox"/> Problem solving, decision making      <input type="checkbox"/> Initiative</p> <p><input type="checkbox"/> Adaptability      <input type="checkbox"/> Analytical thinking</p> <p><input type="checkbox"/> Sound judgement      <input type="checkbox"/> Effective written communication</p> <p>Additional information: _____</p>	<p><input type="checkbox"/> No limitations/restrictions;</p> <p style="text-align: center;"><b>OR</b></p> <p><input type="checkbox"/> Limitations/restrictions <b>(Provide details in section D)</b></p>







Clear Data

Help

Protected B when completed

**SECTION D – Physician or health practitioner’s assessment – DO NOT INCLUDE A MEDICAL DIAGNOSIS**  
(to be completed by the physician or health practitioner only)

Initial report     Follow-up report/reassessment    Date of initial assessment: \_\_\_\_\_  
yyyy-mm-dd

Due to this injury, illness, or medical condition, this employee is:

<input type="checkbox"/> <b>Fit to work</b> (capable of all duties)	<b>OR</b>	<input type="checkbox"/> <b>Fit to work with limitations/restrictions</b> (capable of modified/alternative duties or work schedule)	<b>OR</b>	<input type="checkbox"/> <b>Unfit to work</b>  <input type="checkbox"/> own job duties <input type="checkbox"/> any job duties
		Estimate as to when the employee will be capable of full regular duties:  _____		Estimate as to when the employee will be capable of modified/alternative or full duties:  _____
		yyyy-mm-dd		yyyy-mm-dd
<input type="checkbox"/> The employee will never be capable of full regular duties.				

Provide details about EACH work limitation/restriction, including whether it is temporary or permanent, identified in section C, as well as any additional limitations/restrictions that may impact the employee’s ability to function in the workplace. Please ensure you consider any limitations/restrictions related to medication, as well as safety issues for the employee and/or co-workers.

Specify whether each limitation/restriction is temporary or permanent (if additional space is needed, please add pages as necessary).

**Limitations/restrictions for physical work-related capacities**

_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent

**Limitations/restrictions for non-physical work-related capacities**

_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent



Clear Data

Help

Protected B when completed

_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent

**Limitations/restrictions in the work environment**

_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent
_____	<input type="checkbox"/> temporary	<input type="checkbox"/> permanent

Is a graduated return to work schedule recommended?  
**Graduated return to work schedule:** Easing an employee back into the workplace after an absence. It typically involves an employee working reduced hours and/or days per week, over a defined period of time, gradually increasing the hours to pre-injury/ pre-illness level. The gradual increase in hours is often combined with modified or transitional work.

Yes     No

If yes, please indicate the recommended hours and timeframe:

Date to reassess this employee's functional abilities if the employee is currently unable to perform his/her full regular or modified duties:

Date: \_\_\_\_\_  
 yyyy-mm-dd

Not applicable

Physician or health practitioner's information:

_____	_____	Date: _____
Physician or health practitioner's name (print)	Physician or health practitioner's signature	yyyy-mm-dd

I consent to be contacted should clarifying information be required. I understand that the employee will be made aware of all communication I have with the employer.

Yes     No

Personal information is collected under the authority of paragraphs **30 (1) (d)** and **51 (1) (i)** of the Canada Revenue Agency (CRA) Act. Information collected will be used to support the effective management of an injury or illness case, and to facilitate the monitoring and reporting of such cases within the CRA. Failure or refusal to provide complete or accurate information may result in the CRA being unable to effectively manage the injury or illness case. Personal information is described in the standard personal information bank **PSE 907 – Occupational Health and Safety**, in the Internal Services chapter of Info Source.

Personal information is protected under the **Privacy Act** and individuals have a right of protection, access to and correction or notation of their personal information and to file a complaint with the Privacy Commissioner of Canada regarding our handling of their information. Further details regarding requests for personal information at the CRA and, our **Info Source** chapter can be found at [cra-arc.gc.ca/atip](http://cra-arc.gc.ca/atip).

[Clear Data](#)[Help](#)

## Occupational Fitness Assessment Form Glossary

**Physician or health practitioner:** An individual who is registered, licensed or certified to practice in the jurisdiction where the services are rendered, and who can provide primary health care, diagnose an injury or illness and determine and/or provide necessary procedures or treatments to patients.

When asked to indicate frequency, use the following as a guideline:

Occasionally = 0-33% of the employee's work day

Frequently = 34-66% of the employee's work day

Constantly = 67-100% of the employee's work day

When asked to provide supporting information such as "% of day" or "time required", indicate as accurate an account as possible, using the following formula: divide the typical hours per day the employee is engaged in the activity by the total number of hours in the employee's work day, and multiply by 100.

Example: an employee spends six (6) hours of their seven and a half hour (7.5) hour day working at the computer. Using the formula noted above,  $(6.0/7.5) \times 100 = 80$ ; the employee spends 80% of their day doing computer work.

## PHYSICAL WORK RELATED CAPACITIES

### Standing activities

- Balancing:** Maintaining body equilibrium to prevent falling when walking, standing, crouching, or running on narrow, slippery, or erratically moving surfaces.
- Stooping:** Bending the body downwards and forwards by bending the spine at the waist.
- Crouching:** Bending the body downwards and forwards by bending at the legs and spine.
- Squatting:** Bending the legs at the knees with the heels close to or touching one's buttocks or the back of one's thighs.
- Kneeling:** Bending the legs at the knees to come to rest on the knee(s).
- Crawling:** Moving about on the hands and knees or hands and feet.
- Climbing:** Ascending or descending ladders, stairs, scaffolding, ramps, poles, ropes and the like, using the feet and legs and/or hands and arms.

### Lifting/Carrying/Pushing/Pulling

- Lifting:** Raising or lowering an object from one level to another (includes upward pulling).
- Carrying:** Transporting an object, usually holding it in the hands or arms or on the shoulder.
- Pushing:** Exerting force upon an object so that the object moves away from the force (includes slapping, striking, kicking, etc.)
- Pulling:** Exerting force upon an object so that the object moves towards the force (includes jerking motions).

### Working with shoulders/Elbows/Wrists/Hands/Fingers

- Reaching:** Extending the hands and arms in any direction.
- Fingering:** Picking, pinching, or otherwise working primarily with the fingers (rather than with the whole arm or hand as in handling).
- Handling:** Seizing, holding, grasping, turning, or otherwise working with the hand or hands (fingering not involved).

### Activities requiring senses

- Feeling/ touch:** Perceiving such attributes of objects and materials as size, shape, temperature or texture, by means of receptors in the skin, particularly those of the fingertips.
- Hearing:** Perceiving the nature of sounds by the ear. Hearing is important for those activities which require the ability to receive detailed information through oral communication, or to make fine discriminations by sound.
- Tasting:** Includes the detection of saltiness, acidity, sweetness, temperature, freshness, texture, and other taste characteristics.
- Smelling:** Includes the detection of concentration or strength of odours, discrimination between subtly different types of odours, and odour localization.
- Speaking:** Imparting oral information. Involves conveying detailed or important instructions to others accurately, loudly, or quickly.
- Near vision:** Clarity of vision at 20 inches or less.
- Far vision:** Clarity of vision at 20 feet or more.
- Depth perception:** Three-dimensional vision. The ability to judge distance and spatial relationships so as to see objects where and as they actually are.
- Colour vision:** The ability to identify and distinguish colours.

[Clear Data](#)[Help](#)

## PHYSICAL WORK ENVIRONMENT

<b>Moisture:</b>	Involves contact with water or other liquids or exposure to non-weather related humid conditions.
<b>Vibration:</b>	Exposure to a shaking object or surface.
<b>Exposure to weather:</b>	Exposure to outside atmospheric conditions.
<b>Extreme cold:</b>	Exposure to non-weather related cold temperatures.
<b>Extreme heat:</b>	Exposure to non-weather related hot temperatures.

