



**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
francine.michon@tpsgc-pwgsc.gc.ca

**LETTER OF INTEREST**  
**LETTRE D'INTÉRÊT**

**Comments - Commentaires**

This document contains a security requirements.

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

**Issuing Office - Bureau de distribution**

Services Procurement-Instruments Management  
Division/Approvisionnement de services-Gestion des  
instruments  
Terrasses de la Chaudière 5th Floor  
10 Wellington Street  
Gatineau  
Quebec  
K1A 0S5

<b>Title - Sujet</b> Reliability Screening services	
<b>Solicitation No. - N° de l'invitation</b> W6369-20A003/B	<b>Date</b> 2020-01-28
<b>Client Reference No. - N° de référence du client</b> W6369-20A003	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$ZQ-014-37284
<b>File No. - N° de dossier</b> 014zq.W6369-20A003	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2020-02-13</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Michon, Francine	<b>Buyer Id - Id de l'acheteur</b> 014zq
<b>Telephone No. - N° de téléphone</b> (613) 294-4136 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>  Specified Herein Précisé dans les présentes	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

**THIS IS NOT A SOLICITATION DOCUMENT**

**THIS IS A REQUEST FOR INFORMATION (RFI) FROM INDUSTRY**

The intent of this Request for information (RFI) and draft Statement of Work (SOW) and Evaluation Criteria is to solicit feedback on all aspects detailed herein so as to enable Canada to consider industry perspectives and to provide industry with reasonable planning lead time to prepare for any resultant RFP.

**Overview**

Public Works and Government Services Canada (PWGSC), acting on behalf of the Department of National Defence (DND) requires a contractor to provide reliability screening on applicants to the Canadian Forces Recruiting Group (CFRG).

The Department of National Defence (DND) Canadian Forces Recruiting Group (CFRG) is responsible for the development and maintenance of performance standards for the recruiting process, to select and train Canadian Armed Forces (CAF) members who are involved in the recruiting process, and to coordinate the attraction, processing, selection and enrolment of eligible and suitable applicants to the CAF.

The mission of CFRG is twofold: to support the operational capability of the CAF by recruiting (attracting, processing, selecting and enrolling) Canadian citizens (and on a limited basis foreign applicants) to join the Regular Force; and to process the requests of Canadian citizens (and on a limited basis foreign applicants) who wish to join the Primary Reserve or the Cadet Instructors Cadre.

The Contract Period will be from Contract Award to two years later. Canada will grant by the contractor an irrevocable option to extend the term of the contract by up to five additional periods of one year under the same conditions.

**NOTE TO POTENTIAL RESPONDENTS**

**Responses**

The material in this RFI package is for the solicitation of **feedback only**. Responding to this RFI is not a prerequisite to receiving any resulting Request for Proposal for the provision of third-party monitoring and assessment of the RCM implementation phases. However, all suppliers are encouraged to indicate their level of interest by responding to the questions, in order to facilitate a better understanding of requirements and capabilities from both PWGSC and industry perspectives.

The publication of this RFI must not be construed as a commitment on Canada's part to issue a subsequent "Request for Proposal" for PWGSC's requirement and no contract or other form of commitment will be entered into with any Respondent based on responses to this RFI. This RFI must in no way be considered as authorization by Canada for Respondents to undertake any work, which would result in costs to Canada. Canada will not be liable for, nor shall it reimburse any Respondents for any costs, fees or expenses, which any Respondent incurs in the preparation or submission of its response to this RFI. Canada will not be bound by anything stated herein. Canada reserves the right to change, at any time, any or all parts of the requirement as it deems necessary.

Respondents are advised that any information submitted to Canada in response to this RFI may be used in development of a subsequent RFP. Respondents will not be bound by any aspect of their response to this RFI. All responses to this RFI will be held by Canada on a confidential basis

(subject to applicable legislation), and remain the property of Canada once they have been received.

## **ENQUIRIES**

Any questions from Respondents concerning this RFI must be made in writing to the Contracting Authority stated below, via e-mail on or before the closing date of this RFI.

Respondents are to assume all responsibility for the successful delivery and receipt of all questions to the Contracting Authority stated below. Questions submitted to any other person but the Contracting Authority, or in any other form, will not be answered. Responses given in any other manner than that which is outlined above will not be binding upon any party.

Canada reserves the right not to respond to questions received after the closing date of this RFI, or to any question not related to this RFI. 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 questions or may request that the respondent do so, so that the proprietary nature of the question is eliminated. Enquiries not submitted in a form that can be distributed to all Respondents may not be answered by Canada. If a question is determined to be proprietary, in Canada's sole discretion, Canada reserves the right to respond only to that party.

Canada reserves the right to engage in further consultations and submit questions to suppliers that responded to the RFI.

Following the assessment of the RFI responses, if Canada considers that the RFI responses should be further clarified to address possible proprietary information. Canada reserves the right to engage in One-on-one meetings. In this instance Canada will submit questions to industry participants who during a one-on-one meeting will be individually requested to verbally respond and discuss proprietary information with Canada.

## **Closing Date**

**Responses to this RFI will be accepted until 02:00 PM Eastern Daylight Time (EDT), on February 13, 2020.**

Each respondent is solely responsible for ensuring that its response is delivered on time to the correct location.

## **RESPONSES REGARDING THIS REQUIREMENT ARE TO BE SUBMITTED VIA EMAIL TO THE FOLLOWING PWGSC CONTRACTING AUTHORITY:**

Francine Michon – Supply Specialist  
Public Works and Government Services Canada  
Acquisitions Branch  
Professional Services Procurement Directorate  
10 Wellington Street,  
Gatineau, Quebec K1A 0S5  
Email: [francine.michon@tpsgc-pwgsc.gc.ca](mailto:francine.michon@tpsgc-pwgsc.gc.ca)

## **FORMAT OF RESPONSE**

Respondents are requested to review the draft SOW and evaluation criteria and respond to the following questions and provide the information requested in the tables below, Table 1 – Response to Questions and Requested Information.

**TABLE 1**  
**RESPONSE TO QUESTIONS AND REQUESTED INFORMATION**

QUESTIONS	RESPONSE
a. Is it feasible to complete the majority of the pre-employment checks within 5 days?	
b. How much would the level of effort and cost percentage compare to a 10 day completion time period?	
c. If 5 days is not feasible, what would be the fastest sustainable timeframe to have the majority of files completed?	
d. Could an incentive scale be implemented into the basis of payment? How could it be structured to avoid complicating the invoicing process? Refer to Draft Pricing Schedule.	
e. Would it be possible to expedite a percentage of files on request from DND? i.e. For one month, DND requests that 20% of files be completed in less than 5 days as opposed to the standard 10 day period.	
f. How much would the level of effort and cost percentage increase for the expedited files?	
g. What would be an appropriate lead time/ forecast to request expedited files?	
h. Based on the Statement of Work, how could extra time and effort be quantified and invoiced when completing files that are more complex? i.e. International data verifications, foreign education, delays due to mistakes from DND etc.	
i. Could you indicate if your firm is able to meet each of the mandatory criteria as described in the Evaluation Criteria?	
j. How would your company demonstrate compliance to the Mandatory Technical Criteria (MT1 - MT6)?	

**TABLE 1**  
**RESPONSE TO QUESTIONS AND REQUESTED INFORMATION**

QUESTIONS	RESPONSE
k. In the event that you are currently unable to meet some of the requirements as described in the Evaluation Criteria could you provide an explanation of the reasons why?	
l. Is there anything in the Statement of Work or Evaluation Criteria that would preclude you from bidding?	
m. If yes, can you identify the items that would preclude you from bidding and explain why?	
n. Does your company have the capability to conduct open source/ social media checks? If so, please describe the process for conducting the check. <ol style="list-style-type: none"> <li>1. What platforms are checked?</li> <li>2. Are there different types/ levels of open source checks?</li> <li>3. How are the results reported to clients?</li> </ol>	

## **Draft Statement of Work (SOW)**

### **1.0 Scope**

#### **1.1 Purpose**

1.1.1 The purpose of this Statement of Work (SOW) is to describe the requirements and work effort required from the Contractor by the Department of National Defence (DND) for the supply of services to meet the requirements for the support of Pre-Employment Screening.

