

RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

**Travaux publics et Services gouvernementaux
Canada**

Voir dans le document/

See herein

NA

Québec

NA

Request For a Standing Offer Demande d'offre à commandes

Regional Master Standing Offer (RMSO)

Offre à commandes maître régionale (OCMR)

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

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

Comments - Commentaires

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

Issuing Office - Bureau de distribution

Travaux publics et Services gouvernementaux Canada
Place Bonaventure, portail Sud-Oue
800, rue de La Gauchetière Ouest
7e étage, suite 7300
Montréal
Québec
H5A 1L6

Title - Sujet OCPR: Service d'aide temporaire	
Solicitation No. - N° de l'invitation E6MON-190005/B	Date 2020-04-24
Client Reference No. - N° de référence du client E6MON-190005	GETS Ref. No. - N° de réf. de SEAG PW-\$MTB-739-15713
File No. - N° de dossier MTB-8-41429 (739)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-05-15	Time Zone Fuseau horaire Heure Avancée de l'Est HAE
Delivery Required - Livraison exigée .	
Address Enquiries to: - Adresser toutes questions à: Carpentier, Patricia	Buyer Id - Id de l'acheteur mtb739
Telephone No. - N° de téléphone (514)641-6573 ()	FAX No. - N° de FAX (514)496-3822
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: MINISTERE DES TRAVAUX PUBLICS ET SERVICES GOUVERNEMENTAUX CANADA TOUS LES MINISTÈRES ET ORGANISATION FÉDÉRAUX Québec Canada	
Security - Sécurité This request for a Standing Offer includes provisions for security. Cette Demande d'offre à commandes comprend des dispositions en matière de sécurité.	

Instructions: See Herein

Instructions: Voir aux présentes

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

N° de l'invitation - Solicitation No.
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N° de la modif - Amd. No.
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Id de l'acheteur - Buyer ID
mtb739
N° CCC / CCC No. / N° VME - FMS

*****ATTENTION*****

NEW PROCEDURE REGARDING OFFER SUBMISSION REQUIREMENTS

DOCUMENT PRESENTATION

This request for regional master standing offer (RMSO) is for temporary help services (THS).

This RMSO request is an update of the RMSO previously published on Buy & Sell under solicitation number E6MON-190005/A.

This RMSO request is published to allow potential offerors to present offers and to become qualified, as indicated in the RMSO request previously published on Buy & Sell under solicitation number E6MON-190005/A Period from June 1, 2019 to May 31, 2020).

DOCUMENT PURPOSE

This RMSO request is published in order to:

- Allow current holders of the RMSO with a number under the model «E6MON-190005/xyz» to update the rates previously offered;
- Add a new category of services "Health science, Nurse" to group 5 "Professional services";
- Allow the qualification of other offerors;

It is PWGSC's intentions to issue as many RMSOs as there are qualified offerors.

DOCUMENT STRUCTURE

This RMSO request is essentially identical to the original request (E6MON-190005/A). For this reason, and in order to simplify the work of offerors familiar with the original request, the structure of this document will be slightly different than the usual invitations.

The following pages provide the summary of the amendments regarding the original request E6MON-190005/A. This includes the amendment previously posted on Buy & Sell (001) as well as a PDF format document of the E6MON-190005/A.

AMENDMENT TO THE INITIAL REQUEST FOR STANDING OFFER

1) Under part 1.3, Period of the Standing Offer:

DELETE:

From June 1, 2019 or the issuing date (the latest date) to May 31, 2020 with two optional one year periods.

REPLACE BY:

From June 1, 2020 or the issuing date (the latest date) to May 31, 2021 with an optional one year period.

2) Under part 2.1, Standard instructions, Clauses and conditions

DELETE:

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

REPLACE BY:

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

3) Under part 2.2, Submission of bids

DELETE: in its entirety

REPLACE BY:

Offers must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit specified below by the date and time indicated on page 1 of the RFSO:

PWGSC Québec Region Bid Receiving Unit

Only offers submitted using epost Connect service will be accepted. The Offeror must send an email requesting to open an epost Connect conversation to the following address:

TPSGC.RQReceptionSoumissions-QRSupplyTendersReception.PWGSC@tpsgc-pwgsc.gc.ca

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

It is the Offeror's responsibility to ensure the request for opening an epost Connect conversation is sent to the email address above at least six days before the Request for Standing Offers closing date.

Transmission of offers by facsimile or hardcopy to PWGSC will not be accepted.

4) Under part 3.1, Offer Preparation Instructions

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E6MON-190005

Id de l'acheteur - Buyer ID
mtb739
N° CCC / CCC No. / N° VME - FMS

DELETE: in its entirety

REPLACE BY:

The Offeror must submit its offer electronically in accordance with section 08 of the 2006 standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.

The offer must be gathered per section and separated as follows:

Section I: Technical Offer
Section II: Financial Offer
Section III: Certifications

Offers transmitted by facsimile or hardcopy will not be accepted.

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

Section I: Technical Offer

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

Section II: Financial Offer

Offerors must submit their financial offer in accordance with the "Annex B, Basis of Payment by completing the Annex 2 – Pricing. The total amount of Applicable Taxes must be shown separately. Only the services for which a rate is indicated will be considered as offered.

5) Under part 7.4.2, Extension of Standing Offer

DELETE:

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for two (2) additional one (1) year period, from _____ to _____ (*will be indicated at the issuing of the standing offer*) under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority 30 days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

REPLACE BY:

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for one (1) additional one (1) year period, from _____ to _____ (*will be indicated at the issuing of the standing offer*) under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority 30 days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

6) At the Annex C, Description of Temporary Help Services Categories

ADD:

Classification: Health Sciences, Nurse	
The duties of nurses in the Public Service of Canada encompass the care of patients and the provision of assistance to medical doctors in the treatment of illness, the conduct of programs designed to promote health, and the provision of advice. The nurse's responsibilities may be of a consultative, administrative, research or practical nature dependent upon the demands of individual positions.	
Registered Nurse	<p>When a pre-qualified supplier receives a Request for Proposal from a Federal Department User, the pre-qualified supplier certifies that the resource being proposed for this category meets the following minimum mandatory criteria:</p> <p><u>Minimum Mandatory Education / Qualifications</u></p> <p>All Registered Nurses (RN) must, as a minimum, have:</p> <ol style="list-style-type: none">graduated from a Registered Nursing Program approved by Council of the College of NursesUnrestricted licence and in "good standing" with the provincial or territorial regulatory body in the province/territory of practicea Certificate of Standard First Aid and Basic Life Support (BLS) for Healthcare Provider or equivalent such as Cardio-pulmonary Resuscitation/Automated External Defibrillator (CPR/AED) Level Cbeen fit-tested for an N-95 (or equivalent) mask in the last two years or sooner, if a change in physiognomy occurs that may affect efficacy of determined size to wear <p><u>Minimum Mandatory Experience</u></p> <p>The RN shall possess, as a minimum, one (1) full time equivalent year of experience in the last five (5) years in nursing practice conducting patient assessment and providing direct nursing care for a broad range of diseases in the population in a primary care, public or community health, ambulatory, or acute care setting.</p> <p><u>Tasks</u></p> <p>The required services/tasks may include, but are not limited to the following:</p> <ul style="list-style-type: none">- Assessing the patients physical, emotional and mental health- Performing basic exams and take vital signs, blood pressure, draw blood samples- Carrying out treatment plans for patients which include giving medications, coordinating treatments, bandaging wounds and giving injections

	<ul style="list-style-type: none"> - Operating and monitoring technical equipment - Assisting with medical procedures or minor surgery - Educating patients and informing them of different treatment options - Assessing the needs of individuals, families and/or communities - Instructing individuals, families and other groups on topics such as health education, disease prevention and childbirth, and developing health improvement programs - Preparing rooms, and ensuring that stock of supplies is maintained - Emergency labor and delivery - Providing prenatal and postpartum care - Performing physical examinations, making tentative diagnoses, and treating patients preparing to medivac - Conducting specified laboratory tests - Prescribing or recommending drugs, medical devices or other forms of treatment, such as physical therapy, inhalation therapy, or related therapeutic procedures - Directing and coordinating infection control programs, advising and consulting with specified personnel about necessary precautions - Performing administrative functions - Maintaining accurate, detailed reports and records - Monitoring, recording and reporting symptoms and changes in patients' conditions - Recording patients' medical information and vital signs - Modifying patient treatment plans as indicated by patients' responses and conditions - Consulting and coordinating with health care team members to assess, plan, implement and evaluate patient care plans - Ordering, interpreting, and evaluating diagnostic tests to identify and assess patient's condition
Nurse Practitioner	<p>When a pre-qualified supplier receives a Request for Proposal from a Federal Department User, the pre-qualified supplier certifies that the resource being proposed for this category meets the following minimum mandatory criteria:</p> <p><u>Minimum Mandatory Education / Qualifications</u></p> <p>All Nurse Practitioners (NP) shall possess, as a minimum:</p> <ol style="list-style-type: none"> a. a Baccalaureate Degree in Nursing from a recognized university b. successful completion of a Nurse Practitioner Program approved or recognized by the provincial regulatory authority with a specialty certificate in either Nurse Practitioner – Adult (NP-Adult) or Nurse Practitioner – Primary Health Care (NP-PHC). In some provinces, a Master Degree in Nursing with a Nurse Practitioner stream is required c. Unrestricted licence and in “good standing” with the provincial or territorial regulatory body in the province/territory of practice d. a Certificate of Basic Life Support (BLS) for Healthcare Provider or equivalent such as Cardio-pulmonary Resuscitation/Automated External Defibrillator (CPR/AED) Level C e. A Master Degree in Nursing, or in the jurisdictions where a Master Degree is not a requirement to be a NP then it can be considered an Asset Qualification