**Exposure to noise, distracting stimuli:** Exposure to visual, auditory or other sensory stimuli in proximity of the worker such that it could be distracting during the performance of work duties. Auditory stimuli may include verbal conversations of colleagues in an open office area, phones ringing, alarms, pagers, motors, and noises that are loud, sudden, or unpredictable in occurrence. Visual stimuli may include movement of people, vehicles, objects, and noticeable changes in illumination.

### Potential hazards

<b>Moving mechanical parts:</b>	Exposure to possible bodily injury from the moving mechanical parts of equipment, tools, or machinery.
<b>Intermittent noise:</b>	Occurs at irregular intervals; not continuous or steady.
<b>Continuous noise:</b>	Frequent, occurring at regular interval and/or without interruption.
<b>Biological/chemical contaminants:</b>	Biological contaminants include mould, rodent feces, insects, rotten food, etc. Chemical contaminants include industrial and household chemicals, pesticides, etc.

## NON-PHYSICAL WORK-RELATED CAPACITIES

<b>Repetitive, short cycle work:</b>	Performing a few routine and uninvolved tasks over and over again according to set procedures, sequence, or pace with little opportunity for diversion or interruption.
<b>Variety of tasks:</b>	Involves frequent changes of tasks involving different aptitudes, technologies, procedures, working conditions, physical demands, or degrees of attentiveness without loss of efficiency or composure.
<b>Maintaining stamina/pace of work:</b>	Performing tasks at a consistent pace. Involves keeping up effort over a long period of time.

### Social/Emotions demands

<b>Working in isolation:</b>	Working in an environment that regularly precludes face-to-face interpersonal relationships for extended periods of time due to physical barriers or distances involved.
<b>Teamwork:</b>	Working cooperatively with co-workers or others involved in a common goal.
<b>Relationship/network building:</b>	Establishing a meaningful connection with people inside or outside the organization who are or might be useful to the achievement of work objectives. It involves the building of these relationships and the effort required to maintain them, and includes demonstrating respect, trust, and understanding when interacting with others in order to nurture the relationship and advance work objectives.
<b>Interactive communication and interaction:</b>	Transmitting and receiving information clearly and communicating actively with others by considering their points of view in order to respond appropriately. Interactive communication involves active listening, interpreting social cues, and participating in the flow of conversation.
<b>Influencing others:</b>	Influencing people in their opinions, attitudes, and judgements. It may involve writing, demonstrating, or speaking to persuade and motivate people to change their attitudes or opinions, participate in a particular activity, or purchase a specific commodity or service.
<b>Supervising others:</b>	Involves giving instructions, and encouraging and developing others by fostering and promoting their learning, development, and growth in order to successfully perform in current or future roles.
<b>Conflict resolution:</b>	The ability to facilitate the prevention and/or resolution of conflict while preserving working relationships.
<b>Seeking/responding to feedback/constructive criticism:</b>	Listening to and asking for feedback. It involves clarifying instructions, asking questions or asking for help, and openness to, and reflection on, the feedback/constructive criticism provided.
<b>Exposure to emotional or confrontational situations:</b>	<p>Exposure to emotional situations: Exposure to situations where the employee may face emotionally stressful circumstances or exposure to situations in which the client or the public may be emotionally distressed and the employee is required to interact with the individual in order to complete a job requirement.</p> <p>Exposure to situations where, in the course of their duties, employees may be directly confronted by an individual or may encounter confrontational situations requiring action on their part. The confrontation may be in person or over the telephone. The client or public may be verbally aggressive or abusive, insistent, hostile, loud, threatening, disruptive, or may refuse to follow an instruction.</p>



[Clear Data](#)[Help](#)**Cognitive/Mental demands**

**Continuous alertness, sustained concentration/focus:** Involves remembering work routine, completing tasks through interruptions, refocusing/redirecting attention, sustaining attention, and screening out extraneous environmental stimuli.

**Attention to detail:** Work tasks require attention to detail or concentration on details of information.

**Working under specific instructions:** Performing tasks only under specific instructions, allowing little or no room for independent action or judgement in working through problems.

**Self-supervision autonomy:** Working effectively without supervision. This involves assessing one's own work performance, judging work pace, identifying areas of confusion, comparing work performance to standards, and initiating areas of improvement.

**Attaining precise limits/standards:** Involves adhering to and achieving exact levels of performance, using precision measuring instruments, tools, and machines to attain precise dimensions, preparing exact verbal and numerical records, or complying with precise instruments and specifications for materials, methods, procedures, and techniques to attain a specified standard.

**Retention of information:** The ability to retrieve and recall on demand information that has been previously learned.

**Multitasking:** Performing and/or monitoring more than one task/function at a time and judging when tasks or functions require attention. It involves prioritizing tasks and managing time effectively. It does not involve the performance of sub tasks concurrently within one task assignment or activity.

**Organizational ability, time management:** Involves prioritizing tasks and completing tasks in the prescribed amount of time.

**Problem solving, decision making:** Choosing and committing to a course of action. This involves solving problems, making evaluations, or reaching conclusions in a timely manner and based on subjective or objective criteria, such as the five senses, knowledge, past experiences, or quantifiable or factual data.

**Initiative:** Assuming responsibility and taking independent action when facing issues, problems, or opportunities without being asked or prompted by others or waiting for problems to arise.

**Adaptability:** The ability and willingness to alter/adjust behaviours, opinions, and approaches in light of new information, changing situations, and/or different environments.

**Analytical thinking:** Using a logical reasoning process to break down and work through a situation or problem to arrive at an outcome. This involves one or more of the following: organizing the parts of a problem or situation in a systematic way; making systematic comparisons of different features or aspects; tracing implications or issues step by step; setting priorities on a rational basis; and identifying time sequences and/or causal relationships.

**Sound judgement:** This involves thinking through the possible impact of one's actions and decisions on all interested parties, and exercising one's discretion after full and fair consideration of all the facts (e.g., protecting confidential taxpayer/confidential information and safeguarding CRA security, funds, property).

**Effective written communication:** The ability to produce clear, concise, and grammatically correct written material in English and/or French, conveying the information accurately and as appropriate to the circumstances and intended readership.

**APPENDIX F - MEDICAL ASSESSMENT CONSENT FORM**

This is a formal CRA document. The text must not be altered or modified in any way, except where indicated.

**TO BE COMPLETED BY MANAGER, AND SIGNED BY EMPLOYEE****Medical Assessment Consent Form**

I, **[name of employee]**, agree to undergo a medical assessment **[include in the form of a fitness to work evaluation when requesting the assessment through Contractor name]**, which will be conducted by **[name of employee's physician or health practitioner OR medical personnel of Contractor name]**. The reasons I have been asked to undergo a medical assessment have been fully explained to me by a representative of my employer, the Canada Revenue Agency (CRA).

I understand and agree that the CRA will provide **[name of employee's physician or health practitioner OR Contractor name]** with a detailed description of the reason(s) for requesting the medical assessment, and details about the capacities required for my job, and that I will receive a copy of this written referral before the evaluation. I understand that the CRA is restricted by the *Privacy Act* to release to **[name of employee's physician or health practitioner OR Contractor name]** only information that is directly relevant to my situation and necessary to conduct the medical assessment, as described in the written referral.

**Use this paragraph only if the employee is being assessed by [Contractor name]**

I authorize my physician or health practitioner(s) (e.g., physician, specialist, health facility, or health professional) to discuss and/or disclose with **[Contractor name]** information of my medical file(s). This information must be limited to a specific range of dates or about a specific current condition, and/or treatment plan that are pertinent to a condition for which a fitness to work evaluation request has been made. I authorize **[Contractor name]** to discuss and/or disclose the contents of my medical file held by **[Contractor name]** with my physician or health practitioner(s). I understand that **[Contractor name]** is collecting this information in order to assess my fitness to work. It will be treated as personal information in accordance with the provisions of the *Access to Information Act* and the *Privacy Act*. **[Contractor name]** will not disclose my personal information without my written consent, except where disclosure is required by law.