#### **1.2 Background**

1.2.1 The Department of National Defence (DND) Canadian Forces Recruiting Group (CFRG) is responsible for the development and maintenance of performance standards for the recruiting process, to select and train Canadian Armed Forces (CAF) members who are involved in the recruiting process, and to coordinate the attraction, processing, selection and enrolment of eligible and suitable applicants to the CAF. The mission of CFRG is twofold:

1.2.1.1 To support the operational capability of the CAF by recruiting (attracting, processing, selecting and enrolling) Canadian citizens (and on a limited basis foreign applicants) to join the Regular Force; and

1.2.1.2 To process the requests of Canadian citizens (and on a limited basis foreign applicants) who wish to join the Primary Reserve or the Cadet Instructors Cadre.

1.2.2 In order for the Department of National Defence (DND) to achieve its goals and to retain the confidence of Canada's citizens and allies, each applicant must meet established operational standards for reliability. The Policy on Government Security (PGS) Article 3.2 states that there is a need within government to ensure that those having access to government information, assets and services are trustworthy and reliable. The PGS requires that individuals undergo a screening process if their duties or tasks necessitate access to sensitive information and assets. The Standard on Security Screening within the PGS also details the criteria under which a reliability screening will be carried out and the procedure to be followed.

1.2.3 The National Defence Security Orders and Directives (NDSOD) – Standard on Security Screening states that the PGS applies to all government institutions including the CAF. DND is responsible for conducting the reliability screening program with respect to prospective applicants to the CAF. The PGS assigns full authority for the application of all aspects of security to the Chief of the Defence Staff (CDS) for all CAF members. NDSOD – Personnel Security further states that the reliability status is a mandatory condition for enrolment in the CAF, thus every CAF applicant must complete the reliability screening process and be conferred with reliability status prior to enrolment.

1.2.4 Reliability Screening is a systematic method of confirming that an individual can be expected to be reliable and trustworthy in the performance of their duties and in the protection of the assets and interests of the CAF and its personnel. As indicated in the PGS, the conferral of reliability status indicates the successful completion of reliability checks which allows regular access to government assets with a need-to-know of protected information.

1.2.5 As stated in the NDSOD – Personnel Security, reliability screening for the purposes of enrolment in the CAF involves the verification of enhanced reliability checks, including personal data, education qualifications, employment data and reference checks.

1.2.6 A decision to grant or deny reliability status must be based upon adequate information. Where such information does not exist, is not provided or cannot be obtained, reliability status cannot be conferred. Approving authorities for granting or denying reliability status, a condition of

enrolment in the CAF, are the Canadian Forces Recruiting Center's (CFRC) Commanding Officers (COs), Detachment Commanders (Det Comds), and Commanding Officers (COs) of enrolling units.

1.2.7 The Personnel Security Screening Office (PSSO) within the Deputy Provost Marshall Police and Security (DPM Police and Security) oversees the certification aspect of the DND/CAF Security Screening Program, which includes both the reliability screening and the security clearance. The PSSO is responsible for conducting the Criminal Records Name Check (CRNC), the background credit check, and holding all files related to security screening.

### 1.3 List of Acronyms and Abbreviations

Abbreviation	Description
AOR	Area of Responsibility
CA	Contracting Authority
CAF	Canadian Armed Forces
CDS	Chief of the Defence Staff
CIC	Cadet Instructor Cadre
CFRC	Canadian Forces Recruiting Centre
CFRG	Canadian Forces Recruiting Group
CFRG HQ	Canadian Forces Recruiting Group Headquarters
COATS	Cadet Organizations Administration and Training Support
COs	Commanding Officers
CRNC	Criminal Record Name Check
Det Comd	Detachment Commander
DND	Department of National Defence
DWAN	Defence Wide Area Network
GSM	Government Supplied Materiel
IS	Information System
NDSOD	National Defence Security Orders and Directives
PIPEDA	Personal Information Protection and Electronic Documents Act
PGS	Policy on Government Security
PSS	Pre-Employment Screening System (contractors IS)
PSSO	Personnel Security Screening Office
PSUP	Pre-Employment Screening User Portal (the portion of the PSS that will link to the DWAN, and be accessible to CFRG personnel)
RPSO	Recruiting Personnel Selection Officer
RSR	Reliability Screening Report
SOW	Statement of Work.

## 2.0 Applicable Documents

### 2.1 References

2.1.1 The screening process entails the review and storage of personal information and, as such is governed by various provisions of the following Acts and policy documents (which also provide additional background information) (available upon request).

- Policy on Government Security (PGS) – Personnel Screening Standard (PSS);
- National Defence Security Orders and Directives (NDSODs);
- Canadian Charter of Rights and Freedoms;
- *Canadian Human Rights Act*;
- *Access to Information Act*;
- *Privacy Act*;

- *Personal Information Protection and Electronic Documents Act (PIPEDA);*
- *Criminal Code of Canada;*
- *Youth Criminal Justice Act (which replaced the Young Offenders Act);*
- *Criminal Records Act;*
- *Canadian Security Intelligence Services Act;*
- *Public Service Employment Act;*
- *Defence Production Act;* and
- NEMA IEC 60529 DEGREES OF PROTECTION PROVIDED BY ENCLOSURES – (IP CODE).

### **3.0 General Requirements**

#### **3.1 Scope and Timelines**

3.1.1 The Contractor must supply Pre-employment Screening that meets all the requirements identified within this SOW.

3.1.2 The Contractor must supply the following:

3.1.2.1 “Train the trainer” training on the Pre-Employment Screening User Portal (PSUP) for up to 30 CFRG pers. Training will take place upon request from CFRG for up to three (3) days, within a residential setting at a CAF establishment or CFRC location, at a date and time mutually agreed upon between the Technical Authority and the Contractor’s representative. Additionally, the contractor will provide a training package in order to facilitate follow on training.

3.1.2.2 The Contractor must conduct both Canadian and International verifications of data for regular CAF applicants, as detailed within Appendices 1 to 10, and in accordance with prescribed timelines. If there are any difficulties meeting these verification timelines, an extension must be requested from the TA prior to the deadline and may only be granted on a case by case basis.

3.1.2.3 The Contractor must complete Cadet Instructors Cadre (CIC)/Cadet Organizations Administration and Training Support (COATS) checks within twenty-five (25) working days of receiving the file.

3.1.2.4 For Canadian (or National) reliability checks, reports must be returned within ten (10) working days upon receipt of the request.

3.1.2.5 For International reliability checks, reports must be returned within fourteen (14) working days upon receipt of the request.

3.1.2.6 Reliability screening reports must be completed in accordance with Appendix 5. Each RSR must be finalized and submitted to the originating Canadian Forces Recruiting Center (CFRC) or Detachment reliability status Approval Authority. The list of the CFRCs and their Detachments is provided at Appendix 9.

3.1.2.7 The Contractor must be able to respect the above timelines during periods where there are applicant volume increases up to 20% per month. The Contractor will be provided with at least thirty (30) days’ notice of any significant changes above 20% of the average annual forecast.