	<p>f. been fit-tested for an N-95 (or equivalent) mask in the last two years or sooner, if a change in physiognomy occurs that may affect efficacy of determined size to wear</p> <p><u>Minimum Mandatory Experience</u></p> <p>The NP shall possess, as a minimum, one (1) full time equivalent year of experience in the last five (5) years in nursing practice conducting patient assessment and providing direct nursing care for a broad range of diseases in the population in a primary care, public or community health, ambulatory, or acute care setting.</p> <p><u>Tasks</u></p> <p>The required services/tasks may include, but are not limited to the following</p> <ul style="list-style-type: none"> - Interviewing patients to get a medical history - Conducting physical examinations - Diagnosing injuries, illnesses, and disorders - Prescribing certain medications to treat chronic or acute illness - Teaching patients about illness prevention and a healthy lifestyle - Communicating with other health care providers to achieve total health for patients - Performing annual physicals - Performing patient counselling (e.g., mental health, family planning, medication compliance) - Promoting health (e.g., smoking cessation) - Immunizing against disease, screening for diseases - Treating for short-term acute illnesses (e.g., infections, minor injuries) - Monitoring patients with chronic illnesses or conditions (e.g., diabetes) - Referring patients to social services - Counselling patients (e.g., understanding illness progression, treatments) - Promoting health (e.g., infection control) - Treating for acute / critical / urgent illness - Demonstrating/Teaching Procedures (e.g., de-fibrillation) - Referrals to other health and social services (e.g. social work, dieticians, pharmacists, home care facilities) - Prescribing medications, and administers physical exams and preventive care - Obtaining medical histories, provides immunizations, and manages chronic diseases such as diabetes and heart disease
<p>Licensed Practical Nurse or Registered Practical Nurse</p>	<p>When a pre-qualified supplier receives a Request for Proposal from a Federal Department User, the pre-qualified supplier certifies that the resource being proposed for this category meets the following minimum mandatory criteria:</p> <p><u>Minimum Mandatory Education / Qualifications</u></p> <p>All Licensed Practical Nurses (LPN) and Registered Practical Nurses (RPN) must, as a minimum, have:</p> <p>a. graduated from a Practical Nursing Program approved by Council of the College of Nurses</p>

	<p>b. Unrestricted licence and in "good standing" with the provincial or territorial regulatory body in the province/territory of practice</p> <p>c. a Certificate of Standard First Aid and Basic Life Support (BLS) for Healthcare Provider or equivalent such as Cardio-pulmonary Resuscitation/Automated External Defibrillator (CPR/AED) Level C</p> <p>d. been fit-tested for an N-95 (or equivalent) mask in the last two years or sooner, if a change in physiognomy occurs that may affect efficacy of determined size to wear</p> <p><u>Minimum Mandatory Experience</u></p> <p>The LPN or RPN shall possess, as a minimum, one (1) full time equivalent year of experience in the last five (5) years in nursing practice conducting patient assessment and providing direct nursing care for a broad range of diseases in the population in a primary care, public or community health, ambulatory, or acute care setting.</p> <p><u>Tasks</u></p> <p>The required services/tasks may include, but are not limited to the following</p> <ul style="list-style-type: none"> - perform within defined scope of practice in accordance with the regulatory organization in the province of work - perform triage assessment during walk-in hours and patient assessments that include medical or incident history, physical examinations, and Periodic Health Assessments (PHAs) Part I including vital signs measurement and vision acuity test - perform nursing interventions such as taking vital signs, applying aseptic techniques including sterile dressing, ensuring infection control, and conducting specimen collection - develop a nursing care plan based on the result of the assessment and refer to a physician or other health care provider - administer medication as per doctor's order as per provincial scope of practice and observe and document therapeutic effects - complete nursing documentation immediately after each patient interaction - communicate any changes or abnormal findings of the patient's status or condition to the senior clinician. Abnormal is defined as any deviation to the norm, average, or expected - perform therapeutic procedures such as injections and wound care - administer and monitor established respiratory therapy and intravenous therapy, where competency has been demonstrated - monitor patient's progress and evaluate effectiveness of nursing interventions; - provide health education to patients - perform administrative tasks including written or telephone responses to patient queries, preparation of medical files for physicians or other health care providers, and to return of medical files to health record department - assist physicians or other health care providers with treatments and procedures - act as the point of contact for the care coordination and preparation of responses, information requests, and patient inquiries in the specialty clinic - monitor all medical supplies and inventory including ordering and replenishing - clean all patient care areas between patient - clean, sterilize and package surgical instruments
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	<ul style="list-style-type: none"> - provide pre-operative and post-operative patient teaching such as clinical and procedural information or instructions and comfort care - prepare patients for minor surgery procedures by shaving and washing with antiseptic solution on the patient's operative areas - other associated tasks relevant to this occupational group
Nurse Aides	<p>This category can also be applicable to orderlies and patient service associates.</p> <p>When a pre-qualified supplier receives a Request for Proposal from a Federal Department User, the pre-qualified supplier certifies that the resource being proposed for this category meets the following minimum mandatory criteria:</p> <p><u>Minimum Mandatory Education / Qualifications</u></p> <p>All Nurse Aides must, as a minimum, have:</p> <ol style="list-style-type: none"> Some secondary school education and on-the-job training or a nursing aide or health care aide college or private institutional program, or a college nursing orderly program and supervised practical training are required An appropriate class of driver's licence may be required for medical attendants a Certificate of Standard First Aid and Basic Life Support (BLS) for Healthcare Provider or equivalent such as Cardio-pulmonary Resuscitation/Automated External Defibrillator (CPR/AED) Level C must successfully complete the Reliability Status Check (RS) as well as the Police Records Check (PRC)/Vulnerable Sector Screening (VSS) process. These documents are mandatory and necessary as you will be working with vulnerable people been fit-tested for an N-95 (or equivalent) mask in the last two years or sooner, if a change in physiognomy occurs that may affect efficacy of determined size to wear <p><u>Minimum Mandatory Experience</u></p> <p>All nurse aides require a minimum of one (1) full time equivalent year of experience in the last five (5) years in direct patient care in a primary care, public or community health, ambulatory, nursing homes, assisted care facility, or acute care setting.</p> <p><u>Tasks</u></p> <p>The required services/tasks may include, but are not limited to the following:</p> <ul style="list-style-type: none"> - Answer call signals; supply and empty bed pans; bathe, dress and groom patients; serve meal trays, feed or assist in feeding of patients and assist patients with menu selection; weigh, lift, turn, and position patients; shave patients prior to operations; supervise patients' exercise routines, set up and provide leisure activities for patients, accompany patients on outside recreational activities and perform other duties related to patient care and comfort - Take patients' blood pressure, temperature and pulse; report or record fluid intake and output; observe or monitor patients' status and document patient care on charts; administer first aid in emergency situations; collect specimens such as urine, faeces or sputum; administer suppositories, colonic irrigations and enemas and perform other procedures as directed by nursing and hospital staff

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Id de l'acheteur - Buyer ID
mtb739
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	<ul style="list-style-type: none">- Transport patients by wheelchair or stretcher for treatment or surgery- Carry messages, reports, requisitions and specimens between departments- Make beds and maintain patients' rooms- Maintain inventory of supplies- May perform maintenance tasks such as assisting with the set-up and maintenance of traction equipment, cleaning or sterilizing equipment, maintaining and repairing equipment, and assembling, setting-up and operating job-related equipment- May transport patients between care facilities- other associated tasks relevant to this occupational group
--	--

7) At the Annex 2, Pricing list

DELETE: in its entirety

REPLACE BY: please see the attached document

All other terms and conditions remain unchanged.



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

Travaux publics et Services gouvernementaux
Canada
Place Bonaventure,
800 rue de la Gauchetière Ouest
Voir aux présentes - See herein
Montréal
Québec
H5A 1L6
FAX pour soumissions: (514) 496-3822

**Request For a Standing Offer
Demande d'offre à commandes**

Regional Master Standing Offer (RMSO)
Offre à commandes maître régionale (OCMR)

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

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

Comments - Commentaires

**Vendor/Firm Name and Address
Raison sociale et adresse du
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Issuing Office - Bureau de distribution
Travaux publics et Services gouvernementaux Canada
Place Bonaventure, portail Sud-Ouest
800, rue de La Gauchetière Ouest
7^e étage, suite 7300
Montréal
Québec
H5A 1L6

Title - Sujet RMSO: Temporary Help Services	
Solicitation No. - N° de l'invitation E6MON-190005/A	Date 2019-04-18
Client Reference No. - N° de référence du client E6MON-190005	GETS Ref. No. - N° de réf. de SEAG PW-\$MTB-739-15308
File No. - N° de dossier MTB-8-41429 (739)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-05-23	
Time Zone Fuseau horaire Heure Avancée de l'Est HAE	
Delivery Required - Livraison exigée .	
Address Enquiries to: - Adresser toutes questions à: Carpentier, Patricia	Buyer Id - Id de l'acheteur mtb739
Telephone No. - N° de téléphone (514)641-6573 ()	FAX No. - N° de FAX (514)496-3822
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: MINISTÈRE DES TRAVAUX PUBLICS ET SERVICES GOUVERNEMENTAUX CANADA TOUS LES MINISTÈRES ET ORGANISATION FÉDÉRAUX Québec Canada	
Security - Sécurité This request for a Standing Offer does not include provisions for security. Cette Demande d'offre à commandes ne comprend pas des dispositions en matière de sécurité.	