I authorize **[name of employee's physician or health practitioner OR Contractor name]** to provide the CRA with:

- an interpretation of the medical assessment (e.g., completed Occupational Fitness Assessment Form (OFAF) and/or explanatory letter, if applicable), which will provide information on my ability to perform the duties, and fulfil the responsibilities of my job;
- any functional limitations/restrictions due to the medical condition(s) identified during the evaluation. **[Name of employee's physician or health practitioner OR Contractor name]** will not disclose any medical information, including a diagnosis, to the CRA; and
- any information required to clarify **[name of employee's physician or health practitioner OR Contractor name]**'s interpretation of the medical assessment, if necessary. I understand that I will be made aware of all communication with the physician or health practitioner.

Information collected by **[name of employee's physician or health practitioner OR Contractor name]** will be retained by **[name of employee's physician or health practitioner OR Contractor name]**. This medical information may be referenced by **[name of employee's physician or health practitioner OR Contractor name]** if I undergo another medical assessment in the future. Alternatively, if I require a workplace ergonomic assessment, this information may be shared with CRA's service provider responsible for ergonomic services, if applicable, to



support the ergonomic process. The information will be treated as personal information in accordance with the provisions of the *Access to Information Act* and the *Privacy Act*.

I have read the information above or had it explained to me. I understand the nature of the medical assessment and the reasons my personal information will be collected and used by **[name of employee's physician or health practitioner OR Contractor name]**. I declare that I have given my consent voluntarily. I understand that I may withdraw my consent at any time. If I revoke my consent to undergo the medical assessment, I authorize **[name of employee's physician or health practitioner OR Contractor name]** to advise the CRA that I have done so.

Unless previously revoked by me in writing, my consent will expire six months from the date this consent form is signed, or on the date on which the final medical assessment report is received by the CRA, whichever is later. I understand that revoking my consent may lead to the CRA's inability to provide me with reasonable and timely accommodation as sufficient information identifying my medical limitations and restrictions may not be available.

Name of employee: \_\_\_\_\_  
(Print name)

Home address: \_\_\_\_\_

Telephone number (home): \_\_\_\_\_ Telephone number (work): \_\_\_\_\_

E-mail address (home): \_\_\_\_\_

E-mail address (work): \_\_\_\_\_

\_\_\_\_\_  
(Signature) Date: \_\_\_\_\_  
yyyy-mm-dd

Name of witness: \_\_\_\_\_  
(Print name)

\_\_\_\_\_  
(Signature) Date: \_\_\_\_\_  
yyyy-mm-dd

Personal information is collected under the authority of paragraphs [30 \(1\) \(d\)](#) and [51 \(1\) \(i\)](#) of the *Canada Revenue Agency (CRA) Act*. Information collected will be used to support the effective management of an injury or illness case, and to facilitate the monitoring and reporting of such cases within the CRA. Failure or refusal to provide complete or accurate information may result in the CRA being unable to effectively manage the injury or illness case. Personal Information is described in the standard personal information bank [PSE 907 – Occupational Health and Safety](#), in the Internal Services chapter of [Info Source](#).

Personal information is protected under the [Privacy Act](#) and individuals have a right of protection, access to and correction or notation of their personal information and to file a complaint with the Privacy Commissioner of Canada regarding our handling of their information. Further details regarding requests for personal information at the CRA and, our *Info Source* chapter can be found at [cra-arc.gc.ca/atip](http://cra-arc.gc.ca/atip).



**APPENDIX G - SAMPLE COVER LETTER TO PHYSICIAN OR SERVICE PROVIDER FROM MANAGER**

**This letter is meant to be gender neutral.**

**TO BE COMPLETED BY MANAGER**

[Date]

[Address]

To [Whom It May Concern]:

Re: [Employee's Full Name]

Confirmation Number: [**Contractor name** reference number, if applicable]

**Dear Dr. (name)**

**Use the following paragraphs if the letter is being sent to the employee's physician or health practitioner:**

The Canada Revenue Agency (CRA) is committed to promoting employee well-being and providing a healthy, safe, and supportive work environment. This includes:

- a comprehensive workplace accommodation process;
- an ergonomics prevention program which aims to reduce the occurrence of musculoskeletal injuries by eliminating or reducing exposure to ergonomics hazards; and
- access to information and ergonomics coaches who are trained on basic ergonomics principles.

Our employee, [**Employee's name**] has reported

that due to an [**illness / injury**], [**name of employee**] is limited in [**their**] ability to perform the normal range of activities related to **their** work.

**Or (manager is to choose which applies to the employee)**

that [**he/she**] is currently under your care.

We are requesting your collaboration for a fitness to work evaluation of [employee's name] that will allow us, in consultation with [**Employee name**], to arrange a reasonable workplace accommodation, as required.

Please note that the CRA will reimburse the expense(s) related to the completion of [**Employee name**] fitness to work evaluation. If additional information is needed to complete the evaluation (e.g., specialist referral(s), diagnostic tests, laboratory analysis, etc.), we ask that you work with applicable health professional(s) in order to provide us with a comprehensive evaluation of (**Employee name**) fitness to work and any limitations/restrictions.

**Use the following paragraph if the letter is being sent to CRA external service provider:**

The Canada Revenue Agency (CRA) is committed to promoting employee well-being and providing a healthy, safe, and supportive work environment. This includes:

- a comprehensive workplace accommodation process;
- an ergonomics prevention program which aims to reduce the occurrence of musculoskeletal injuries by eliminating or reducing exposure to ergonomics hazards; and
- access to information and ergonomics coaches who are trained on basic ergonomics principles.



Our employee, **[Employee's name]** has reported that due to an **[illness / injury]**, **[employee name]** is limited in their ability to perform the normal range of activities related to their work. As such, we are requesting a fitness to work evaluation of **[employee's name]** that will allow us, in consultation with **[employee name]**, to arrange a reasonable workplace accommodation, as required.

**Include the following in ALL letters:**

Context:

**[Employee name]** has been an employee of the CRA since **[date]**, and currently occupies the position of **[employee's job title]**. **Indicate whether the employee is currently in the workplace OR on leave without pay and if so, since when.**

The following concerns or behaviours have been identified within the workplace:

- *In a bulleted list, using factual and objective language describe your concerns or observed behaviours.*
- *[e.g., changes in behaviour or performance, suspected risks/danger to the employee or others, information disclosed by the employee, patterns of leave, failed attempts to return to work, etc.].*

**If applicable, include brief details of accommodation measures attempted or already in place, and their outcome**

The following measures have been taken in an attempt to accommodate the employee:

- *In a bulleted list, describe how you accommodated the employee.*
- *[e.g., modified duties, reduced workload, complex files were reassigned to others, processing time was increased, flexible hours, telework, adaptive technology or equipment etc.]*

**In the following paragraph, identify any specific questions you would like the assessor to address.**

When evaluating the employee's fitness to work, could you please consider and answer the following questions :

- i) *insert case specific question(s).*
- ii)

The enclosed CRA *Occupational Fitness Assessment Form (OFAF)* lists the non-physical and physical capacities **[employee name]** required to effectively perform the duties of **[his / her]** job as well as the working conditions and any particular risks or stressors of the job.

Please complete the physician or health practitioner portion of section C, and section D, providing as much detail as possible on **[employee name]**'s fitness to work and any limitations/restrictions related to those capacities which hinder **[their]** ability to do the job duties. **Please do not include a diagnosis or treatment plan, nor provide any confidential medical information.**

When the fitness to work evaluation is finished, **please mark all correspondence as 'Personal and Confidential'** and return the completed OFAF to:

**Name and full mailing or courier address:**

The information you provided in the OFAF will only be used to confirm **[employee name]**'s ability to **[remain-at-work / return-to-work]** and arrange a workplace accommodation, as necessary.