#### **3.2 Tasks**

3.2.1 For each verification requested, the Contractor must:



- 3.2.2 Verify for accuracy all data submitted by the applicant to the CAF on “DND 4370 Personal Verification Form” (refer to Appendix 1);
- 3.2.3 Verify for accuracy all employment history data submitted by the applicant for the previous five (5) continuous years (refer to Appendix 2);
- 3.2.4 Verify all data related to education/professional/vocational qualifications submitted by the applicant (refer to Appendix 3);
- 3.2.5 Make contact with the educational, professional or personal references submitted by the applicant to validate and obtain sufficient detailed information to cover the previous five (5) continuous years (refer to Appendix 4);
- 3.2.6 Prepare detailed reports in accordance with SOW Section 4 (Deliverables) and submit them electronically via the Pre-Employment Screening User Portal to the respective CFRC/Det reliability status Approving Authority (CFRC Det Comd);
- 3.2.7 Operate in compliance with all applicable provincial and federal laws regarding the collection, safeguard, use, and disclosure of personal information, including the provisions of the Personal Information Protection and Electronic Documents Act (PIPEDA) and the Privacy Act;
- 3.2.8 Be readily available for discussion with the CFRC/Det Reliability status Approving Authority (or their representatives) as well as with the CFRG Headquarters (CFRG HQ) Recruiting Personnel Selection Officer (RPSO) when problems arise.
- 3.2.9 Provide reports in accordance with Appendices 6, 7, and 8.
- 3.2.10 Ensure the Pre-Employment Screening System (PSS) meets the technical requirements specified in Appendix 10; and
- 3.2.11 Deliver training and produce a training package in accordance with Appendix 11;

#### **4.0 Deliverables**

- 4.1 The Contractor must provide the following deliverables in accordance with the respective Appendix. Specific detail can be found for each deliverable at the following Appendices:

Appendix 1 – Requirements for Personal Data;  
Appendix 2 – Requirements for Employment History Data;  
Appendix 3 – Requirements for Education/Professional/Vocational Qualifications Data;  
Appendix 4 – Educational, Professional or Personal References Data;  
Appendix 5 – Reliability Screening Report (RSR);  
Appendix 6 – National/International Daily and Weekly Report;  
Appendix 7 – CAF Recruiting Reliability Screening Monthly Report;  
Appendix 8 – CAF Recruiting Reliability Screening Quarterly Report;  
Appendix 9 – Addresses of CFRC's and their Detachments; and  
Appendix 10 – Pre-Employment Screening System Technical requirements.  
Appendix 11 – Training/ Training package.

- 4.2 A comprehensive RSR must be sent in accordance with Appendix 5, within the allocated time period (i.e. National checks and International checks), to the respective CFRC/Det reliability status Approving Authority for each application. The RSR must contain the data listed in Appendices 1, 2, 3 and 4, as applicable, and must confirm that all required reliability checks were completed, including observations and any discrepancies for both Canadian and International checks. The contractors' Pre-Employment Screening User Portal must have a notification system

in place to inform the respective CFRC/Det that the RSR has been completed. Each part verified (i.e., Personal Data; Employment History Data; Education/Professional/Vocational Qualifications Data; and Educational, Professional or Personal References Data) must be assessed, based on the amount of information that has been gathered, and each part of the RSR must be labelled as one of the following:

#### 4.2.1 Whether the data verified was found to be:

4.2.1.1 Conclusive and Favorable: All of the information has been verified (Conclusive) and does not present any discrepancies, inconsistencies, incongruities or divergences (Favorable). A favorable assessment is also noted by the absence of any “red flags” (warning signals) that require additional review or consideration by the CFRC/Det reliability status Approving Authority. (Examples of red flags that may require additional review: if the applicant was suspended or fired, provided imprecise information about the employer, contrary information provided by applicant and employer, instability, inconsistency, irritability, confrontational behavior, social maladjustments, aggression, anger, problems accepting criticism, or an inability to work with others reported by employers or references. This list is not exhaustive).

4.2.1.2 Conclusive and Unfavorable: All of the information has been verified (Conclusive) and presents discrepancies, inconsistencies, incongruities or divergences (Unfavorable). An unfavorable assessment is also noted by the inclusion of any type of red flags, as described in the paragraph 5.2.1.1 that require additional review by the CFRC/Det reliability status Approving Authority.

4.2.1.3 Inconclusive: The information cannot be completely verified. If the information as not verifiable, a detailed explanation is required to ascertain the reasons why and the steps that were taken to verify it.

#### 4.2.2 The Contractor is required to maintain a detailed log of the activity on each file submitted, to include as a minimum:

4.2.2.1 Timeline of work performed, showing all processes, the date and time actions were carried out, and the name of the person who took the action;

4.2.2.2 Log of all conversations in support of a file, including date and time that each contact was attempted, whether or not contact was made, name of interviewer, name of contacted person and their position within the organization, and a transcript of the interview;

4.2.2.3 Detailed comments for each check conducted, and an explanation of any of the information that was inconclusive or not verified, including the reasons why.

4.2.3 A summary of findings containing an overall analysis of the compiled data for each part of the report (refer to Appendix 5) must be submitted via the Pre-Employment Screening User Portal to the respective CFRC/Det Reliability status Approving Authority no later than 9:00 AM on the deadline date;

4.2.4 The Contractor's Pre-Employment Screening System must be able to generate on-demand daily and weekly reports containing the Service Number (SN), name of applicant and details as to the cause of the delay for all cases within Canada and internationally, with an estimated return time (refer to Appendix 6);

4.2.5 On a monthly basis, provide a detailed “CAF Recruiting Reliability Screening Report” to each respective CFRC/Det Commander with an information copy to the CFRG HQ Ops and CFRG HQ RPSO (refer to Appendix 7). This report must contain the information for the respective CFRC/Det under its respective Area of Responsibility (AOR) for the previous month;

4.2.6 On a quarterly basis, provide a detailed “CAF Recruiting Reliability Screening Quarterly Report” to the CFRG HQ RPSO (refer to Appendix 8). This report must contain the information by CFRC/Dets and National Level, for the previous quarter;

4.2.7 CFRC/Det reliability status Approving Authority and the CFRG HQ RPSO may go back as required to the Contractor in order to seek any additional details and raise any required queries on any data fields within any of the reports; and

4.2.8 Reports which contain errors or other discrepancies will be sent back to the Contractor for correction and additional checks at no additional cost to Canada. The corrections, amendments or additional checks must be re-sent to the respective CFRC/Det reliability status Approving Authority in accordance with Appendix 5, within the allocated time period.

4.3 The contractor must provide training on use and function of the Pre-Employment Screening User Portal for up to 30 CFRG pers. Training will take place upon request from CFRG for up to three (3) days, within a residential setting at a CAF establishment or CFRC location, at a date and time mutually agreed upon between the Technical Authority and the Contractor's representative. Additionally, the contractor will provide a training package to CFRG. The training package must contain all content required to deliver training on the use and function of the Pre-Employment Screening User Portal as detailed in Appendix 11.

4.3.1 The Pre-Employment Screening System must meet the technical requirements specified in Appendix 10.

## **5.0 Location of Work**

5.1 The work must be performed at the Contractor's and/ or subcontractor's site within Canada, with the exception of the initial training session, which will be delivered at a CAF establishment or CFRC det.

## **6.0 Travel**

6.1 The Contractor may be required to travel to a CAF establishment or CFRC det to conduct initial training session.

6.2 All required travel must be pre-approved in writing by the Technical Authority.

## **7.0 Official Languages**

6.1 The Contractor must communicate with and serve Canadians contacted - being schools, employers, and references in the official language of their choice. The Contractor must submit deliverables and communications to CFRG in the official language that it was submitted.

## **8.0 Level of Effort**

Historically, CFRG has processed an average of 10,000 files per year or 815 files monthly from the 6 different RAOR's across Canada.

Broken down as follows:

- 1% are international reference checks.
- 8% are COATS files.