Instructions: See Herein

Instructions: Voir aux présentes

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

Telephone No. - N° de téléphone
Facsimile No. - N° de télécopieur

**Name and title of person authorized to sign on behalf of Vendor/Firm
(type or print)**
**Nom et titre de la personne autorisée à signer au nom du fournisseur/
de l'entrepreneur (taper ou écrire en caractères d'imprimerie)**

Signature

Date



Item Article	Description	Dest. Code Dest.	Inv. Code Fact.	Qty Qté	U. of I. U. de D.	Unit Price/Prix unitaire FOB/FAM Destination Plant/Usine		Delivery Req. Livraison Req.	Del. Offered Liv. offerte
1	OCPR: Service d'aide temporaire codes variés	E6MON	E6MON	1	Lot	\$	XXXXXXXXXX	.	

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Buyer ID - Id de l'acheteur

Mtb739

CCC No./N° CCC - FMS No./N° VME

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PART 1 - GENERAL INFORMATION

1.1 Introduction

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

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

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

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

The Annexes include the Requirement, the Basis of Payment, the Electronic Payment Instruments, the Federal Contractors Program for Employment Equity - Certification and any other annexes

1.2 Summary

Description

Temporary help services (the categories of services are described in Annex C for federal departments and organizations located in nice (9) geographic areas of the Quebec Region:

1. Greater QuEbec, including Lévis, Valcartier and Donnacona
2. Rimouski, Bas-Saint-Laurent and Gaspé
3. Saguenay, Lac-Saint-Jean and Côte-Nord
4. Greater MontrEal (including the North Shore and South Shore, in a radius of up to 50 km)
5. Greater Trois-Rivières, Nicolet, Shawinigan, including Grand-Mère
6. Sherbrooke, including Granby and Cowansville
7. Laurentians (north of MontrEal from St-Jérôme, including La Macaza)
8. Abitibi-Témiscamingue
9. Lacolle

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Offerors may propose services in one or more geographic areas to fulfill part or all of the defined need. While the description of the category of services in Annex C is more precise, services required are within the following streams: office support, administrative services, operational services, technical services, professional services.

Several standing offers may be issued further to this process. A Standing Offer may cover one or more areas of the Quebec Region.

1.3 Period of the Standing Offer

From June 1, 2019 or the issuing date (the latest date) to May 31, 2020 with two optional one year periods.

1.4 Designated users

All federal departments and organizations

1.5 Trade Agreements

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

1.6 Canadian Content

The requirement is limited to Canadian services.

1.7 Funding

Based on previous business volume, Public works and government services Canada (PWGSC) estimate, without commitment on its part, that standing offers could generate a total business volume of \$ 9,000,000.00, taxes included, for the three years, for all the geographical areas and offerors.

1.8 epost

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

1.9 Security Requirements

There are security requirements associated with the requirement of the Standing Offer. For additional information, see Part 6 - Security, Financial and Insurance Requirements, and Part 7 - Standing Offer and Resulting Contract Clauses. For more information on personnel and organization security screening or

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security clauses, offerors should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

1.10 Debriefings

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

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

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

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

PART 2 - OFFEROR INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

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

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

Delete: 60 days

Insert: 120 days

2.2 Submission of Offers

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

You must submit your offer, **by epost Connect, by mail or in person**, prior to the closing date and time:

By mail or in person, at the following address:

Public Services and Procurement Canada
Acquisitions Directorate - Quebec Region
800, rue de la Gauchetière Ouest, Portal South-west, Suite 7300
Montréal, Quebec H5A 1L6

Bids may also be submitted using the epost Connect service as detailed in the 2003 Standard

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Instructions.

The following PWGSC Regional Bid Receiving Unit e-mail address is to be used for epost Connect services:

TPSGC.RQReceptionSoumissions-QRSupplyTendersReception.PWGSC@tpsgc-pwgsc.gc.ca

Bids will not be accepted if emailed directly to this e-mail address. This email address is to initiate an epost Connect conversation, as detailed in the 2003 Standard Instructions – section 08.

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

2.3 Bidder's conference

A bidders' conference will be held at Place Bonaventure 800, rue de la Gauchetière Ouest, Portal South-west, Suite 7300 on May 13, 2019. The conference will begin at 10:00 EDT in room A710. The scope of the requirement outlined in the bid solicitation will be reviewed during the conference and questions will be answered. It is recommended that bidders who intend to submit a bid attend or send a representative.

Bidders are requested to communicate with the Contracting Authority before the conference to confirm attendance. Bidders should provide, in writing, to the Contracting Authority, the name(s) of the person(s) who will be attending and a list of issues they wish to table no later than May 9, 2019 14:00 EDT. It is also possible to assist by conference call by contacting the contracting authority by email before May 9, 2019.

Any clarifications or changes to the bid solicitation resulting from the bidders' conference will be included as an amendment to the bid solicitation. Bidders who do not attend will not be precluded from submitting a bid.

2.4 Former Public Servant – Competitive - Offer

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, offerors must provide the information required below before the issuance of a standing offer. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror 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 offer 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 Offeror a FPS in receipt of a pension? **YES** () **NO** ()

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

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

By providing this information, Offerors agree that the successful Offeror's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

Is the Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **YES** () **NO** ()

If so, the Offeror 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.

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

2.5 Enquiries - Request for Standing Offers

All enquiries must be submitted in writing to the Standing Offer Authority no later than five (5) calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

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

2.6 Applicable Laws

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

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

PART 3 - OFFER PREPARATION INSTRUCTIONS

3.1 Offer Preparation Instructions

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

Section I: Technical Offer
Section II: Financial Offer
Section III: Certifications

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

Section I: Technical Offer (1 hard copy)
Section II: Financial Offer (1 hard copy) and 1 soft copies on USB key)
Section III: Certifications (1hard copy)

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

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

Due to the nature of the RFSO, offers transmitted by facsimile will not be accepted.

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

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

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

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

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

Section I: Technical Offer

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

Section II: Financial Offer

Offerors must submit their financial offer in accordance with the "Annex B, Basis of Payment by completing the Annex 2 – Pricing. The total amount of Applicable Taxes must be shown separately. Only the services for which a rate is indicated will be considered as offered.

3.1.1 Electronic Payment of Invoices - Offer

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "K" Electronic Payment Instruments, to identify which ones are accepted.

If Annex "K" Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

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Section III: Certifications Offerors must submit the certifications and additional information required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

Offerors must meet all of the following mandatory technical evaluation criteria to be declared responsive.

(1) Company's experience

Offerors must have provided temporary help services for at least two (2) years before the closing date of this request for standing offer. A proof must be submitted.

(2) Mandates and clients

Offerors must submit with their offer, at least five (5) different temporary help services mandates they have been provided for at least three (3) different clients in one or more categories of temporary help services, described in the document "Description of classifications".

The mandates must have been provided within four (4) years of the closing date of this request for standing offer. The mandates must have been for full-time - 35h hours / week or more, for a given person.

To meet this requirement, offerors must use the available letter of reference available under Annex K. The letter of reference must be completed, signed and dated by three (3) different clients. The letters of reference must be submitted with their offer,

Note: Canada reserves the right to take references.

4.1.2 Financial Evaluation

All firm rates offered and presented in Annex 2 - Pricing - will be used when placing orders (call up). The right of first refusal will be used for call up (see Annex E Call-up Procedure), and the firm rates will be considered at that time.

NOTE: Offerors may, before the execution of the two (2) optional years, amend and submit new rates that will be valid for the following year

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4.2 Basis of Selection - Mandatory Technical Criteria Only

An offer must comply with the requirements of the Request for Standing Offers and meet all mandatory technical evaluation criteria to be declared responsive. All the responsive offers will be recommended for issuance of a standing offer.

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PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Offerors must provide the required certifications and additional information to be issued a standing offer.

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

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

5.1 Certifications Required with the Offer

Offerors must submit the following duly completed certifications as part of their offer.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all offerors must provide with their offer, **if applicable**, the declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

5.2 Certifications Precedent to the Issuance of a Standing Offer and Additional Information

The certifications and additional information listed below should be submitted with the offer, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Standing Offer Authority will inform the Offeror of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame provided will render the offer non-responsive.

5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Offeror must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2 Federal Contractors Program for Employment Equity - Standing Offer Certification

By submitting an offer, the Offeror certifies that the Offeror, and any of the Offeror's members if the Offeror is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "[FCP Limited Eligibility to Bid](#)" list) available at the bottom of the page of the [Employment and Social Development Canada-](#)

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[Labour's website \(https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#s4\)](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#s4).

Canada will have the right to declare an offer non-responsive, or to set-aside a Standing Offer, if the Offeror, or any member of the Offeror if the Offeror is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list at the time of issuing of a Standing Offer or during the period of the Standing Offer.