Thank you for working with us to support **[ employee name]**.

Please do not hesitate to contact me if you wish to discuss this request or have any questions.

Sincerely,



**Manager's Name**

**Title**

**Address**

**Telephone Number:**

Enclosures: Medical Assessment Consent Form  
Occupational Fitness Assessment Form (OFAF)  
Job Description  
Other relevant documentation (e.g., prior medical notes or OFAFs on file)

cc: [Employee's name]  
Labour Relations Advisor



## APPENDIX H - MEDICAL ASSESSMENTS

### Medical Assessment Information Sheet for Employees

The health and well-being of all employees is a priority at the Canada Revenue Agency (CRA). The CRA is committed to supporting the continued employment of those experiencing limitations and restrictions due to an injury, illness, disability or medical condition, whenever possible. This is often accomplished through the accommodation process.

#### What is accommodation?

Accommodation is the process and implementation of changes to a job and/or the job environment which enables an employee who has an injury, illness, disability or medical condition to perform their duties productively, and to the best of their abilities. The employer has a [legal obligation](#) to make every effort to support employees in staying at work, or facilitating their safe return to work from an absence due to an injury, illness, disability or medical condition, by implementing reasonable [workplace accommodation](#). An employee must accept a reasonable offer of accommodation that meets the identified limitations and restrictions, even if it is not their preferred option.

Employees have an obligation to actively participate in this process. This includes making sure that their employer has enough information about the impact of an injury, illness, disability or medical condition on their ability to perform their job duties, to be able to make the necessary accommodation. In most cases, this information is obtained through a medical assessment.

#### What is a medical assessment?

A medical assessment is an evaluation of an employee's injury, illness, disability or medical condition as related to their job duties. It provides information on limitations and restrictions which is used to determine if and when the employee is medically fit to remain at work, or return to work, and safely perform the duties of their job. This information also supports the implementation of workplace accommodation, as applicable.

Note: a medical assessment may also be referred to as a fitness to work evaluation.

#### What are limitations and restrictions?

Limitations and restrictions refer to those tasks or actions of their job duties which an employee cannot do, or may need to do in a different way, as a result of an injury, illness, disability or medical condition.

#### What are the benefits of undergoing a medical assessment?

A medical assessment provides a number of benefits for both the employee and the employer:

- It ensures that the manager has enough information to determine appropriate accommodation in the workplace to support the employee's well-being, and their ability to safely remain at work, or return to productive work following leave due to an injury, illness, disability or medical condition.
- Although the scope of a medical assessment does not extend to treatment, it may provide the employee with information, and possibly services that help to foster their recovery. Whether an employee has been referred by their physician or health practitioner, or has decided to seek treatment on their own, they are encouraged to contact their insurer directly concerning their entitlement to benefit coverage, in advance of proceeding with a certain course of treatment.
- In some situations, it may also provide information that can be used to support long term leave claims and access to insurance benefits, as appropriate.



**Note:** Your manager is not entitled to ask for a medical diagnosis, only information about how your injury, illness, disability or medical condition will affect your ability to do your job. Your medical information will be kept confidential, shared only a “need to know” basis in order to determine workplace accommodation.

**Who will do the medical assessment?**

The employee’s own physician or health practitioner should be the primary source of this information. Where this is not possible (e.g., the employee does not have a physician or health practitioner or attempt(s) to gain enough information from the employee’s physician or health practitioner have not been successful), the manager will request a medical assessment (in the form of a fitness to work evaluation) through the CRA’s health services provider.

All correspondence sent from the CRA will be marked ‘Personal & Confidential’.

**Why would I be referred for a medical assessment?**

A medical assessment is generally requested as a result of the following situations:

- The employee experiences a change in their health status.
- The employee is returning to work following an absence related to an injury, illness, disability or medical condition.
- The employee has a continuing impairment, causing them to remain absent from work for a prolonged period. The employee must be reassessed to update their fitness to work status and determine next steps.
- The employee’s working conditions have changed significantly and more information is required to determine the impact on an existing injury, illness, disability or medical condition and/or to adjust existing accommodation.
- The employee indicates, or the manager observes, that there has been a change in the employee’s ability to perform the duties/responsibilities of their position, or if there is a reason to believe the employee is a danger to themselves or others.

Your manager will discuss the specific reason(s) for requesting the medical assessment with you.

**What can I expect before the assessment?**

After discussing the purpose of, and reason(s) for, requesting a medical assessment, your manager will prepare the following documents to send to the physician or health practitioner:

**Covering letter to the physician or health practitioner**

The covering letter will summarize the reason(s) for requesting the medical assessment. It will provide the relevant background information without violating your right to privacy. There is instruction provided in the covering letter to the physician or health practitioner that all correspondence sent to the CRA should be marked ‘Personal and Confidential’.

**Occupational Fitness Assessment Form (OFAF)**

The OFAF will identify the physical and non-physical (e.g., cognitive, social/emotional) capacities that you need to successfully perform your job duties. It will also outline the working conditions and any particular risks or inherent stressors of your position.

**Job description**

Your job description will provide the physician or health practitioner with a detailed account of the key activities, work characteristics, effort, and working conditions of your job.

**Medical assessment consent form**

The purpose of the consent form is to provide your written consent:



- to undergo the medical assessment;
- for the CRA to provide your physician or health practitioner or Service Provider with the reasons for requesting the medical assessment;
- for your physician or health practitioner to discuss and/or disclose information of your medical file(s) limited to a specific range of dates or about a specific current condition, and/or treatment plan that are pertinent to a condition for which a fitness to work evaluation request has been made; and/or
- for the physician or health practitioner or Service Provider to provide an interpretation of the assessment to your manager, including any clarifying information as required.

The consent form also acknowledges the CRA's commitment to maintaining your privacy, only disclosing information about your limitations and restrictions on a "need-to-know" basis, for the purposes of confirming your ability to remain at or return to work and/or arranging a workplace accommodation. Unless previously revoked by the employee in writing, consent will expire six months from the date the consent form is signed, or on the date on which the final medical assessment report is received by the CRA, whichever is later.

**Note:** Some physician or health practitioners may require you to sign an additional consent form at the time of the appointment.

#### **What will I need to do to help in this process?**

Your manager will ask for your help to complete the documents noted above, to ensure that your job duties are accurately reflected and that you are aware of what information is being provided to the physician or health practitioner or Service Provider and why. You will have the opportunity to discuss the contents of the package before it is finalized, and you will receive a copy of all of the documents for your records.

You must sign the consent form before the package of documents can be given to the physician or health practitioner or Service Provider. If you do not provide your consent for the medical assessment, your manager will not be able to obtain the information necessary to ensure that you can safely perform your duties, or to arrange appropriate accommodation. In some situations, in order to ensure your health and safety, or that of others, it may be necessary for you to go on leave, or remain on leave, until information concerning your fitness to work and any limitations and restrictions is obtained, and the appropriate accommodation has been put in place.

If your physician or health practitioner will be conducting the medical assessment, you should schedule an appointment as soon as possible. Your manager will give you the documents to take to your appointment, or, if required, arrange for these documents to be sent directly to your physician or health practitioner. If a cost is incurred for the completion of the OFAF, the CRA will reimburse this expense when you provide your manager with a receipt of payment from the doctor or medical clinic.

If the medical assessment is requested as a fitness to work evaluation through the CRA Service Provider, your manager will send the completed package directly to them. The Service Provider will assign your file to one of their physicians or health practitioners, and will contact you to schedule an appointment. The CRA is responsible for any costs related to a fitness to work evaluation completed by the Service Provider.