## **Appendix 1: Requirements for Personal Data (DND 4370)**

### PERSONAL DATA

A1-1.0 Verification of the following personal data with the appropriate registrar includes:

A1-1.1 Full name;

A1-1.2 Date of birth;

A1-1.3 Place of birth; and

A1-1.4 Current and former addresses for the previous 5-year period.

## Personal Verification Form

Surname	Service number
Email address	

The Department of National Defence or its agents will conduct background inquiries in connection with your application for employment with the Canadian Armed Forces. When completing this form make sure to include all the necessary information. The information obtained from your employers, references and educational institutions is an important part of the process to obtain a Reliability Status. For your employment history, all your previous employer(s) will be contacted; you can advise us not to conduct a check of your employment background only if it pertains to your current employer(s).

**Selecting and preparing your references**

A valid reference is defined as an adult (18 years of age or older) that knows you well enough to provide a worthwhile, fair and adequate assessment about your personal character. Members of your family or relatives, family friends, friends, neighbours, co-workers or peers are not considered valid references. Your references, either individually or in combination, must have known you for at least the last five (5) continuous years (or to age 18, whichever comes first). The references can be categorized as follows:

- Educational references: these persons are former or current teachers, professors, coaches, instructors, or trainers;
- Professional references: these persons are former or current supervisors, managers, foremen, advisors, or employers; or
- Personal references: these persons can be a minister, clergyman, mentor, counsellor, or community leader.

Here is a checklist that can help you when you are completing the References section of the Personal Verification Form:

- Contact your references first to ask for permission to use them and make sure they are aware that they may be contacted by either the Department of National Defence or their agents.
- Do not list any references you do NOT want to be called.
- Check the phone numbers for your references. Ensure they are valid and that your references can be easily reached. Ensure to request both a daytime and evening phone number, at which they can be contacted. Your references will be contacted shortly after your form is submitted.

**Personal information**

The following information will be used for identification (ID) purposes allowing for accurate background and reliability checks. The Department of National Defence and their agents will hold all personal identification information confidential and will only release information to third parties as necessary for the completion of background checks and reliability status reports.

Surname	Full given names (no initials)	Name commonly used
All other names used (i.e., nicknames)		Family name at birth (as per your birth certificate)
Sex <input type="checkbox"/> Male <input type="checkbox"/> Female	Date of birth (yyyy/mm/dd)	Place of birth (country) Place of birth (city)

**Address history**

Provide address history for the past five (5) years, starting with the most current - do NOT leave gaps. (use additional paper if required)

1.	Apt. no.	Street no.	Street name	Civic no. (if applicable)	From (yyyy/mm)	To
	City		Province / State	Postal code	Country	
2.	Apt. no.	Street no.	Street name	Civic no. (if applicable)	From (yyyy/mm)	To (yyyy/mm)
	City		Province / State	Postal code	Country	
3.	Apt. no.	Street no.	Street name	Civic no. (if applicable)	From (yyyy/mm)	To (yyyy/mm)
	City		Province / State	Postal code	Country	
4.	Apt. no.	Street no.	Street name	Civic no. (if applicable)	From (yyyy/mm)	To (yyyy/mm)
	City		Province / State	Postal code	Country	
5.	Apt. no.	Street no.	Street name	Civic no. (if applicable)	From (yyyy/mm)	To (yyyy/mm)
	City		Province / State	Postal code	Country	

**Academic history**

Verification of your previous and/or current education will be made. List all your academic / educational history, starting with the highest level achieved.

	Diploma / Degree / Certificate	Date of graduation or last attended (yyyy/mm)	Institution	Province / Country
1.				
2.				
3.				
4.				
5.				

## **Appendix 2: Requirements for Employment History Data**

### **EMPLOYMENT HISTORY**

A2-1.0 Employment history will be verified with each employer listed and covering five (5) continuous years prior to the application:

A2-1.1 Current employer. The current employer must be contacted unless the applicant indicates not to contact them:

- a. Job title;
- b. Job description/responsibilities;
- c. Full time/part time and number of hours per week;
- d. Start date; and
- e. Level of performance.

A2-1.2 Previous employer(s). All previous employers must be contacted, as the applicant may not indicate that this is not allowed:

- a. Job title;
- b. Job description/responsibilities;
- c. Full time/part time and number of hours per week;
- d. Period;
- e. Reason employment ended; and
- f. Eligibility for re-hire.

### **Appendix 3: Requirements for Education/Professional/Vocational Qualifications Data**

#### **EDUCATION/PROFESSIONAL/VOCATIONAL QUALIFICATIONS**

A3-1.0 Verification of all declared levels of education completed is required with the exception of Foreign Education Credentials (A3-1.1). All original copies of supporting documentation are to be provided to the CFRC/Dets upon completion of file processing.

A3-1.1 Foreign Education Credentials are not required to be verified when the CFRC has annotated the Education section of the DND 4370 as “not required” (N/R).

A3-2.0 Education details for High School (mandatory for all applicants), and College and University when indicated:

- A3-2.1 Diploma/certificate/level;
- A3-2.2 Period;
- A3-2.3 Name(s) of institution(s); and
- A3-2.4 Location.

A3-3.0 Professional:

- A3-3.1 Qualification/designation;
- A3-3.2 Period;
- A3-3.3 Name(s) of institution(s); and
- A3-3.4 Location.

A3-4.0 Vocational:

- A3-3.1 Qualification/designation;
- A3-3.2 Period;
- A3-3.3 Name(s) of institution(s); and
- A3-3.4 Location.

#### Appendix 4: Educational, Professional or Personal References Data

A4-1.0 The contractor will be provided three (3) references for each applicant. The originating CFRC/ Det will indicate the order in which the references are to be contacted. A valid reference is defined as an adult (*18 years of age or older*) that knows the applicant well enough to provide a worthwhile, fair and adequate assessment about their personal character. Members of their family, relatives, family friends, friends, neighbors, co-workers, or peers are **not** considered valid references. The criteria for a completed reference check is as follows:

- a. **All applicants:** The reference(s) either individually or in combination must have known the applicant for the past five (5) consecutive years or to the age of 16 whichever comes first;
- b. **Non-COATS applicants:** The number of references to be contacted must cover the past five (5) consecutive years or to age 16, whichever comes first. Consequently **one reference could be interviewed** if that reference has known the applicant for the past 5 consecutive years. Alternatively, 2 or 3 references may be required to be interviewed to cover the past 5 consecutive years; and
- c. **CIC/ COATS applicants: All 3 references must be contacted and interviewed** in order for the reference check to be completed.

The references can be categorized as follows:

- a. Educational references: these persons are former or current teachers, professors, coaches, instructors, or trainers;
- b. Professional references: these persons are former or current supervisors, managers, foremen, advisors, or employers; or
- c. Personal references: these persons can be a minister, clergyman, mentor, counsellor, or community leader.

A4-1.1 Three (3) documented phone call attempts and one (1) email attempt must be made to contact a reference. There must be at least 36 hours between each phone call attempt, and at least one phone call attempt must be made between 1700hrs and 2000hrs (local time of the reference being contacted) or on a weekend.

If the Contractor is still unable to conduct the interview, they must refer the file back to the CFRC/Det. The CFRC/Det will confirm the details of the reference with the applicant and return the amended information back to the Contractor for action.

A4-1.2 The use of email forms and questionnaires is not an acceptable alternative to a personal interview or telephone conversation conducted in real time; as such a telephone or face to face interview are the only mechanisms to be utilized when conducting reference checks. Email or text messaging may only be utilized in order to establish a suitable time for the interview.

A4-2.0 When performing a reference check, a full record of the interview is to be maintained and provided to CFRC/Dets. The interview will be conducted as follows:

A4-2.1 Opening statement (i.e., name, function, organization and purpose of the interview);

A4-2.2 Ask whether the reference knows the applicant and if they are willing to serve as a reference for the applicant;

A4-2.3 Ask how long you have known the applicant for and when was the last time you were in contact with the applicant.