5.2.3 Additional Certifications Precedent to Issuance of a Standing Offer

5.2.3.1 Canadian Content Certification

This procurement is limited to Canadian services.

The Offeror certifies that:

() the services offered are Canadian services as defined in paragraph 4 of clause [A3050T](#).

For more information on how to determine the Canadian content for a mix of goods, a mix of services or a mix of goods and services, consult [Annex 3.6](#), Example 2, of the Supply Manual.

5.2.3.1.1 *SACC Manual* clause [A3050T](#) (06-12-2018) Canadian Content Definition

5.2.3.2 Status and Availability of Resources - Offer

SACC Manual clause [M3020T](#) (28-01-2016) Status of Availability of Resources - Offer

PART 6 – SECURITY REQUIREMENTS

6.1 Security Requirements

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

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PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

7.1 Offer

7.1.1 The Offeror offers to fulfill the requirement in accordance with the Requirement at Annex "A".

7.2 Security Requirements

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

PSPC FILE #: E6MON-190005-OC1

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

PSPC FILE #: E6MON-190005-OC2

1. The Offeror must, at all times during the performance of the Standing Offer, hold a valid Facility Security Clearance at the level of **SECRET**, issued by the Canadian Industrial Security Directorate (CISD), **Public Works and Government Services Canada (PWGSC)**.
2. The Offeror personnel requiring access to **CLASSIFIED** information, assets or sensitive work site(s) must EACH hold a valid personnel security screening at the level of **SECRET**, granted or approved by CISD/PWGSC.
3. The Offeror **MUST NOT** remove any **CLASSIFIED** information or assets from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
5. The Offeror must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached at Annex H;
 - (b) *Industrial Security Manual* (Latest Edition).

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PSPC FILE #: E6MON-190005-OC3

1. The Offeror must, at all times during the performance of the Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. This contract includes access to **Controlled Goods**. Prior to access, the contractor must be registered in the Controlled Goods Program of Public Works and Government Services Canada (PWGSC).
3. The Offeror personnel requiring access to sensitive work site(s) must EACH hold a valid **RELIABILITY STATUS**, granted or approved by CISD/PWGSC.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
5. The Offeror must comply with the provisions of the:
 - a) Security Requirements Check List and security guide (if applicable), attached at Annex H;
 - b) *Industrial Security Manual* (Latest Edition).

7.3 Standard Clauses and Conditions

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

7.3.1 General Conditions

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

7.3.2 Periodic Usage Reports - Standing Offer

The Offeror must compile and maintain records on its provision of goods, services or both to the federal government under contracts resulting from the Standing Offer. This data must include all purchases, including those paid for by a Government of Canada Acquisition Card.

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

The data must be submitted every month to the Standing Offer Authority.

The quarterly reporting periods are defined as follows:

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

Such reports must contain the following information:

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- I. The standing offer's number
- II. The supplier's name
- III. The supplier's contact information
- IV. The call up original's value
- V. The call up modify total's value
- VI. Name and contact information of the contracting authority (client and not the contracting authority of the standing offer)
- VII. Dates of the call up
- VIII. Period of the call up (starting and end date)
- IX. Geographical area
- X. Period of the report (month and year)
- XI. Name of the department or agency
- XII. Call up's number
- XIII. Name of the resource
- XIV. The services provided (classification and level of the resource)
- XV. Other appropriate information

Offerors are requested to indicate separately the content of each call-up and its object (category of service). For example, if a call up was for clerks and another for an engineer, a separate line item is requested.

All data fields of the report must be completed as requested.

7.4 Term of Standing Offer

7.4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is from _____ to _____.

7.4.2 Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for two (2) additional one (1) year period, from _____ to _____ (*will be indicated at the issuing of the standing offer*) under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority 30 days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

7.5 Authorities

7.5.1 Standing Offer Authority

The Standing Offer Authority is:

Name: Patricia Carpentier
Title: Procurement Specialist

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Public Works and Government Services Canada
Acquisitions Branch

Telephone: 514-641-6573

Facsimile: 514-496-3822

E-mail address: patricia.carpentier@tpsgc-pwgsc.gc.ca

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

7.5.2 Project Authority

The Project Authority for the Standing Offer is identified in the call-up against the Standing Offer.

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

7.5.3 Offeror's Representative

Name: _____

Title: _____

Organization: _____

Address: _____

Telephone: ____ - ____ - ____

Facsimile: ____ - ____ - ____

E-mail address: _____

7.6 Proactive Disclosure of Contracts with Former Public Servants

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

7.7 Identified Users

The Identified Users authorized to make call-ups against the Standing Offer include any government department, agency or Crown corporation listed in Schedules I, I.1, II, III, of the [Financial Administration Act](#), R.S.C., 1985, c. F-11.

7.8 Call-up Procedures

Call-up procedure is detailed in Annex "E" Call-up Procedure. The right of first refusal applies to this Standing Offer

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7.9 Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using form PWGSC-TPSGC 8251, Call-up Against a Standing Offer for temporary help services.

7.10 Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed **\$100,000** (which includes all subsequent amendments, travel/living expenses, overtime and applicable taxes) **OR 48 consecutive weeks**, whichever comes first. A call-up can be extended by an additional 24 consecutive weeks but must have the prior approval of PWGSC.

7.11 Financial Limitation

The total cost to Canada resulting from call ups against the Standing Offer must not exceed the sum of \$_____ unless otherwise authorized in writing by the Standing Offer Authority. The Offeror must not perform any work or services or supply any articles in response to call ups which would cause the total cost to Canada to exceed the said sum, unless an increase is so authorized.

The Offeror must notify the Standing Offer Authority as to the adequacy of this sum when 75 percent of this amount has been committed, or 3 months before the expiry date of the Standing Offer, whichever comes first. However, if at any time, the Offeror considers that the said sum may be exceeded, the Offeror must promptly notify the Standing Offer Authority.

7.12 Priority of Documents

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

- a) the call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions 2005 (21-06-2017), General Conditions - Standing Offers - Goods or Services
- d) the general conditions 2010B, (21-06-2018) General Conditions – Professional Services (medium complexity);
- e) Annex A, Requirement;
- f) Annex B, Basis of Payment;
- g) Annex C, Description of temporary help services categories;
- h) Annex D, Standards and duties with respect to tests;
- i) Annex E, Call up procedure;
- j) Annex F, Instructions for identified users;
- k) Annex G, Periodic usage reports;
- l) Annex H, Security Requirements Check List;
- m) Annex I, Insurance requirements;
- n) Annex 2, Pricing list (catalogue);
- o) the Offeror's offer dated _____ .

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7.13 Certifications and Additional Information

7.13.1 Compliance

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

7.13.2 SACC Manual Clauses

M3020C (2016-01-28), Status of Availability of Resources - Standing Offer

M3060C (2008-05-12) Canadian Content Certification

7.14 Applicable Laws

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

7.15 Transition to an e-Procurement Solution (EPS)

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

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

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

7.16 Unsatisfactory services

Should one temporary help resource be deemed unsatisfactory for the mandate, and if Canada has advised the contractor within four (4) hours of the beginning of the mandate, Canada will not be responsible for the payment of the service for this period.

Should the notice be made after the first four hours, the contractor must proceed to change the resource within five working days.

For a given requirement, should the designated user reject 4 employees of the contractor for a valid reason, the designated user may contact the next contractor in line following the order of priority. Should the contractor deliver poor services or resources that are not qualified, the designated users will contact the Standing Offer Authority to provide details, and the contractor will be advised.

Three (3) separate complaints from any designated user to the Standing Offer Authority that are evaluated to be grounded and documented may lead to the withdrawal of the Contractor from the catalogue.

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B. RESULTING CONTRACT CLAUSES

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

7.1 Requirement

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

7.2 Standard Clauses and Conditions

7.2.1 General Conditions

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

Section 15 Interest on Overdue Accounts, of 2010B, [\(21-06-2018\), General Conditions - Professional Services \(Medium Complexity\)](#) will not apply to payments made by credit cards.

7.3 Term of Contract

7.3.1 Period of the Contract

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

7.4 Proactive Disclosure of Contracts with Former Public Servants

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

7.5 Payment

7.5.1 Basis of payment: Cost reimbursable – Limitation of expenditure

The Contractor will be paid for its costs reasonably and properly incurred in the performance of the Work, in accordance with the Basis of payment in Annex 2 – Pricing, to a limitation of expenditure of \$ _____. Customs duties are included and Applicable Taxes are extra.

7.5.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____. Customs duties are included and Applicable Taxes are extra.

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

whichever comes first.