#### **What will happen during the assessment?**

When conducting the assessment, the physician or health practitioner may do any or all of the following:

- review your medical history;
- conduct a physical examination; or
- refer you to a specialist for further diagnostic tests/laboratory analysis, and/or assessment.

Please note that you are asked not to disclose any protected work-related information, for example, taxpayer information, during the course of the medical assessment.

**What information will the physician or health practitioner provide to my manager?**

After your assessment, the physician or health practitioner will complete the OFAF, which will indicate your fitness to work as one of the following:

- fit to work and capable of all your duties;
- fit to work with limitations and restrictions, and capable of modified or alternate duties/hours of work; or
- unfit to work and capable of no duties at the current time.

The physician or health practitioner will also provide your manager with a detailed list of your limitations and restrictions (e.g., avoidance of certain physical tasks, limited functioning of certain cognitive or social/emotional capacities) that will allow your manager to understand what duties within your position may require accommodation in order for you to successfully perform your job. **The physician or health practitioner will not disclose a medical diagnosis or any confidential medical information.**

**What happens after the medical assessment?**

Whether the assessment is completed by your physician or health practitioner or the CRA Service Provider, instructions will be provided for returning the report (i.e., the completed OFAF and any accompanying explanatory letter). Once the report is received, your manager will contact you to discuss the contents and the next steps. If clarifying information is required, your manager may have to contact the physician or health practitioner or Service Provider to obtain this information, and will let you know prior to doing so.

The limitations and restrictions identified on the OFAF will be used to support you in remaining at work or returning to work, through the implementation of workplace accommodation, which includes providing a healthy, safe, and supportive work environment. You (and your union representative, if you choose to involve them) will be involved in the development and implementation of the accommodation plan. Once the accommodation plan has been put in place, your manager will continue to monitor your progress and respond to any changing needs. If there is a change in your medical condition, you should report this to your manager as soon as possible, in order to ensure that the accommodation provided continue to best support you and your ability to perform your job tasks.

**What resources are available to help me in this process?**

It is important that you have a clear understanding of, and are comfortable with, the purpose and general process of the medical assessment. The CRA's Early Intervention and Return to Work (EIRTW) process is in place to assist employees dealing with an injury, illness, disability or medical condition to remain at, or return to, productive work in a safe and timely manner. This includes providing support through the medical assessment process. Your manager will work with you to ensure your situation is managed effectively, and in a timely manner, in order to achieve an appropriate resolution.

If you have any questions or concerns after reviewing this information sheet, please speak to your manager. You may also consult with the [Employee Assistance Program](#) (EAP) or your union representative if you have any concerns that your manager cannot address, or if you need additional support. For more information about the management of injury and illness within the CRA, you can also refer to the Directive on [Early Intervention and Return to Work](#) and the [Early Intervention and Return to Work Approach](#).



APPENDIX I - SAMPLE WORK DESCRIPTION

SP0128 Work Description

WORK DESCRIPTION	
IDENTIFYING INFORMATION	
Job Number	SP0128
CAS No.	20012254
Job Title	Compensation Advisor
Group and Level	SP-05
Effective Date (DD-MM-YYYY)	01.11.2007
Job Type	<input checked="" type="checkbox"/>
National	<input type="checkbox"/>
Regional	<input type="checkbox"/>
Headquarters	
Branch / Region	Human Resources Branch
Approved Location(s)	Various
RATING	
17 - 51 - 64 - 31 - 19 - 43 - 93 - 1 - 1 - 1 - 2 - 2 - 2 = 327	
MANAGEMENT AUTHORIZATION	
"I approve the responsibilities described in this work description and authorize its use in the locations indicated above."	





Original signed by  
Lysanne Gauvin

Assistant Commissioner

06.12.2006

\_\_\_\_\_  
Signature, Delegated Manager

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

### CERTIFICATION

"I certify that the following is a description of the work to be performed."

\_\_\_\_\_  
Signature, Immediate Supervisor

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

"I certify that I have received this work description."

\_\_\_\_\_  
Signature, Incumbent

\_\_\_\_\_  
Date

Employees may present a grievance related to the content and/or the classification of the work description for the position that they occupy. Job content grievances are to be presented in accordance with the provisions of the relevant collective agreement or terms and conditions of employment. Classification grievances are to be presented within 35 calendar days of the date employees have been notified of a decision as per article 68 (1) of the Public Service Labour Relations Board Regulations.

In this document, all expressions designating people refer to men and women.

### CLIENT-SERVICE RESULTS

Provision of compensation advice, guidance and the resolution of compensation and/or benefit related problems on behalf of managers and employees within the Canada Revenue Agency.

Processing of compensation, benefit and/or pension related transactions.

**KEY ACTIVITIES**

Processes compensation, benefit and pension related transactions (Tier 2) referred from client services agents (Tier 1).

Analyzes and provides, advice and guidance on all aspects of the federal governments compensation-related legislation, policies, procedures and systems; resolves problematic and atypical compensation benefit related and pension; and where required consults with other government departments to resolve compensation issues.

Analyses trends in compensation problems experienced by Client Service Agents (Tier 1).

**WORK CHARACTERISTICS****RESPONSIBILITY AND SKILL****(1) Planning**

Plans own workload based on compensation problems referred from the call centre agents (tier 1), Intake Services, Processing Services or pulled by the respective Team leader from the Compensation case management system. This involves researching and providing advice and guidance to employees and managers on compensation issues and analyzing trends in compensation-related problems.

Participates, where required, as a team member in the planning and organizing of special projects or initiatives in recommending tasks, timelines and the planning of own workload. For example, the implementation of a new classification standard and design and the testing of new processes and/or system enhancements.

**(2) Analysis and Problem Solving and (3) Decision Making**

Researches and analyzes atypical or unresolved compensation or benefit related inquiries generated from client inquiries referred from Client Service Agents (tier 1), received by Intake Services, processing Support or pulled and assigned by the Team Leader from the Compensation case management system. Researches the nature of the problem, employees' entitlements, consults directives, legislation, policies and/or procedures. Integrates information concerning the clients pay history, collective agreements and pay policies that may impact the guidance provided to the client and determines what if any options are available. Advice provided can impact the clients' financial well-being as well as lead to the potential risk of law suits following an error calculation. Advice and guidance to clients is rendered in accordance with legislation, policy, procedures and entitlements under Collective Agreements.

Researches and provides options on pension related compensation inquiries on behalf of employees and managers. In order to determine options, research is undertaken on the employees entitlements, the provisions stated in current and past policies, directives and collective agreements as well as gaining an understanding of the employees current and future financial circumstances, needs and personal plans. Advice provided can impact the clients' financial well-being as well as lead to the potential risk of law suits following an error calculation.



Advice and guidance to clients is rendered in accordance with legislation, policy, procedures and entitlements under Collective Agreements.

Determines overpayment situations through the investigation of employment payment records, and provisions stated in policies and collective agreements. Initiates corrective action to recover monies owing. Decisions and action taken are guided by relevant acts, regulations and policies established by the Agency, Treasury Board and Public Works and Government Services (PWGSC).

Initiates and actions compensation entitlements, as per the existing collective agreements. Maintains the Agency's automated compensation system (CAS) and documents client case information in the Compensation case management system. Information actioned and maintained is used to track compensation actions, and decisions taken to establish a corporate history of all compensation-related activities for each employee. Failure to action or update system, may impact an employees financial well-being, and future compensation decisions.

Analyzes trends in compensation related problems referred and/or experience by Client Service Agents (tier 1), Processing Support, Intake Services or pulled and assigned by a Team Leader from the Compensation case management system. Information gathered, through the analysis of CAS and compensation related policies and procedures, is submitted to Team Leader for consideration when determining training needs and/or undertaking service delivery improvements.

#### **(4) Internal Contacts, (5) External Contacts and (6) Communication Skills**

Provides advice and guidance verbally and in writing on compensation and/or benefit options to managers, employees or their representatives (lawyers, other family members). The subject matter discussed may require the adaptation of terminology, policies and procedures in order to ensure understanding by the client.