A4-2.3 Check if the timing is good and if reference is available for the time of the interview;



A4-2.4 Explain the importance of the check (i.e. explain the purpose of the check, importance for employment in the CAF and requirement for hiring);

A4-2.5 Explain protection and confidentiality of information and Privacy Act requirements (i.e. legal consideration);

A4-2.6 Confirm if the reference is an adult (18 years of age or older); A4-2.7;

A4-2.8 Proceed with the checks in accordance with paragraphs A4-3.0 to A4-6.0; and

A4-2.9 Concluding remarks (i.e. thank the reference, remind the reference about the protection of information and invite the reference to call back should they have additional information related to the applicant).

### **EDUCATIONAL REFERENCES**

A4-3.0 In addition to the information at paragraph A4-6.0, the verification of the applicant's educational references must include:

- a. Type of relationship with the applicant (i.e., teacher/professor/coach, etc.);
- b. Confirm what course/program was taught to the applicant, or the applicant is undertaking;
- c. Did they or are they likely to, pass the course; and
- d. How does the applicant get along with other people? Provide examples.

### **PROFESSIONAL REFERENCES**

A4-4.0 In addition to the information at paragraph A4-6.0, the verification of the applicant's professional references must include:

- a. Status of employment (i.e., is the applicant currently being employed by the reference? Yes/No (Y/N);
- (i) If the applicant is currently employed with this reference, confirm whether the interview will jeopardize the applicant's employment status. If the response is yes, cease interview and thank the reference.
- b. Type of relationship with the applicant (e.g., supervisor/manager, etc.);
- c. Applicant's position of employment (e.g., worker/supervisor/staff/manager, etc.);
- d. Length of employment;
- e. Reason(s) for the termination/resignation (if applicable);
- f. How does the applicant get along with other people? Provide examples; and
- g. Performance factors:
  - i Quality of work;
  - ii Level of supervision required;
  - iii Ability to work with others;
  - iv Initiative;
  - v Perseverance;
  - vi Performance under stress;
  - vii Acceptance of criticism; and
  - viii Eligibility for re-hire or recommendation for hiring. If not recommended, the reasons why.

### **PERSONAL REFERENCES**

A4-5.0 In addition to the information at paragraph A4-6.0, the verification of the applicant's personal references must include:

- a. Type of relationship with the applicant (i.e., minister, counselor, etc.); and

- b. How does the applicant get along with other people? Provide examples.

### **PROFESSIONAL, EDUCATIONAL OR PERSONAL REFERENCES**

A4-6.0 In addition to the information verified in paragraphs A4-3.0, A4-4.0 or A4-5.0 above, the following information must also be verified:

- a. Personal strengths and/or skills;
- b. Personal weaknesses and/or tasks they may have difficulty with;
- c. Personality and temperament of applicant (e.g., easy-going, hard to get along with, high-strung, cranky, or has a sense of humor, etc.);
- d. Demonstrated characteristics that may cause a problem if applicant were to become a member of the Canadian Armed Forces (If yes, explain);
- e. References attestation to the applicant's:
  - i. Honesty (Y/N – If no, why not?);
  - ii. Trustworthiness (Y/N – If no, why not?);
  - iii. Maturity (Y/N – If no, why not?);
  - iv. Responsibility (Y/N – If no, why not?);
  - v. Reliability (Y/N – If no, why not?);
  - v. Punctuality (Y/N – If no, why not?); and
  - vii. Aggressiveness (Y/N – If yes, why?).
- f. Applicants association with persons of questionable character (Y/N – if yes, what is the nature of the relationship? Provide an example.);
- g. Reference's recommendation for employment with the Canadian Armed Forces (Y/N – If no, why not?); and
- h. Confirm any other information that relates to applicant's trust and reliability.

### **ONLY FOR CIC/COATS APPLICANTS**

A4-7.0 In conducting a verification of references for CIC/COATS applicants the following information is also to be verified in addition to the information verified for professional, educational or personal references:

- a. If the applicant is an appropriate role model for youth;
- b. Applicants work or volunteer experience with child/youth organizations. If left, reasons for leaving;
- c. Applicant's friendship patterns (i.e., has few or many friends, are they generally younger or older than the applicant). If an unusual pattern, provide any explanations for this pattern;
- d. Applicants residency history (i.e., stays in one place or moves frequently);
- e. Potential applicant's problem with drug or alcohol abuse. If so, explain and provide examples;
- f. Level of comfort in leaving the applicant in direct contact with children and being entrusted with their care;
- g. Knowledge of any inappropriate behavior that the applicant may have directed toward children/youth entrusted to their care. If so, explain and provide examples, and
- h. Knowledge of any background information that may indicate the potential for the sexual abuse of children/youth entrusted to the applicant's care. If so, explain and provide examples.

## **Appendix 5: Reliability Screening Report (RSR)**

### **A5-1.0 Report requirements for Reliability Screening Report (RSR)**

A5-1.1 The RSR for each applicant must contain the following information:

- a. Confirmation that the data was completely or partially verified and found:
  - i. Conclusive and Favorable
  - ii. Conclusive and Unfavorable
  - iii. Inconclusive
- b. Confirmation that the data was not verified. The Contractor must indicate date and time of each attempted contact for each of the required check.

A5-1.2 Details or comments must be provided for each criterion as required and an explanation must also be provided for any of the information that was not verified.

A5-1.3 Observations for each criterion must be provided in order to understand the circumstances during the check that could help with the determination of eligibility to join the Canadian Armed Forces (e.g., confusion or uncertainty expressed by the reference, elements that have been forgotten, doubt about any questions asked or hesitance, voice tone and unjustified pauses, or any indication that information provided could be in question).

A5-1.4 A summary of findings containing an overall analysis of the compiled data for each part of the report must be submitted via secure internet to the respective CFRC/Det RS Approving Authority no later than 9:00 AM (local time at the CFRC/Det) on the deadline date.

### **A5-2.0 Report requirements for Personal Data**

- A5-2.1 Verification of the following personal data including:
- a. Full name;
  - b. Date of birth;
  - c. Place of birth; and
  - d. Current and former addresses for the previous 5-year period.

### **A5-3.0 Report requirements for Employment History**

A5-3.1 Current employer. The current employer will be contacted unless the applicant indicates not to contact:

- a. Job title;
- b. Job description/responsibilities;
- c. Full time/part time and number of hours per week;
- d. Start date; and
- e. Level of performance.

A5-3.2 Previous employer(s). All previous employer(s) should be contacted:

- a. Job title;
- b. Job description/responsibilities;
- c. Full time/part time and number of hours per week;
- d. Period;
- e. Reason employment ended; and
- f. Eligibility for re-hire.

### **A5-4.0 Report Requirements for Educational/Professional/Vocational Qualifications**

A5-4.1 Verification of the highest level of education completed:

- a. Degree/diploma/certificate;

- b. Period;
- c. Name(s) of institution(s); and
- d. Location.

A5-4.2 Education Details (High School and/or College and/or University) if not indicated at paragraph A5-4.1:

- a. Diploma/certificate/level
- b. Period;
- c. Name(s) of institution(s); and
- d. Location.

A5-4.3 Professional/vocational qualifications if not previously detailed at paragraphs A5-4.1 or A5-4.2:

- a. Qualification/designation;
- b. Period;
- c. Name(s) of institution(s); and
- d. Location.

#### **A5-5.0 Report Requirements for Educational, Professional or Personal References**

A5-5.1 In conducting a verification of the applicant's educational references, the following information is to be collected:

- a. Type of relationship with the applicant (e.g., teacher/professor/coach, etc.);
- b. Confirm what course/program was taught to the applicant, or the applicant is undertaking; and
- c. How does the applicant get along with other people? Provide examples.