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

7.5.3 SACC Manual Clauses

H1000C (2008-05-12) Single Payment

H1001C (2008-05-12) Multiple Payment

H1008C (2008-05-12) Monthly Payment

A9117C (2007-11-30) T1204 - Direct Request by Customer Department

7.5.4 Electronic Payment of Invoices – Call-up

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

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);

7.6 Invoicing Instructions

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

Each invoice must be supported by:

- a. a copy of time sheets to support the time claimed;
 - b. a copy of the release document and any other documents as specified in the Contract;
2. Invoices must be distributed as follows:
 - a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

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7.7 Insurance Requirements

The Contractor must comply with the insurance requirements specified in Annex I. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

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

7.8 SACC Manual Clauses

A9131C (2014-11-27) Controlled Goods Program - Contract

B4060C (2011-05-16) Controlled Goods

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ANNEXES

ANNEX A: Requirement

ANNEX B: Basis of Payment

ANNEX C: Description of Temporary Help Services Categories

ANNEX D: Standards and Duties with Respect to Tests

ANNEX E: Call-up Procedure

ANNEX F: Instructions for designated users

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ANNEX A - REQUIREMENT

1. Terminology

THS: Temporary Help Services

RMSO: Regional master standing offer

RFSO: Request for standing offer. Document posted on Buy and Sell, prior to issuing the regional master standing offer.

The term call-up refers to the subsequent call-up.

Geographic areas: the service must be provided in one or more of the eight geographical areas designated below (Appendix A, section 3.3). The region is the province of Quebec, with the exception of the Gatineau area, Témiscamingue and northern Quebec.

Service categories: The description of the various service categories that may be offered by the contractor is provided in Appendix C.

Catalogue: Document containing information about the RMSO, particularly the contact information for qualified contractors and the requested hourly rates. The catalogue will be accessible to all designated users.

2. Background

In its role as the central purchasing agency, Public Works and Government Services Canada (PWGSC), at the request of identified users in federal government departments and agencies in the Quebec Region, requests offers for the provision of temporary help services.

To meet the needs of identified users, PWGSC ensures that suppliers submit a standing offer for the provision of services for a specified period. PWGSC then delegates purchasing authority to the identified users, who can then access the supply source directly by issuing "call-ups" (which are detailed acceptances of the offer).

The details of the services the identified users wish to obtain from a supplier are set out in the call-up. The call-up may be issued at any time during the standing offer's period of validity.

The Master Regional Standing Offer (RMSO) for temporary help services (THS) will be used for ad hoc requirements that are difficult to anticipate and fairly urgent.

3. Nature of the services offered

3.1 Description

The supplier will provide THS in the manner and at the time requested by identified users in accordance with the categories of services offered and accepted for the Quebec Region and geographical areas specified in this standing offer.

Temporary assistance services must be used on a temporary basis to meet requirements in units in one or more of the categories indicated in Appendix C. These services may be required to meet a temporary, ad hoc increase in work volume, for example.

3.2 Limitations

Limitations must be observed in the use of standing offers.

– The standing offer user is aware of the fact that the RMSO cannot be used as an alternative to a staffing process, which would result in the identified user hiring an individual providing a service on the supplier's behalf, without conducting an official staffing process. For example, the identified user may not indicate in its call-up the identity of a specific person by whom it would like the mandate to be carried out. Nor can the identified user select a company on the basis of the identity of the people who work for it.

– The holder of a standing offer (the supplier) must inform its employees that the RMSO must not be used to establish an employer-employee relationship.

3.3 Geographical areas

The supplier may offer services in one or more of the following geographical areas:

1. Greater Québec, including Lévis, Valcartier and Donnacona
2. Rimouski, Bas-Saint-Laurent and Gaspé
3. Saguenay, Lac-Saint-Jean and Côte-Nord
4. Greater Montréal (including the North Shore and South Shore, in a radius of up to 50 km)
5. Greater Trois-Rivières, Nicolet, Shawinigan, including Grand-Mère
6. Sherbrooke, including Granby and Cowansville
7. Laurentians (north of Montréal from St-Jérôme, including La Macaza)
8. Abitibi

3.4 Quality control procedure

The supplier must have a quality control process in place that focuses on the following four areas, at a minimum:

- recruitment;
- testing and screening;
- client satisfaction with the services provided by the supplier;

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monitoring of the employee's performance during and after the assignment.

3.5 Availability of specific individuals

If the call-up is made within less than 48 hours, the supplier may not be able to guarantee the availability of a specific individual and will therefore recommend another person who meets the minimum requirements set out in the call-up.

3.6 Closing of government offices

In the event that a government office in which the work pertaining to a call-up is to be performed should have to close unexpectedly, the supplier may be compensated for up to a week's work, at the rates set out in the call-up, and depending on the amount of work specified in the call-up. This does not apply to statutory holidays and other foreseeable events.

In such situations, the supplier must attest that:

- no payment – for any client – was received for the services of the supplier's staff normally assigned to the call-up, for the period for which an invoice is submitted;
- the supplier's staff usually assigned to the call-up will receive the payment due for the hours invoiced.

The supplier makes no commitment to making the same resources available once the offices reopen.

4. General service standards

4.1 Place of business and office staff

For the full duration of the THS standing offer, the offeror must:

- provide, occupy and keep a fully operational business office in the region in which the service is being provided;

Note:

The Quebec region is defined in the solicitation document. The region includes the eight geographical areas indicated in Annex-A, point 3.3.

- remain open during regular business hours (7.5 hours per day, Monday to Friday, between 8:00 am and 6:00 pm);
- have at least two full-time employees able to offer THS to identified users in each of the geographical areas listed for which the standing offer is being issued. These employees must also include at least one bilingual person.

4.2 Service quality

For the relevant service categories, the identified user may request that the offeror provide the results of a specific individual's tests (listed in Appendix D). Instructions pertaining to testing for administrative support categories are included in Appendix D.

4.3 Response time

For the full duration of the standing offer, the offeror has four business hours to respond to calls, faxes or e-mails from identified users.

4.4 Expression – oral and written communication

When services are required in only one of the two official languages, the requirements indicated below apply to the language in question (reading, writing and oral communication).

Some call-ups may require bilingual services. When this is the case, the person carrying out the mandate is expected to possess the following knowledge and abilities, in both languages.

Reading

Ability to understand texts on a variety of work-related topics; ability to understand most of the complex details, inferences and nuances of meaning; ability to read and clearly understand specialized and less familiar subject matter.

Writing

Ability to draft descriptions and explanations of various formal and informal situations in respect of the work; ability to draft texts that develop and present ideas coherently; ability to draft texts using vocabulary, grammar and spelling that are generally appropriate to a work setting and require few corrections.

Oral communication

Ability to provide explanations and formulate detailed descriptions; ability to deal with hypothetical questions; ability to state an opinion, defend a point of view or justify an action; ability to give advice; ability to solve complex work-related problems.

4.5 Bilingualism evaluation

In case of doubt in the skills or abilities of the supplier's staff in terms of bilingual comprehension, the identified user may call upon the services of the Canada School of Public Service to conduct independent testing. Test costs – which are communicated before testing is performed – will be the responsibility of whichever party is found to be mistaken in light of the test results.

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4.6 Bonus

When the identified user requires bilingual services, the normal hourly rate indicated in Appendix B – Basis of Payment is used, to which is added the amount indicated at the top of the Basis of Payment section (namely, \$0.55 per hour).

5. Workplace Hazardous Materials Information System (WHMIS)

Some service categories may require specific training.

When required, the supplier shall be responsible for WHMIS training and basic protective equipment, such as steel-toed shoes and hard hats, as specified in the applicable classifications (namely, Component 3).

Requirements in terms of training and protective gear specific to the workplace that are not mentioned in the category are the responsibility of the identified user.

The supplier providing Component 3 services must consult each classification description to obtain a complete list of requirements (see Appendix C).

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ANNEX B - BASIS OF PAYMENT

1. Overtime

No overtime shall be paid unless a specific request to the company is made by the identified user. Overtime shall be paid using the factor indicated by the offeror in its offer and reproduced in the basis of payment.

2. Bilingualism

When the identified user requires bilingual services, the basic hourly rate for the required service is increased by \$0.55.

3. Interview

The interview is not a customary selection tool for a supplier's proposal.

If an identified user requires that a supplier's employee pass an interview, the identified user shall pay the supplier for four hours, for Components 1 to 3. The applicable rate will be that for the requested service.

For Components 4 and 5 of the service categories, the identified user may request an interview for a maximum of three candidates, at no charge.

4. Overqualification

The identified user pays for the service category level it requires. If the supplier chooses to provide the services of an overqualified employee, it does so at its own expense.

5. Hourly rate

See attached "Pricing list".

ANNEX C - DESCRIPTION OF TEMPORARY HELP SERVICES CATEGORIES

Service categories

This is the list of service categories covered in this standing offer, as well as the description of each of the levels. For each level, the expected training and experience is indicated.

In case of any disagreement between the supplier and identified user as regards the interpretation of these descriptions, the standing offer authority must be contacted before the RFSO closing date.

Preliminary and general notes applicable to this Annex detailing the category of services as a whole. The following notes supersede the text and indications contained in the current Annex. Their function is to clarify terms and wordings of the current Annex.

1. Terminology

The term « essential qualification » must be read « mandatory criteria ».

The term « asset qualification » must be read « possible additional criteria ».

The term « classification » must be read « category of service » or « service category ».

When the topic is at hand, the work performance is reviewed (not supervised).

The resources are the ones of the contractor (not of the temporary help service).

When reading « aptitude » one must read « knowledge and experience » when the knowledge and learning can be structured and transferred.

2. Context of this standing offer

This annex cannot be read without taking into account the information included in the other sections of the document, for example the Appendix related to exams.

The objective of this Standing Offer is to allow the set up of a contract with a supplier to provide temporary help services.

The contractual relationship being with the supplier, indications related to the productivity, efficiency or work to be performed are transmitted by the client to the supplier.