Participates as a team member and when required on special compensation initiatives and projects, in the exchange of information, and demonstrates work processes to new colleagues or temporary employees. Provides feedback on questions and support to Client Services Agents (Tier 1) who possess varying levels of experience within the compensation field.

Consults with colleagues, clients and officials within and outside (Workers Compensation, Insurance Companies) the Agency, to gather information and clarify legislation, policies and/or procedures.

#### **(7) Knowledge**

The work requires knowledge of

Compensation-related legislation, regulations, policies, procedures to analyze and provide advice and guidance on problematic and atypical compensation, benefit or pension issues and to provide advice and guidance to Client Service Agents (Tier 1) and Processing Support staff.



Compensation Client Service Center operations, the organizational structure, priorities, performance and service standards in order to provide advice, guidance and information to managers, staff and employees.

Canada Revenue Agency technologies including Agency and compensation approved software in order to assess and rectify compensation and benefit issues.

Working knowledge of Treasury Board, PWGSC (superannuation branch), and other government departments, in order provide explanations of programs, refer clients and seek solutions to compensation or benefit problems.

Contacts, programs and policies of agencies such as Workers Compensation, Insurance Companies, etc. in order to provide advice and guidance to clients, process employee entitlements to benefits or process transaction on behalf of the agency such as employee premiums, etc.

## **EFFORT**

### **(8) Physical Effort**

Work is completed in a call site environment, while sitting at a desk in front of a computer and requires effort to focus on a screen for long periods of time. This occurs on average for periods of 4 to 6 hours per day. The job allows for complete flexibility to change work activities and to leave the workstation and to move about.

### **(9) Sensory Effort**

The work requires keyboarding skills to operate a personal computer. The work requires intermittent sustained attention, but allows for a change in sensory focus to accommodate interruption or alter work activities.

### **(10) Repetitive Motion Effort**

The work involves the use of a computer to access, enter and retrieve information. Such work allows flexibility to change activities.

## **WORKING CONDITIONS**

### **(11A) Psychological Work Environment**

The work is carried out in a call centre environment where staff responds to numerous inquiries on a daily basis. The work environment is characterized by a lack of privacy due to the open office design and frequent interruptions by colleagues and the noise level can result in frustration due to a loss of concentration.

The work requires keeping a professional distance and maintaining composure in the face of emotional or distressed employees and/or their representatives when answering questions and/or



providing advice and guidance on compensation or benefit- related matters in sensitive situations such as death or retirement.

**(11B) Physical Work Environment**

The work involves working in call centre environment with exposure to office noise and glare from computer screens.

**(12) Risk to Health**

The work is performed in an office environment that is highly controlled and where exposure to accident, injuries or illness is minimal.



**APPENDIX J - SAMPLE NOTIFICATION OF APPOINTMENT TO EMPLOYEE / SUGGESTED WORDING**

DATE: ???

To: EMPLOYEE xx (work email or personal email address)

Re: File number XXX and subject XXX

---

Please note that a medical appointment has been scheduled for you as follows:

Date: XXX

Time: XXX

Location/Address: directions, parking instructions, electronic link to facilitate the employee locating the assessor's office.

Telephone: (???) ???-????

Name of Assessor: XXX

Type of assessment and it's duration:

**Instructions for appointment: (provide any instructions required to ensure optimum results)**

Should you require a specific accommodation, please contact our office .....

Requirement to complete any forms in advance of appointment.....

Please arrive at least xxx minutes ahead of the appointment.

Please note that should you be unable to attend your appointment for any reason, it must be rescheduled and/or cancelled with at least XX hours notice by contacting XXXX (be specific).

**Contact Information of service provider:**

XXX



**APPENDIX K - SAMPLE STATUS UPDATE FORM**

**Status Update on Service Request**

**Service request details**

Service request #: \_\_\_\_\_

Labour Relations Advisor: \_\_\_\_\_

**Status of the service request** (check the appropriate box)

Appointment date is set for \_\_\_\_\_.  
(date)

Appointment has been delayed. New appointment date is set for \_\_\_\_\_.  
(date)

A special exam is required. The specialist appointment has been set for \_\_\_\_\_.  
(date)

The required assessment took place on \_\_\_\_\_.  
(date)

Additional or clarifying information has been requested from the Fitness to Work Evaluation (FTWE) assessor/specialist. The information is expected by \_\_\_\_\_.  
(date)

**Comments** (please include the reason for any delays, as well as any other available information that can be shared at this time that could allow the employer to determine interim accommodation, or return the employee to work.)

-  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date of update: \_\_\_\_\_  
(date)

Update provided by: \_\_\_\_\_  
(name)



## APPENDIX L – SAMPLE LETTER- OFAF RESULTS TO EMPLOYEE’S PHYSICIAN

Date

Dr. – [name]

Address

Dear Dr. [name]

**Re: Employee: --, Employer: Canada Revenue Agency**

On (date), the Canada Revenue Agency (CRA) requested an Occupational Fitness to Work Evaluation from (name of organization) for the above-noted employee. This evaluation was requested to identify any restrictions and limitations impacting the employee’s ability to carry out daily work tasks in order for the employer to establish any required accommodations for the employee.

The enclosed medical reports have not been provided to the employer as they contain medical information that is beyond what the employer requires in fulfilling its duty to accommodate obligations. Note that the employer has only received the completed Occupational Functional Assessment Form (OFAF), attached, containing information that is consistent with the employer’s above-noted request.

The enclosed package, that contains complete medical assessment(s) for the employee, is being sent to you:

- For your own records;
- To review and action our treatment recommendations, as required

Should you have any questions or concerns, please do not hesitate to contact our office.

XXX

Name and contact information

C.c. Employee





**APPENDIX M – SAMPLE LETTER – OFAF RESULTS TO CRA REQUESTING OFFICER AND EMPLOYEE'S MANAGER**

Hello

**Re: Employee: --, Employer: Canada Revenue Agency**

On (date), the Canada Revenue Agency (CRA) requested an Occupational Fitness to Work Evaluation from (name of organization) for the above-noted employee. The purpose of this evaluation is to identify restrictions and limitations impacting the employee's ability to carry out daily work tasks in order for the employer to establish any required accommodations for the employee.

Please find attached the completed Occupational Functional Assessment Form (OFAF) for the above-noted employee.

Please take note that the completed OFAF contains information that is consistent with the employer's request. There is no medical information that is shared with the employer as it remains confidential and is beyond what the employer requires in fulfilling its duty to accommodate obligations.

With the employee's consent, the employee's treating physician received a copy of all medical documentation for their own records and in order to review and action applicable treatment recommendations, as required.

Should you have any questions or concerns, please do not hesitate to contact our office.

XXX Name

**NOTE: manager to provide a copy of this page and OFAF to employee**



## APPENDIX N – SAMPLE NON-CONFORMANCE REPORT

August 20, 20XX

Service Request Number: 12345678

Written by: Name

Reviewed by: Name

### Non-Conformance Received

Date: dd/mm/yr

### Response to Non-Conformance Issue

Issue:

The in-person examination required in order to complete the employee's Occupational Fitness Assessment Form (OFAF) has not yet occurred, although approval was provided on June 20, 20XX.

Key Time Line:

June 20, 20XX: CRA approved the in-person examination required in order to complete the employee's OFAF.

June 21, 20XX: A status update was sent to the Labour Relations Advisor (LRA). In this status update, it was noted that the Medical Assessment Consent Form was expired and the (contractor's name) required a new signed Consent Form from the employee.

June 21, 20XX: A Notice of Appointment with an incorrect date was sent via email to the employee and the LRA. The LRA alerted (the contractor's name) of the error and notified (the contractor's name) the employee was on leave from work and provided a telephone number for the employee so that confirmation of availability could be provided.