A5-5.2 In conducting a verification of applicant's professional references, the following information is to be collected:

- a. Status of employment (i.e. is applicant currently being employed by the reference? – Y/N;
  - i. If the applicant is currently employed with this reference, confirm whether the interview will jeopardize the applicant's employment status. If the response is yes, cease interview and thank the reference.
- b. Type of relationship with the applicant (e.g., supervisor/manager, etc.);
- c. Applicant's position of employment (e.g., worker/supervisor/staff/manager, etc.);
- d. Length of employment;
- e. Reason(s) for the termination/resignation (if applicable);
- f. How does the applicant get along with other people? Provide examples; and
- g. Performance factors:
  - i. Quality of work;
  - ii. Level of supervision required;
  - iii. Ability to work with others;
  - v. Initiative;
  - iv. Perseverance;
  - vi. Performance under stress;
  - vii Acceptance of criticism; and
  - viii Eligibility for re-hire or recommendation for hiring. If not recommended, the reasons why.

A5-5.3 In conducting a verification of the applicant's personal references, the following information is to be collected:

- a. Type of relationship with the applicant (i.e., minister, counsellor, etc.); and
- b. How does the applicant get along with other people? Provide examples.

A5-5.4 In conducting a verification of the applicant's professional, educational or personal references, in addition to the information verified in paragraphs A5-4.1, A5-4.2 or A5-4.3, the following information is also to be verified:

- a. Personal strengths and/or skills;
- b. Personal weaknesses and/or tasks they may have difficulty with;
- c. Personality and temperament of the applicant (e.g., easy-going, hard to get along with, high-strung, cranky, or has a sense of humor, etc.);
- d. Demonstrated characteristics that may cause a problem if the applicant were to become a member of the Canadian Armed Forces (If yes, explain);
- e. Reference's attestation to the applicant's:
  - i. Honesty (Y/N – If no, why not?);
  - ii. Trustworthiness (Y/N – If no, why not?);
  - iii. Maturity (Y/N – If no, why not?);
  - iv. Responsibility (Y/N – If no, why not?);
  - v. Reliability (Y/N – If no, why not?);
  - vi. Punctuality (Y/N – If no, why not?); and
  - vii. Aggressiveness (Y/N – If yes, why?).
- f. Applicant's association with persons of questionable character (Y/N – if yes, what is the nature of relationship? Provide an example.);
- g. Reference's recommendation for employment with the Canadian Armed Forces (Y/N – If no, why not?); and
- h. Confirm any other information that relates to applicant's trust and reliability.

A5-5.5 In conducting a verification of references for CIC/COATS applicants the following information is also to be verified in addition to the information verified for professional, educational or personal references:

- a. If the applicant is an appropriate role model for youth;
- b. Applicant's work or volunteer experience with child/youth organizations. If left, reasons for leaving;
- c. Applicant's friendship patterns (i.e., has few or many friends, are they generally younger or older than the applicant). If an unusual pattern, provide any explanations for this pattern;
- d. Applicant's residency history (i.e., stays in one place to moves frequently);
- e. Potential applicant's problem with drug or alcohol abuse. If so, explain and provide examples;
- f. Level of comfort in leaving the applicant in direct contact with children and being entrusted with their care;
- g. Knowledge of any inappropriate behavior that the applicant may have directed toward children/youth entrusted to their care. If so, explain and provide examples; and
- h. Knowledge of background information that may indicate the potential for the emotional, physical and/or sexual abuse of children/youth entrusted to the applicant's care. If so, explain and provide examples.

## **Appendix 6: National/International Daily and Weekly Report**

### **A6-1.0 Requirements for the “National/International Daily and Weekly Report”**

A6-1.1 Service Number of applicant;

A6-1.2 Name of applicant;

A6-1.3 Reason for delays; and

A6-1.4 Estimated return time.

A6-2.0 The daily or weekly report must be available on-demand through the Pre-Employment Screening User Portal. Recruiters must be able to extract them easily from a database query/button.

## **Appendix 7: CAF Recruiting Reliability Screening Monthly Report**

A7-1.0 Requirements for the "CAF Recruiting Reliability Screening Monthly Report"

A7-1.1 Number of CAF applicants for the month by CFRC/Det;

A7-1.2 Number of checks completed by category (Personal Data, Employment History, Educational/Professional/Vocational Qualifications and Educational, Professional, Personal and CIC/COATS References) and by CFRC/Det;

A7-1.3 Number of checks unable to be completed by CFRC/Det; and

A7-1.4 Number of incomplete checks by category and by CFRC/Det.

A7-2.0 To be submitted to the respective CFRC/Det on a monthly basis with info to CFRG HQ Ops and CFRG HQ RPSO. Must contain the information in paragraph A7-1.0 for the RC/Det, by 9:00 AM (local time at the CFRC/Det) the 2nd Monday of the month for the previous month.

## **Appendix 8: Recruiting Reliability Screening Quarterly Report**

A8-1.0 Requirements for the "CAF Recruiting Reliability Screening Quarterly Report"

A8-1.1 Number of CAF applicants by month and by CFRC/Det;

A8-1.2 Number of checks completed by category (Personal Data, Employment History, Educational/Professional/Vocational Qualifications and Educational, Professional, Personal and CIC/COATS References), by month and by CFRC/Det;

A8-1.3 Number of checks unable to be completed by month and by CFRC/Det; and

A8-1.4 Number of incomplete checks by category, by month and by CFRC/Det.

A8-2.0 To be submitted to the respective CFRC/Det on a quarterly basis with info to the CFRG HQ Ops and CFRG HQ RPSO. Must contain the information in paragraph A9-1.0 for the respective CFRC/Det, by 9:00 AM the 2nd Monday of July, October, January and April for the previous quarter.



**Appendix 9: Addresses of Canadian Forces Recruiting Centres (CFRCs) and their Detachments**

CFRC Atlantic (Halifax)			
<b>Detachment Charlottetown</b> 191 Great George St SUITE 106B CHARLOTTETOWN PE C1A 4N3	<b>Detachment CornerBrook</b> 9 MAIN ST, SUITE 203 CORNERBROOK NFLD A2H 1C2	<b>Detachment Fredericton</b> PRIESTMAN CENTRE, SUITE 402 565 PRIESTMAN ST FREDERICTON NB E3B 5X8	<b>Detachment Halifax</b> MUMFORD PROFESSIONAL CENTRE 6960 MUMFORD ROAD SUITE 130 HALIFAX NS B3L 4P1
<b>Detachment Moncton</b> 910 MAIN STREET, SUITE 100 MONCTON NB E1C 1G6	<b>Detachment St John's</b> 165 DUCKW ORTH STREET, 5 <sup>TH</sup> FLOOR ST. JOHN'S NL A1C 1G4	<b>Detachment Sydney</b> PRINCE STREET PLAZA, 325 PRINCE STREET SYDNEY NS B1P 5K6	
CFRC Québec (Québec City)			
<b>Detachment Chicoutimi</b> 345 DES SAGUENEENS SAGUENAY QC G7H 6K9	<b>Detachment Montréal</b> 1420 SAINTE-CATHERINE W MONTRÉAL QC H3G 1R3	<b>Detachment Québec</b> 2575 BOUL Sainte-Anne SUITE 102 QUEBÉC QC G1J 0G7	<b>Detachment Rimouski</b> 70 ST-GERMAIN E SUITE 025 RIMOUSKI QC G5L 7J9
<b>Detachment Sherbrooke</b> 50 PLACE DE LA CITÉ 315 KING ST W SUITE 112 SHERBROOKE QC J1H 4G9			
CFRC Northern and Eastern Ontario (Ottawa)			
<b>Detachment Kingston</b> 255 BAGOT ST KINGSTON, ON K7L 3G4	<b>Detachment Ottawa</b> 240 SPARKS ST OTTAWA ON K1A 0K2	<b>Detachment Sudbury</b> Unit 15 BRADY SQUARE 233 BRADY ST E SUDBURY ON P3B 4H5	
ICFRC Southern Ontario (Toronto)			
<b>Detachment Barrie</b> 14 CEDAR POINT DRIVE, UNIT 1509 BARRIE ON L4N 5R7	<b>Detachment Hamilton</b> FEDERAL BUILDING 55 BAY ST N HAMILTON ON L8R 3P7	<b>Detachment London</b> 250 YORK STREET, UNIT 100A LONDON ON N6A 6K2	<b>Detachment Oshawa</b> 200 JOHN ST W OSHAWA ON L1G 2B4
<b>Detachment Toronto</b> 4900 YONGE ST SUITE 100 NORTH YORK ON			