Should some sentences and phraseologies let think that to gain time there is a link between the client and the resource provided by the contractor, the contractual relationship remains the one mentioned.

3. Office suites

Any reference to a « standard software » must be read « known office suites » (word processing, spreadsheet, etc.).

Any reference to a specific software in this document must be understood under its generic

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definition (for example « office suite » instead of « Microsoft Office »). Each client having its own software tools, the definition must be generic. Should a precise requirement exist, it will be mentioned before the call-up by the client.

4. Diploma

Notwithstanding the mention made in the other sections of this document, a secondary school diploma is mandatory. A higher degree may be required, but a secondary school diploma obtained is a minimum, and no inferior level of study will be accepted.

By default, the equivalency is evaluated as follow :

The diploma must be delivered by a recognized Canadian teaching institution, or an equivalent established by a recognized evaluation of titles and competencies in Canada, should the diploma be obtained outside of the country. The list of the recognised organizations is available on the CICIC website (www.cicic.ca), which will be the only tool acceptable.

5. Federal government experience

By no mean can the federal government experience be used as an eliminatory criteria for an Offeror. When one Offeror is selected, the client may, between two otherwise equally qualified resources, select in priority the one with federal government experience, in agreement with the supplier.

See attached document called "Classification Description"

ANNEX D - Standards and Duties with Respect to Tests

Basic standards with respect to tests for administrative support categories

For the administrative support classifications, the supplier must ensure that its employees meet the expectations listed here. Minimum standards are indicated farther on.

Nature of tests

Standardized tests must be used to establish the qualifications of employees in the service categories in question and the supplier must, at a minimum, use the four types of tests below to select and classify its employees:

1. Keyboarding tests
 - 1.1 Separate tests in English and French that are used to evaluate:
 - a) the skills needed for keyboarding in English or French or in French and English, at a minimum speed of 40 words per minute with an error rate not exceeding 5% evaluated based on the number of characters; or
 - b) the necessary skills for typing in English or French, or in English and French, at a minimum speed of 25 words per minute with an error rate not exceeding 3%.
 - 1.2 Tests for proficiency in the use of common software programs (particularly for administrative categories)

The supplier must ensure its employees have a functional familiarity with commonly used software programs in the field of work of the service category in question. Such programs include Office suites (including word processing, spreadsheet, presentation and e-mail software). They may require an understanding of vector graphic software, spell checkers, Web browsers, and database software, depending on the service categories.

1.3 Grammar, spelling and punctuation tests

Sound knowledge of the basic rules of spelling, grammar and punctuation is normally required of people who type at the minimum speed of 40 words per minute.

1.4 Skills tests – office work

These tests, which are generally taken in the person's first official language (English or French), must be used to evaluate the basic skills needed to properly perform office work. Although the number and designation of the skills measured may vary from one test to another, a series of sub-tests should be included that are designed to evaluate:

- a) filing skills,
- b) coding skills,
- c) ability to conduct verifications,
- d) ability to do arithmetic.

2 Standards pertaining to tests – General aspects

2.1 Test development

Offerors may develop their own tests by calling on members of their own staff with the required training or experience or by using the services of consultants.

There are also commercial tests that meet the minimum requirements listed below.

2.2 Test administration

The person in charge of administering the various tests must have sufficient relevant training and experience. Administering a test to one or more people is a task that cannot be accomplished without adequate preparation; the person in charge must be familiar with the test itself and the conditions under which it will be administered.

The person in charge of administering the tests must have detailed knowledge of the oral and written instructions to give the candidates. He or she must periodically ensure that the required equipment (computers, tape recorders, etc) is in good condition and ensure that the general test conditions allow individuals to perform as best they can (adequate lighting, sufficient work space and a quiet environment).

2.3 Time limits

The duration of tests or portions of tests must be strictly adhered to.

The use of a timer is strongly recommended, particularly for monitoring the maximum amount of time allocated for each of the portions of the test.

2.4 Test scoring

Skill tests (typing tests, for example) must be scored in accordance with the guidelines and procedures clearly set out in a scoring guide or manual.

Those scoring the tests must have sufficient training and experience in scoring skill tests and have a sound understanding of the scoring guidelines provided for each test.

Language proficiency and office work skills tests (grammar, spelling and punctuation tests, for example) are often accompanied by a correction grid that can be superimposed on the candidates' answer sheets. The number of correct answers in each section and the test as a whole can then be calculated.

2.5 Security measures – test documents

All test documents, including answer sheets, test booklets, correction sheets and handbooks, must be kept under lock and key. Only those responsible for administering and correcting the tests must have access to them.

It is important to ensure that all test documents are collected and accounted for after each test.

At least once a month, a full inventory of documents must be taken to ensure that test booklets and correction sheets are in good condition. Damaged documents must be destroyed and replaced.

3. Test standards – Specific aspects

3.1 Keyboarding tests

- a) There must be two equivalent versions in both official languages to assess the skills listed in item 1, i.e., two parallel tests for keyboarding tests in French and English.
- b) To determine the equivalence of the two parallel tests, the following factors will be used:
 - average typing intensity (see 3.1.d),
 - average syllabic intensity (see 3.1.e).
- c) Each equivalent test must include:
 - one page of general instructions, separated from the text to be typed,
 - a text of about 150 words used for the warm-up exercise (three to five minutes),
 - an initial text of approximately 1,400 to 1,600 keystrokes, entirely narrative in nature (containing neither numbers nor symbols), to be typed out within no more than five minutes,
 - a second text of approximately 1,400 to 1,600 keystrokes, exclusively narrative in nature, also to be typed out in no more than five minutes.
- d) The average number of keystrokes per word in each text should vary from 5.9 to 6.10. The average keystroke intensity indicator is the result of dividing the total number of keystrokes needed to type up the full text by the total number of words.
- e) The average syllabic intensity of each text must vary from 1.45 to 1.55. The average syllabic intensity indicator can be calculated by dividing the total number of syllables by the total number of words in the text.
- f) At the end of the typing test, candidates will be asked to indicate which of the two typing texts they wish to have scored. Only the designated text will be corrected.
- g) Correction must take into account the following two criteria:
 - the speed in words per minute, obtained by dividing the total number of keystrokes by 25,
 - accuracy, expressed as a percentage of errors, obtained by dividing the total number of errors by the total number of words typed.

- h) The passing score required on the typing test is:
- 40 words per minute, with no more than 5% errors, or
 - 25 words per minute, with no more than 3% errors.
- i) To be considered as having all the required qualities, each candidate must meet both the speed and accuracy criteria; failure to meet either of the two criteria will lead to failure of the test.
- j) In case of failure, the person may be allowed to retake the test as soon as possible. However, in such cases, a different test under the same conditions as the previous evaluation will have to be used.
- 3.2 Spelling, grammar and punctuation tests
- a) A spelling, grammar and punctuation test is required in each official language to assess the knowledge listed in item 1.3, i.e., two separate spelling, grammar and punctuation tests, one in English and the other in French.
- b) The test must provide a reliable measurement of the candidate's mastery of the fundamental rules of grammar and punctuation, corresponding to the level required of a tenth-grade student.
- c) The test and related materials (i.e., the answer booklet, administration guide and technical manual) must be accompanied by appropriate normative data based on one or more clearly identified reference populations, such as 10th-grade students, applicants or office employees.
- d) The passing score for this test must be established using appropriate normative data. When this normative data is expressed as a percentile, it is recommended that a passing score corresponding to the 40th percentile be adopted.
- e) A minimum period of three weeks must elapse before candidates who fail the exam can be allowed to retake it.
- f) The overall results (i.e., number of correct answers obtained in each of the sections and the entire test) as well as basic personal information (test date, educational history, professional experience, etc) must be systematically filed and kept on record for one year. Regional standards based on the characteristics of local office job seekers can thus be established on short notice.
- 3.4 Skills tests – Office work
- a) There must be a test for office work skills in each official language to assess the qualifications set out in item 1.4.
- b) This test must provide an accurate and valid measurement of the basic skills deemed necessary for the proper performance of office work:
- the speed and accuracy of filing and coding activities and the checking of numbers and/or words,
 - arithmetic skills.
- c) The test and related materials (i.e., the answer booklet, administration guide and technical manual) must be accompanied by appropriate normative data based on one or more clearly identified reference populations, such as 10th-grade students, applicants or office employees.

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- d) The passing score for this test must be established using appropriate normative data. When this normative data is expressed as separate percentiles for men and women, it is recommended that a passing score corresponding to the 40th percentile be adopted in each case.
- e) A minimum period of three weeks must elapse before candidates who fail the exam can be allowed to retake it. A second failure will result in the candidate's elimination.
- f) The overall results (i.e., number of correct answers obtained in each of the sections and the entire test) as well as basic personal information (test date, educational history, professional experience, etc) must be systematically filed and kept on record for one year. Regional standards based on the characteristics of local office job seekers can thus be established on short notice.

ANNEX E - CALL-UP PROCEDURE

1. Principle

The right of first refusal applies. The identified user must first contact the supplier offering the lowest price for a given service.

2. Call-up procedure

2.1 Identification of the offeror

For a given requirement, the user must consider the following crucial factors in selecting an offeror:

- geographical area;
- service category and level;
- specific aspects (bilingualism, security rating).