June 24, 20XX: A revised Notice of Appointment was created and sent via email to the employee and LRA noting an evaluation date of July 03, 20XX. (The contractor's name) attempted to follow-up with the employee by phone, but called an incorrect phone number ((the contractor's name) error). (The contractor's name) notified the LRA and manager that phone contact did not occur.

June 25, 20XX: CRA confirmed the employee's telephone number and (the contractor's name) left a message on the employee's voicemail requesting a call back.

June 28, 20XX: (The contractor's name) attempted to reach the employee at various times of the day and left a voice message requesting a call back. As the employee did not return the call, (the contractor's name) advised the



LRA they were unable to confirm the employee could attend the appointment and thus, the July 03, 20XX appointment would be cancelled. (The contractor's name) requested that the LRA confirm whether the assessment should be rescheduled.

July 30, 20XX: (The contractor's name) followed up with the LRA requesting confirmation whether the assessment should be rescheduled.

July 30, 20XX: The LRA confirmed that the assessment could be rescheduled and requested that the employee be provided the Medical Assessment Consent Form with the intention that the employee would complete and provide the form to the physician on the pending evaluation date.

July 31, 20XX: (The contractor's name) advised the LRA, as per the process that an updated consent form was required prior to the re-scheduling of the assessment.



**APPENDIX O - SAMPLE MONTHLY REPORT**

**TRACKER (CRA HAS Contract)**

MONTH: October 2019

Date SR Received	CRA SERVICE REQUEST NUMBER	NAME OF THE REQUESTING OFFICER	CRA RESPONSIBILITY CENTRE CODE (Region)	TYPE OF SERVICE	STATUS	Scheduled within Service Standards	Reason for Delay	Status Update Sent	DATE OF ASSESSMENT	Special Exam Required	DATE OF AF SENT TO CLIENT	INVOICE DATE	INVOICE #	ASSOCIATED COST (WITHOUT TAX)	DATE INVOICE SENT TO CLIENT
YYYY.MM.DD			QC	Fitness To Work	Attended	Y/N		YYYY.MM.DD	YYYY.MM.DD	Y	YYYY.MM.DD	YYYY.MM.DD			YYYY.MM.DD
YYYY.MM.DD			ON	Fitness To Work	Booked	Y/N		YYYY.MM.DD	YYYY.MM.DD	N	YYYY.MM.DD	YYYY.MM.DD			YYYY.MM.DD
YYYY.MM.DD			NCR	Fitness To Work	Not Scheduled	Y/N		YYYY.MM.DD	YYYY.MM.DD	Y	YYYY.MM.DD	YYYY.MM.DD			YYYY.MM.DD
YYYY.MM.DD			PRA	Fitness To Work	Re-scheduled	Y/N		YYYY.MM.DD	YYYY.MM.DD	N	YYYY.MM.DD	YYYY.MM.DD			YYYY.MM.DD

**Number of Non-Conformance Reports**

Date Non-Conformance Report Received	CRA SERVICE REQUEST NUMBER	Total
YYYY.MM.DD		0

**SPECIAL EXAMS**

Date SR Received	Reference Number	File Contact	Region	Type of Assessment	Attendance Status	Scheduled within Service Standards	Reason for Delay	Status Update Sent	Date Appointment Scheduled	Date Report Sent to Client	Date Closed	Invoice Date	Invoice #	Amount Invoiced to Client
YYYY.MM.DD			QC	Special Exam	Attended	Y/N		YYYY.MM.DD	YYYY.MM.DD	Not Sent	YYYY.MM.DD	YYYY.MM.DD		
YYYY.MM.DD			ON	Special Exam	Not Scheduled	Y/N		YYYY.MM.DD	YYYY.MM.DD	Not Sent	YYYY.MM.DD	YYYY.MM.DD		
YYYY.MM.DD			NCR	Special Exam	Booked	Y/N		YYYY.MM.DD	YYYY.MM.DD	Not Sent	YYYY.MM.DD	YYYY.MM.DD		
YYYY.MM.DD			PRA	Special Exam	Not Scheduled	Y/N		YYYY.MM.DD	YYYY.MM.DD	Not Sent	YYYY.MM.DD	YYYY.MM.DD		



**Annex B - Basis of Payment**

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm all-inclusive unit price by region, a firm all-inclusive percentage and cost reimbursable expenses as specified in Annex B, DDP (destination). Customs duties are included and Applicable Taxes are extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

**A. Fitness to Work Evaluations (FTWEs)**

The Contractor shall be paid a firm all-inclusive unit price (flat rate) per FTWE per employee.

The FTWE fee includes but it is not limited to:

- Pre-FTWE direction/guidance, and responses to telephone or email inquiries on FTWE needs, as required.
- All time spent scheduling, coordinating, and obtaining approvals required to complete the FTWE process as described in the Statement of Work (SOW) in Annex A. For example, scheduling appointments, cancelling appointments and re-scheduling appointments (if required), quality assurance reviews, revisions to documents, Medical Director or Senior Medical Officer reviews.
- Answering an employee manager’s questions in the covering letter as well as any other follow-up questions from the CRA;
- Communicating (by email or by phone) with the CRA and any medical professionals regarding specific cases.
- The employee’s medical assessment and completion of the OFAF including:
  - whether the employee is fit to work without limitations or restrictions; or
  - whether the employee is fit to work with limitations or restrictions and their duration; or
  - whether the employee is unfit to work in their own job duties; or
  - whether the employee is unfit to work in any job duties;
  - whether the employee has any related occupational limitations and restrictions; and
  - the duration (temporary or permanent) of the limitations and restrictions.
- Production of statistical reports as required in the SOW.

The FTWE fee is charged to CRA after the first medical assessment appointment has occurred (primary single assessment).

Region	Unit of Issue	FTWE All-Inclusive unit price (A)	FTWE All-Inclusive unit price (B)	FTWE All-Inclusive unit price (C)	FTWE All-Inclusive unit price (D)	FTWE All-Inclusive unit price (E)	FTWE All-Inclusive unit price (F)
		Contract Year 1	Contract Year 2	Option Year 1	Option Year 2	Option Year 3	Option Year 4
Atlantic	Each	\$	\$	\$	\$	\$	\$
Headquarters	Each	\$	\$	\$	\$	\$	\$



Ontario	Each	\$	\$	\$	\$	\$	\$
Québec	Each	\$	\$	\$	\$	\$	\$
Pacific	Each	\$	\$	\$	\$	\$	\$
Prairies	Each	\$	\$	\$	\$	\$	\$

**B. Administrative Fees for medical tests and special exams**

The Contractor shall be paid a one-time firm all-inclusive mark-up percentage as provided in the table below of the cost of the medical tests and special exams, regardless of the region of the test and special exam. The fee includes all time spent on any activity required to process the test and special exam, as described in the Statement of Work (SOW) in Annex A. This may include:

- Administration, coordination, obtaining approvals, scheduling, cancelling, rescheduling appointments, contacting the employee and CRA Requesting Officer, quality assurance reviews, revisions to documents, Medical Director or Senior Medical Officer reviews, answering any questions from the CRA and employee, sending correspondence by mail/courier; and
- Communication (by email or by phone) with the CRA and any medical professionals regarding the test or special exam.

	Firm all-inclusive mark-up percentage (%) (AA) Year 1	Firm all-inclusive mark-up percentage (%) (BB) Year 2	Firm all-inclusive mark-up percentage (%) (CC) Option Year 1	Firm all-inclusive mark-up percentage (%) (DD) Option Year 2	Firm all-inclusive mark-up percentage (%) (EE) Option Year 3	Firm all-inclusive mark-up percentage (%) (FF) Option Year 4
All Regions	%	%	%	%	%	%

**C. Cost Reimbursable Expenses:**

**Medical tests and special exams**

1. The Contractor will be reimbursed for medical tests prescribed by a physician (e.g. blood work, urinalysis, and x-ray) and/or fees for special exams (e.g. referral to a psychiatrist or specialized, physician assessment(s)) that need to be performed as part of the Fitness to Work Evaluation (FTWE). The costs are to be charged at actual cost with no allowance for mark-up or profit, and any such costs are to be supported by copies of invoice receipts from the physician or medical practitioner conducting the assessment(s).