M2N 6B1			
<b>CFRC Prairies and the North (Calgary)</b>			
<b>Detachment Calgary</b> BANTREL TOWER 700 6TH AVE SW SUITE 100 CALGARY AB T2P 0T8	<b>Detachment Edmonton</b> CANADA PLACE 9700 JASPER AVE ROOM 125 EDMONTON AB T5J 4C3	<b>Detachment Regina</b> 1783 Hamilton St REGINA SK S4P 2B4	<b>Detachment Winnipeg</b> 391 YORK AVE SUITE 465 WINNIPEG MB R3C 0P4
<b>CFRC Pacific (Vancouver)</b>			
<b>Detachment Vancouver</b> 620 ROYAL AVE NEW WESTMINSTER BC V3M 1J2	<b>Detachment Victoria</b> 827 FORT STREET – MAIN FLOOR VICTORIA BC V8W 1H6		
<b>CFRG HQ (CFB Borden)</b> 25 CENTURION CLOSE CANADIAN FORCES BASE BORDEN ON L0M 1C0			

Note 1: Should physical addresses change the amendment will be provided by CFRG HQ R4.

Note 2: For each Detachment, a generic email address and phone number to reach the CFRC/Det RS Approving Authority will be provided upon contract award.

## **Appendix 10: Pre-Employment Screening System Technical Requirements**

All sensitive information, defined as information categorized as protected (Protected A, Protected B), must be shared electronically using a secure online delivery and reporting system.

- a. The PSUP must also allow for the respective CFRC/Dets to login via the Defence Wide Area Network (DWAN) using a secure user name and password;
- b. The contractor must provide access to and instructions for the use of its PSUP;
- c. Must provide notification when a report is complete;
- d. Timeout feature – 1 hr of inactivity;
- e. Archive feature – when reports are returned to the CFRC, the contractor shall automatically archive the file after 90 days;
- f. Contractor must provide a user guide;
- g. Contractor must facilitate a search engine that utilizes applicant Service Number as search criteria;
- h. Must have the ability for CFRG to communicate with the contractor on individual files;
- i. CFRG HQ will liaise with the contractor in order to determine CFRC/Dets members who will have access to the PSUP and PSS.
- j. All Reliability Screening Reports must remain open and available via the PSUP within the PSS for at least 90 days after completion. After 90 days, the files may be archived. These archived reports must be readily available to the CFRC's upon request;
- k. Clients must be able to run their own searches and real-time status reports.

## **Appendix 11: Training/ Training Package**

A11-1.0 The contractor will provide one training session for up to 30 CFRG personnel, within a residential CAF environment or CFRC det location. The training will take place at a date and time mutually agreed upon between the Technical Authority (TA) and the Contractor's representative.

The training must include:

Lectures and briefings that explain how the PSS works, and how the PSUP will be used by CFRG;

Practical scenario based exercises and demonstrations;

Troubleshooting guidelines, and actions to be taken when errors are made;

Electronic and hard copy handouts including a user guide; and

Confirmation exercises.

A11-2.0 The training package that will be provided to CFRG must include:

All courseware, presentations, notes, and handouts used by the Contractor during the one time initial training session as detailed in A11-1.0.

## Technical Mandatory Criteria

<b>Bidder Mandatory Technical Criteria</b> Where the Bidder is a joint venture with existing experience as that joint venture, it may submit the experience that it has obtained as that joint venture.		
	<b>Bidder Mandatory Technical Criteria</b>	<b>Preparation Instructions</b>
<b>MT1</b>	The Bidder must demonstrate that they have sixty (60) months of domestic & international Pre- employment screening experience, completed within the last ten (10) years prior to Bid closing, for clients external to their own business entity.	
<b>MT2</b>	<p>The Bidder must demonstrate that they have experience owning &amp; operating a secure system for the handling and storage of data (used for performing pre-employment screening) which has a documented and auditable data handling process*.</p> <p>*The Bidder must include their documented secure data handling plan with their bid, including the types of databases and data sources used for the conduct, storage, and reporting of their screenings.</p>	
<b>MT3</b>	<p>The Bidder must demonstrate that they have experience owning &amp; operating a secure system for the handling and storage of data (used for performing pre-employment screening) which has duplicate data storage within its disaster recovery plan**.</p> <p>**The Bidder must include their disaster recovery plan with their bid.</p>	
<b>MT4</b>	The Bidder must demonstrate that they have experience providing on-line or web-based accessibility to a secure internet portal for at least fifteen (15) locations across Canada within the last ten (10) years, prior Bid closing.	
<b>MT5</b>	The Bidder must demonstrate that they are capable of hosting a client portal where their clients are able to run their own searches and real-time status reports.	
<b>MT6</b>	The Bidder must demonstrate that they have experience processing a volume of at least 1,000 pre-employment screening applications per month for at least two (2) consecutive months within the last ten (10) years, prior bid closing.	

## Draft Pricing Schedule

The Bidder must complete this pricing schedule and include it in its financial bid once completed. As a minimum, the Bidder must respond to this pricing schedule by including in its financial bid its quoted all inclusive fixed rates (in Can \$) for each of the turnaround times.

For purposes of evaluation only, the aggregate rates of each rate provided in ATTACHMENT 1 to PART 3, PRICING SCHEDULE will be multiplied by the following weighting factor and the aggregate of these weighted rates shall be used to determine the lowest cost.

**Table 1**

### Cadet Instructors Cadre (CIC)/Cadet Organizations Administration and Training Support (COATS) Checks

Twenty-one (21) to twenty-five (25) days turnaround		Firm All-Inclusive Fixed Rate (in Cdn \$) per CIC/COATS Check (A)	Weighting Factor (B)	Total (C = A x B)
1.1	Contract Period 1 (Date of Award to 2 years later)	\$ -	70%	\$ -
1.2	Option Period 1 (End of Contract Period 1 to 1 year later)	\$ -	70%	\$ -
1.3	Option Period 2 (End of Option Period 1 to 1 year later)	\$ -	70%	\$ -
1.4	Option Period 3 (End of Option Period 2 to 1 year later)	\$ -	70%	\$ -
1.5	Option Period 4 (End of Option Period 3 to 1 year later)	\$ -	70%	\$ -
1.6	Option Period 5 (End of Option Period 4 to 1 year later)	\$ -	70%	\$ -
1.7	<b>Total evaluated price - Twenty-one (21) to twenty-five (25) days turnaround =</b>			<b>\$ -</b>