Once this determination is made, the offeror with the lowest rate (hourly or daily rate) will be given the highest ranking.

2.2 Communication as needed

When placing the availability request, the identified user must indicate which tasks will have to be carried out.

The designated user may request a résumé and samples of work.

The user will contact the identified offeror and up to a total of five offerors with the lowest rates, in increasing order, and will confirm the contact by fax or e-mail. The user will specify its requirements by providing details about the desired level of education and experience (see below).

2.3 Time limit

The offerors contacted will have the time indicated by the user to confirm whether they can respond to the call-up. The time limit is at the user's discretion but must be indicated on the request.

The supplier has four hours to acknowledge receipt, in accordance with the response time frame set out in Appendix A (Requirement).

It is suggested that the user set a time limit for providing a candidate that is not less than 48 hours, and that takes into account the complexity of the service to be delivered: the deadline may therefore be longer. However, under some circumstances, the deadline may be shorter.

2.4 Handling the response

If the offeror is unable to respond, or if no response is received by the identified user, the identified

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user will move on to evaluating the offeror ranked second highest (second most cost-effective), and so forth.

The identified user, having proceeded with the evaluation in the indicated order (beginning with the lowest rate), will take the offer of the first offeror who meets the requirements. Offerors who fail to meet one (or more) requirements, as well as offerors who fail to respond within the specified time frame, will be eliminated from consideration.

When the offeror who is in first place cannot meet the requirement, the identified user must take particular care to document the file.

3. Catalogue – Information grouping and distribution

The standing offer is for use by identified users.

The regional master standing offer will be distributed widely to identified users.

Distribution will be done through a Catalogue, accessible electronically and in hard copy, for identified users and all selected suppliers. The catalogue may also be consulted by the representatives, employees or clerks of all designated suppliers.

The supplier agrees that the following information has been and may be included in the Catalogue, for each SO holder:

- Company number – procurement;
- Contact information (address(es), telephone number(s), e-mail address(es), fax number(s), etc);
- Contact information for the contact person;
- The hourly rates submitted and selected, for each service category.

The catalogue is made up of the rates accepted pursuant to the terms set out in the RSO.

The standing offer authority will send a copy of the electronic version of the catalogue to all offerors.

4. Changes to service categories or service category level

When answering a call-up, the supplier must exactly meet the service category and service category level requested.

If the supplier decides to enhance the service it provides, it will do so at its own expense.

In no case may the supplier invoice at a higher rate than that indicated in the catalogue for the service category and service level requested by the user.

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For example, if a call-up is for the services of a mid-level clerk, the supplier must provide and bill for the services of a mid-level clerk. Under no circumstances may the supplier bill for the services of a higher-level clerk.

If the supplier cannot meet the requirement, the call-up procedure will continue.

5 Candidate introduction

When the identified user obtains an acceptable proposal from the offeror with the right of first refusal, the identified user may request another individual than the one whose file was approved. This request may only be made under exceptional circumstances and once the call-up has been issued.

This request may not involve or result in a service category modification.

In cases where the supplier cannot meet this request to substitute an individual, the identified user may not deal with another supplier.

The identified user should instead go back to the approved file and select from the individuals who meet the documented requirements.

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Example of a service request

Service category:

Level:

Descriptions from the Catalogue:

Language:

Location (area, address):

Contact information for the Client (Canada):

Contact information for the supplier:

Response requested by _____

Educational requirements:

Required experience:

Required abilities:

Specific aspects:

ANNEX F - INSTRUCTIONS FOR IDENTIFIED USERS

1. Principle

For any call-up, the identified user's file must be well documented.

2. Service evaluation – usage report by the identified user

The identified user may send a report to the standing offer authority on the use made of the standing offer and the evaluation of the services rendered. In the report, identified users must provide information on satisfactory RMSO holders, who provide high-quality services and on unsatisfactory RMSO holders who can never provide resources or whose resources are not acceptable, including cases where resources were rejected owing to poor performance.

Moreover, the identified user must report the following situations to PWGSC:

- An active SO holder that is repeatedly unable to provide the services of a resource who meets the service category requirements set by the identified user;
- Poor-quality services provided by a supplier or temporary help services that do not meet the service category requirements;
- Any situation where active SO holders violate the terms of the SO.

The identified user must immediately report any cases of inefficiency, absenteeism or inability to perform THS-related tasks to the supplier's representative.

If the issue cannot be addressed by the supplier's representative, the identified user must seek the help of the person in charge of the SO. This will give the SO officer an opportunity to undertake whatever other corrective measures are required, given the circumstances.

3. Reminder about call-ups

For a given requirement, the identified user must:

- Document: Document the requirement, draft the requirement and the mandatory requirements. All processes must be documented, from the requirement formulation to responses, acceptances or rejections, as well as specified deadlines.
- Contact: The requirement should be sent to one or more offerors, to a maximum of five offerors simultaneously.
- Consistent handling: In cases where one or more offerors are contacted, contact must be synchronized (all five at once, for example). All offerors must receive the same

information and be evaluated using the same rules, which must be clearly specified (mandatory criteria, deadline for responding, etc). If the requirement is for a single person, only one résumé per offeror is required; the solution used if more than one résumé is received must be indicated (rejection of the proposal or study of only the first résumé received). Inconsistent handling means the process must be started over.

- Information to include: Your correspondence must clearly state that a call-up will not necessarily be made, even if the offeror meets the mandatory criteria for the requirement. It is also important to indicate that failure to respond will be deemed a withdrawal.

- Offer a deadline for responding: Allow a reasonable time frame, i.e., not less than 48 hours. In determining a reasonable deadline, it should be kept in mind that it is easier to find a clerk than an architect.

- Evaluate: Always operate on the principle of right of first refusal, which consists in giving priority to studying the proposals of offerors with the lowest rates. Once the deadline passes, begin with the proposal of the offeror with the lowest rate. If the proposal does not meet the mandatory requirements indicated in the document, the offeror with the next lowest rate should be considered next, and so on until an offer is found that meets the requirement. All proposal rejections must be documented. It is not possible to negotiate at this stage (with respect to rates, competencies, service categories or persons); the proposal is either acceptable or it must be rejected. The call-up is awarded to the first offeror who meets ALL the mandatory criteria set out in your THS requirement and offers the lowest hourly rate as indicated in the catalogue.

4. Interviews

Except in specific, documented situations, the interview is not recommended as a selection tool. An evaluation grid must be used at all times.

If an interview is conducted and costs must be paid, the identified user must submit separate call-up documents for the interviews.

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ANNEX G - MONTHLY REPORT

(See attached document)

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ANNEX H - SECURITY REQUIREMENTS CHECK LIST

(See attached document)



SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE			
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		Public Works and Government Services Canada	2. Branch or Directorate / Direction générale ou Direction Approvisionnement
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Service d'aide temporaire			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No Non	<input checked="" type="checkbox"/> Yes Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input checked="" type="checkbox"/>		NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>			
Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input type="checkbox"/>		NATO UNCLASSIFIED <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>		NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>		NATO RESTRICTED <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>		NATO DIFFUSION RESTREINTE <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>		NATO CONFIDENTIAL <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		NATO CONFIDENTIEL <input type="checkbox"/>	TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		NATO SECRET <input type="checkbox"/>	TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>
		NATO SECRET <input type="checkbox"/>	
		COSMIC TOP SECRET <input type="checkbox"/>	
		COSMIC TRÈS SECRET <input type="checkbox"/>	



PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non Oui

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No ☐ Yes
Non Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

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

Special comments:

Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No ☐ Yes
Non Oui

If Yes, will unscreened personnel be escorted?

Dans l'affirmative, le personnel en question sera-t-il escorté?

- ☒ No ☐ Yes
Non Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? ☒ No ☐ Yes
Non Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? ☒ No ☐ Yes
Non Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☒ No ☐ Yes
Non Oui



PART C - (continued) / PARTIE C - (suite)

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
				CONFIDENTIEL		TRÈS SECRET	NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL		COSMIC TRÈS SECRET	A	B	C	CONFIDENTIEL		TRÈS SECRET
Information / Assets Renseignements / Biens Production																
IT Media / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No ☐ Yes
Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No ☐ Yes
Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



SECURITY REQUIREMENTS CHECK LIST (SRCL)

LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE			
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		Public Works and Government Services Canada	
2. Branch or Directorate / Direction générale ou Direction Approvisionnement			
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Services d'aide temporaire			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input checked="" type="checkbox"/>		NATO / OTAN <input type="checkbox"/>	
Foreign / Étranger <input type="checkbox"/>			
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>			
Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input type="checkbox"/>		NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	
PROTECTED B PROTÉGÉ B <input type="checkbox"/>		NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	
PROTECTED C PROTÉGÉ C <input type="checkbox"/>		NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>		NATO SECRET NATO SECRET <input type="checkbox"/>	
SECRET SECRET <input checked="" type="checkbox"/>		COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	
TOP SECRET TRÈS SECRET <input type="checkbox"/>			
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>			
		PROTECTED A PROTÉGÉ A <input type="checkbox"/>	
		PROTECTED B PROTÉGÉ B <input type="checkbox"/>	
		PROTECTED C PROTÉGÉ C <input type="checkbox"/>	
		CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	
		SECRET SECRET <input type="checkbox"/>	
		TOP SECRET TRÈS SECRET <input type="checkbox"/>	
		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	



PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non Oui

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No ☐ Yes
Non Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

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

Special comments:

Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No ☐ Yes
Non Oui

If Yes, will unscreened personnel be escorted?