### **Cancellation and Absences**

2. There will be **no applicable fee** for cancellations or absences provided the notification is 24-hours (1 Business day) or more prior to the scheduled medical appointment.

In the case of a referral for an appointment with a medical specialist, there will be no applicable fee for cancellations or absences provided the notification is 72-hours (3 business days) or more prior to the scheduled medical appointment.

All applicable cancellation and absence fees must be supported by copies of invoice receipts from the physician or medical practitioner.

When invoicing the CRA for a cancellation or absence fee, the date the appointment was cancelled must be indicated on the invoice



Annex C - Security Requirements Check List (SRCL)

Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat: 1000343956
Security Classification / Classification de sécurité

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

Form with multiple sections: 1. Originating Government Department or Organization (Canada Revenue Agency), 2. Branch or Directorate (Human Resources Branch), 3. Subcontract Number, 4. Brief Description of Work, 5-7. Security requirements questions with Yes/No/Oui/Non checkboxes, 7. a) Information access (Canada, NATO, Foreign), 7. b) Release restrictions, 7. c) Level of information (PROTECTED A, B, C, CONFIDENTIAL, SECRET, TOP SECRET).

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité







Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat: 1000343956
Security Classification / Classification de sécurité

PART A (continued) / PARTIE A (suite)
8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)
10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis
PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)
INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS
11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
PRODUCTION
11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)
11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité





Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat: 1000343956
Security Classification / Classification de sécurité

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

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.
For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.
Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Table with columns for Category, PROTECTED PRDTEGÉ, CLASSIFIED CLASSIFIÉ, NATO, and COMSEC. Rows include Information / Assets, IT Media / Support TI, and IT Link / Lien électronique.

- 12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification"...



## SRCL - Information Security Requirements

The Contractor must abide by the following Information Security Requirements:

- Access to CRA Protected information and systems containing CRA Protected information is to be provided to appropriately cleared personnel and on a need to know basis only;
- Protected CRA information is not to be stored on cloud based systems;
- Use of standalone dedicated equipment (such as laptop) is required to store and perform work on CRA Protected information;
- Equipment handling CRA Protected information is to be fully encrypted (MS BitLocker is the CRA standard to fully encrypt hard drive of the standalone equipment);
- Equipment must be built with appropriate anti-virus, anti-malware, anti-spyware, etc. security safeguards;
- Equipment handling CRA Protected information must be set with access control (as a minimum UserID and Password are to be used);
- Screen savers are to pop-up after 10 to 15 minutes of session inactivity and requires passwords to continue the session;
- CRA Protected information must be stored on encrypted PDSB:
  - USB devices
    - MS BitLockerToGo (BTG) is the CRA standard to encrypt USB devices;
  - CD devices
    - McAfee File and Removable Media Protection is one of the CRA standard to encrypt CD devices or;
    - WinZip is the other CRA standard to encrypt CD devices;
- PDSBs may not contain a mixed of CRA and Non-CRA data;
- Protected information sent via email is to be contained in encrypted attachments (WinZip is one of CRA standard to encrypt attachments – see below for additional security rules for using WinZip);
- All CRA Protected information is to be deleted/destroyed at the end of the contract (Hard drives requires to be wiped, Portable Data Storage Devices (PDSB) such as USB/CD, must be sent back to CRA, paper documents are to be shredded).

### Additional security rules for sending zipped (WinZip) files via email:

- The email's subject line must never contain any Protected information;
- Protected data must not be in the body text (description) of the email but within attached Zipped and Encrypted documents (in MS Word, Excel, or PowerPoint);
- The name of the Zipped file is not to contain any Protected information;
- The encryption method is to be set to 256-bit AES;
- Password must not be a word of the dictionary or a name;
- The minimum password length must be 8 characters long;
- The password must contain:
  - at least one lower case character (a-z),
  - at least one upper character (A-Z),
  - at least one numeric character (0-9), and
  - at least one symbol character (!, @, #, \$, %, ^, &, ...).
- The one time password must be provided either via the telephone or within a second email message but only sent after receiving confirmation of reception of the message containing the Zipped/Encrypted file;
- The email must be sent to one destination only (one email address).



**Additional security rules for McAfee File and Removable Media Protection:**

- To decrypt the CD, insert the encrypted CD/DVD into the optical drive. McAfee File and Removable Media Protection – Removable Media window will come up. If it does not automatically come up, navigate to the CD drive and run **MfeEERM.exe**

**Physical Security Requirements**

- The Outside Consultant are to store CRA protected information in a locked container located in a locked room when not in use;
- The Outside Consultant are to store CRA protected waste in a locked container until it is returned to CRA to be destroyed;
- The Outside Consultant must report immediately any actual or suspected loss, or unauthorized disclosure of information to CRA security official;
- The Outside Consultant must report immediately any theft of CRA asset (laptop) to the Agency Operations Centre (AOC) of the Security and Internal Affairs Directorate at 1-866-362-0192 and to the functional authority for the contract.

**In Transit**

- The Outside Consultant should as a general rule, exercise good judgment and ensure that every reasonable effort has been made to minimize the risk to CRA protected information or asset (laptop) at all times;
- The Outside Consultant are to secure CRA protected information and asset (laptop) in a locked briefcase when transporting the information. The briefcase must be tagged with a forwarding or return address and/or phone number of the Outside Consultants' office. While travelling by vehicle, the briefcase must be placed in a locked trunk, or out of sight in a locked vehicle;
- While on public transit systems, the Outside Consultant are to maintain control of the briefcase containing CRA protected information and are not to expose the material to others.



ATTACHMENT 1: BID SUBMISSION FORM

<b>BID SUBMISSION FORM</b>		
<b>Bidder's full legal name</b>		
<b>Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)</b>	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
<b>Bidder's Procurement Business Number (PBN)</b> [see the Standard Instructions 2003]  [Note to Bidders: Please ensure that the PBN you provide matches the legal name under which you have submitted your bid. If it does not, the Bidder will be determined based on the legal name provided, not based on the PBN, and the Bidder will be required to submit the PBN that matches the legal name of the Bidder.]		
<b>Jurisdiction of Contract:</b> Province or territory in Canada the Bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)		
<b>Bidder's Proposed Site(s) or Premises Requiring Safeguard Measures.</b> See Part 6 for instructions.	Address of proposed site or premise: _____ City: _____ Province: _____ Postal Code: _____ Country: CANADA	
<b>Former Public Servants</b>  See the Part 5 of the bid solicitation entitled Former Public Servant for a definition of "Former Public Servant".	Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation?  Yes ____ No ____  If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant"	



	<p>Is the Bidder a FPS who received a lump sum payment under the terms of the Work Force Adjustment Directive?</p> <p>Yes ____ No ____</p> <p>If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant"</p>
<p><b>Security Clearance Level of Bidder</b></p> <p>[include both the level and the date it was granted]</p> <p><b>[Note to Bidders: Please ensure that the security clearance matches the legal name of the Bidder. If it does not, the security clearance is not valid for the Bidder.]</b></p>	
<p>On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:</p> <ol style="list-style-type: none"><li>1. The Bidder considers itself and its proposed resources able to meet all the mandatory requirements described in the bid solicitation;</li><li>2. This bid is valid for the period requested in the bid solicitation;</li><li>3. All the information provided in the bid is complete, true and accurate; and</li><li>4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.</li></ol>	
<p><b>Signature of Authorized Representative of Bidder</b></p>	