	Sixteen (16) to twenty (20) days turnaround	Firm All-Inclusive Fixed Rate (in Cdn \$) per CIC/COATS Check (A)	Weighting Factor (B)	Total (C = A x B)
1.8	Contract Period 1 (Date of Award to 2 years later)	\$ -	20%	\$ -
1.9	Option Period 1 (End of Contract Period 1 to 1 year later)	\$ -	20%	\$ -
1.10	Option Period 2 (End of Option Period 1 to 1 year later)	\$ -	20%	\$ -
1.11	Option Period 3 (End of Option Period 2 to 1 year later)	\$ -	20%	\$ -
1.12	Option Period 4 (End of Option Period 3 to 1 year later)	\$ -	20%	\$ -
1.13	Option Period 5 (End of Option Period 4 to 1 year later)	\$ -	20%	\$ -

<b>1.14</b>	<b>Total evaluated price - Sixteen (16) to twenty (20) days turnaround =</b>	<b>\$ -</b>
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	<b>One (1) to fifteen (15) days turnaround</b>	<b>Firm All-Inclusive Fixed Rate (in Cdn \$) per CIC/COATS Check (A)</b>	<b>Weighting Factor (B)</b>	<b>Total (C = A x B)</b>
1.15	Contract Period 1 (Date of Award to 2 years later)	\$ -	10%	\$ -
1.16	Option Period 1 (End of Contract Period 1 to 1 year later)	\$ -	10%	\$ -
1.17	Option Period 2 (End of Option Period 1 to 1 year later)	\$ -	10%	\$ -
1.18	Option Period 3 (End of Option Period 2 to 1 year later)	\$ -	10%	\$ -
1.19	Option Period 4 (End of Option Period 3 to 1 year later)	\$ -	10%	\$ -
1.20	Option Period 5 (End of Option Period 4 to 1 year later)	\$ -	10%	\$ -
<b>1.21</b>	<b>Total evaluated price - One (1) to fifteen (15) days turnaround =</b>	<b>\$ -</b>		

<b>1.22</b>	<b>Total evaluated price - CIC/COATS Checks (1.7 + 1.14 + 1.21) =</b>	<b>\$ -</b>
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**Table 2**  
**Canadian (or National) Reliability Checks**

	<b>Six (6) to ten (10) days turnaround</b>	<b>Firm All-Inclusive Fixed Rate (in Cdn \$) per Canadian Check (A)</b>	<b>Weighting Factor (B)</b>	<b>Total (C = A x B)</b>
2.1	Contract Period 1 (Date of Award to 2 years later)	\$ -	60%	\$ -
2.2	Option Period 1 (End of Contract Period 1 to 1 year later)	\$ -	60%	\$ -
2.3	Option Period 2 (End of Option Period 1 to 1 year later)	\$ -	60%	\$ -
2.4	Option Period 3 (End of Option Period 2 to 1 year later)	\$ -	60%	\$ -
2.5	Option Period 4 (End of Option Period 3 to 1 year later)	\$ -	60%	\$ -
2.6	Option Period 5 (End of Option Period 4 to 1 year later)	\$ -	60%	\$ -
<b>2.7</b>	<b>Total evaluated price - Six (6) to ten (10) days turnaround =</b>	<b>\$ -</b>		

<b>One (1) to five (5) days turnaround</b>	<b>Firm All-Inclusive Fixed Rate</b>	<b>Weighting Factor (B)</b>	<b>Total (C = A x B)</b>
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		(in Cdn \$) per Canadian Check (A)		
2.8	Contract Period 1 (Date of Award to 2 years later)	\$ -	40%	\$ -
2.9	Option Period 1 (End of Contract Period 1 to 1 year later)	\$ -	40%	\$ -
2.10	Option Period 2 (End of Option Period 1 to 1 year later)	\$ -	40%	\$ -
2.11	Option Period 3 (End of Option Period 2 to 1 year later)	\$ -	40%	\$ -
2.12	Option Period 4 (End of Option Period 3 to 1 year later)	\$ -	40%	\$ -
2.13	Option Period 5 (End of Option Period 4 to 1 year later)	\$ -	40%	\$ -
<b>2.14</b>	<b>Total evaluated price - One (1) to five (5) days turnaround =</b>			<b>\$ -</b>
<b>2.15</b>	<b>Total evaluated price - Canadian Checks (2.7 + 2.14) =</b>			<b>\$ -</b>

**Table 3**  
**International Reliability Checks**

	Eleven (11) to fourteen (14) days turnaround	Firm All-Inclusive Fixed Rate (in Cdn \$) per International Check (A)	Weighting Factor (B)	Total (C = A x B)
3.1	Contract Period 1 (Date of Award to 2 years later)	\$ -	70%	\$ -
3.2	Option Period 1 (End of Contract Period 1 to 1 year later)	\$ -	70%	\$ -
3.3	Option Period 2 (End of Option Period 1 to 1 year later)	\$ -	70%	\$ -
3.4	Option Period 3 (End of Option Period 2 to 1 year later)	\$ -	70%	\$ -
3.5	Option Period 4 (End of Option Period 3 to 1 year later)	\$ -	70%	\$ -
3.6	Option Period 5 (End of Option Period 4 to 1 year later)	\$ -	70%	\$ -
<b>3.7</b>	<b>Total evaluated price - Eleven (11) to fourteen (14) days turnaround =</b>			<b>\$ -</b>

	Six (6) to ten (10) days turnaround	Firm All-Inclusive Fixed Rate (in Cdn \$) per International Check (A)	Weighting Factor (B)	Total (C = A x B)
3.8	Contract Period 1 (Date of Award to 2 years later)	\$ -	20%	\$ -



3.9	Option Period 1 (End of Contract Period 1 to 1 year later)	\$ -	20%	\$ -
3.10	Option Period 2 (End of Option Period 1 to 1 year later)	\$ -	20%	\$ -
3.11	Option Period 3 (End of Option Period 2 to 1 year later)	\$ -	20%	\$ -
3.12	Option Period 4 (End of Option Period 3 to 1 year later)	\$ -	20%	\$ -
3.13	Option Period 5 (End of Option Period 4 to 1 year later)	\$ -	20%	\$ -
<b>3.14</b>	<b>Total evaluated price - Six (6) to ten (10) days turnaround =</b>			<b>\$ -</b>

<b>One (1) to five (5) days turnaround</b>		<b>Firm All-Inclusive Fixed Rate (in Cdn \$) per International Check (A)</b>	<b>Weighting Factor (B)</b>	<b>Total (C = A x B)</b>
3.15	Contract Period 1 (Date of Award to 2 years later)	\$ -	10%	\$ -
3.16	Option Period 1 (End of Contract Period 1 to 1 year later)	\$ -	10%	\$ -
3.17	Option Period 2 (End of Option Period 1 to 1 year later)	\$ -	10%	\$ -
3.18	Option Period 3 (End of Option Period 2 to 1 year later)	\$ -	10%	\$ -
3.19	Option Period 4 (End of Option Period 3 to 1 year later)	\$ -	10%	\$ -
3.20	Option Period 5 (End of Option Period 4 to 1 year later)	\$ -	10%	\$ -
<b>3.21</b>	<b>Total evaluated price - One (1) to five (5) days turnaround =</b>			<b>\$ -</b>

<b>3.22</b>	<b>Total evaluated price - International Checks (3.7 + 3.14 + 3.21) =</b>	<b>\$ -</b>
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<b>4.0</b>	<b>Total Evaluated Price Overall (1.22 + 2.15 + 3.21 (GST/HST excluded) =</b>	<b>\$ -</b>
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## Security Requirements

### SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE No W6369-20-A003

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of **PROTECTED B**.
2. The Contractor/Offeror personnel requiring access to **PROTECTED** information, assets or work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CSP/ISS/PWGSC.
3. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store **PROTECTED** information until the CSP/ISS/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of **PROTECTED B** including an IT Link at the level of **B**.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP/ISS/PWGSC.
5. The Contractor/Offeror must comply with the provisions of the:
  - (a) Security Requirements Check List and security guide (if applicable), attached at Annex "C";
  - (b) Industrial Security Manual (Latest Edition).