Dans l'affirmative, le personnel en question sera-t-il escorté?

☒ No ☐ Yes
Non Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? ☒ No ☐ Yes
Non Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? ☒ No ☐ Yes
Non Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☒ No ☐ Yes
Non Oui



PART C - (continued) / PARTIE C - (suite)

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
				CONFIDENTIEL		TRÈS SECRET	NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL		COSMIC TOP SECRET COSMIC TRÈS SECRET	A	B	C	CONFIDENTIEL		TRÈS SECRET
Information / Assets Renseignements / Biens Production																
IT Media / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No ☐ Yes
Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No ☐ Yes
Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

E6MON-190005/OC3

Security Classification / Classification de sécurité
UNCLASSIFIED

SECURITY REQUIREMENTS CHECK LIST (SRCL)

LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE			
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		Public Works and Government Services Canada	
2. Branch or Directorate / Direction générale ou Direction Approvisionnement			
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Service aide temporaire			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input checked="" type="checkbox"/>		NATO / OTAN <input type="checkbox"/>	
		Foreign / Étranger <input type="checkbox"/>	
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>			
Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input type="checkbox"/>		NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>		NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	
PROTECTED C PROTÉGÉ C <input type="checkbox"/>		NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>		NATO SECRET NATO SECRET <input type="checkbox"/>	
SECRET SECRET <input type="checkbox"/>		COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	
TOP SECRET TRÈS SECRET <input type="checkbox"/>			
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>			
		PROTECTED A PROTÉGÉ A <input type="checkbox"/>	
		PROTECTED B PROTÉGÉ B <input type="checkbox"/>	
		PROTECTED C PROTÉGÉ C <input type="checkbox"/>	
		CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	
		SECRET SECRET <input type="checkbox"/>	
		TOP SECRET TRÈS SECRET <input type="checkbox"/>	
		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	



PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non Oui

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No ☐ Yes
Non Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

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

Special comments:

Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No ☐ Yes
Non Oui
- If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? ☒ No ☐ Yes
Non Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non Oui
11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? ☒ No ☐ Yes
Non Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? ☒ No ☐ Yes
Non Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non Oui
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☒ No ☐ Yes
Non Oui



PART C - (continued) / PARTIE C - (suite)

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens Production																
IT Media / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No ☐ Yes
Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No ☐ Yes
Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

ANNEX I - INSURANCE REQUIREMENTS

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 Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
 - k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
 - l. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
 - m. Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.
 - n. 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:

N° de l'invitation - Solicitation No.
E6MON-190005/A
N° de réf. du client - Client Ref. No.
MTB-8-41429

N° de la modif - Amd. No.
File No. - N° du dossier
E6MON-190005

Id de l'acheteur - Buyer ID
mtb739
N° CCC / CCC No./ N° VME - FMS

*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.

The following applied only to categories 4 and 5 of the pre-qualified offerors.

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 Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

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ANNEX J – OFFEROR'S LETTER OF REFERENCE

This is to confirm that the company _____ provided on behalf of our organization and to our satisfaction, according to the terms and conditions of the contract, schedule and budget agreed, temporary help services, as described below:

1. From to; Hours / week; Value: \$ (taxes incl.)

.....
(describe the temporary help service or category and location of the service delivery)

2. From to; Hours / week; Value: \$ (taxes incl.)

.....
(describe the temporary help service or category and location of the service delivery)

3. From to; Hours / week; Value: \$ (taxes incl.)

.....
(describe the temporary help service or category and location of the service delivery)

4. From to; Hours / week; Value: \$ (taxes incl.)

.....
(describe the temporary help service or category and location of the service delivery)

5. From to; Hours / week; Value: \$ (taxes incl.)

.....
(describe the temporary help service or category and location of the service delivery)

Name of Organization

Title of responsible authority

Telephone no. of responsible authority

Signature of responsible authority

Date of signature

1. This form (reference letter) must be completed by a client of the offeror that has ordered from the offeror temporary help services and must be submitted with the proposal for Standing Offer.

2. The reference letters must be signed and dated. The reference letters can be scanned.

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ANNEX K to PART 3 OF THE REQUEST FOR STANDING OFFERS

ELECTRONIC PAYMENT INSTRUMENTS

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

- ☐ VISA Acquisition Card;
- ☐ MasterCard Acquisition Card;
- ☐ Direct Deposit (Domestic and International);
- ☐ Electronic Data Interchange (EDI);

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ANNEX 2 PRICING

(See Excel document)



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Travaux publics et Services gouvernementaux
Canada

Place Bonaventure,
800 rue de la Gauchetière Ouest

Voir aux présentes - See herein

Montréal

Québec

H5A 1L6

FAX pour soumissions: (514) 496-3822

Revision to a Request for a Standing Offer

Révision à une demande d'offre à commandes

Regional Master Standing Offer (RMSO)

Offre à commandes maître régionale (OCMR)

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Offer remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'offre demeurent les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Travaux publics et Services gouvernementaux
Canada

Place Bonaventure, portail Sud-Oue

800, rue de La Gauchetière Ouest

7e étage, suite 7300

Montréal

Québec

H5A 1L6

Title - Sujet OCPR: Service d'aide temporaire	
Solicitation No. - N° de l'invitation E6MON-190005/A	Date 2019-05-14
Client Reference No. - N° de référence du client E6MON-190005	Amendment No. - N° modif. 001
File No. - N° de dossier MTB-8-41429 (739)	CCC No./N° CCC - FMS No./N° VME
GETS Reference No. - N° de référence de SEAG PW-\$MTB-739-15308	
Date of Original Request for Standing Offer Date de la demande de l'offre à commandes originale 2019-04-18	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-05-23	Time Zone Fuseau horaire Heure Avancée de l'Est HAE
Address Enquiries to: - Adresser toutes questions à: Carpentier, Patricia	Buyer Id - Id de l'acheteur mtb739
Telephone No. - N° de téléphone (514) 641-6573 ()	FAX No. - N° de FAX (514) 496-3822
Delivery Required - Livraison exigée	
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	
Security - Sécurité This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.	

Instructions: See Herein

Instructions: Voir aux présentes

Acknowledgement copy required Accusé de réception requis	Yes - Oui <input type="checkbox"/>	No - Non <input type="checkbox"/>
The Offeror hereby acknowledges this revision to its Offer. Le proposant constate, par la présente, cette révision à son offre.		
Signature	Date	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
For the Minister - Pour le Ministre		

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AMENDMENT 001

This amendment is to share information given in the offerors conference on May 13, 2019.

Monday May 13, 2019

Public Works and Government Services Canada
Place Bonaventure, Suite 7300, South-West Portal
800 de la Gauchetière Street West
Montreal (Quebec)
H5A 1L6

Subject: Request for Regional Master Standing Offer (RMSO) for temporary help services
Reference E6MON-190005/A
Offerors conference
10h00 am (EDT), Room A710

Attendees (PWGSC):

- Patricia Carpentier (standing offer authority)
- Mélanie Caty
- Suzie Parent

1) Minutes of the meeting

General information

The Standing Offer Authority gave some specifications regarding the information included in the Request for standing offer (RFSO) posted on Buy and Sell.

This RFSO is a new posting since the Standing Offers (SO) currently in place at the moment will expire on May 31st 2019. If offerors are interested in offering their temporary help services (THS), they must present an offer in response to this request.

The RFSO is similar to the previous request (E6MON-150004). One additional geographic area (Lacolle) is covered by this request, for a total of ten (10) geographic areas.

The current request includes three (3) Security Requirements Checklists (SRCL) for the following security levels: Reliability (mandatory), Secret (not mandatory) and Controlled Goods (not mandatory).

The originals of the letters of reference are not requested. A copy of the signed letters (by the clients who received the services) will be accepted.

There is no maximum SO to be issued following this request. A SO will be issued to all offerors who will have presented an offer responsive to all mandatory criteria.

A call-up may be issued by May 31st, 2019 at the latest under the current SO. The call-up may have an end date later than May 31st 2019. However, we will not be able to extend it since the standing offer under which it will have been issued will no longer be active.

The call-ups issued under the new SO can have a maximum duration of 48 weeks or a maximum value of \$100,000.00 (taxes and all amendments included), whichever comes first.

Rates offered

The offerors may propose rates for one or more THS categories included in Annex C - Description of Temporary Help Services Categories of the solicitation document. The offerors may propose rates for one or more geographic areas identified in Annex A – Requirement of the solicitation document.

The offerors to whom a standing offer will be issued as a result of this process will have the possibility to refresh their rates on a yearly basis. If they wish to do so, offerors with a standing offer can resubmit the Annex 2 with their new rates in response to the new RFSO (E6MON-190005/B), which will be posted on Buy and Sell in 2020. These new rates may be for one or more THS categories or for one or more geographic areas. The offerors who wish to maintain their rates do not have to resubmit an offer.

The yearly refresh of the rates permits new offerors to be issued a standing offer by submitting an offer responsive to all mandatory criteria mentioned in the RFSO. It is the supplier's responsibility to go look on the Buy and Sell website.

e-Post Connect

The e-Post Connect service is to allow suppliers to bid electronically. This allows suppliers and the Government of Canada to save costs as well as time. It is strongly encouraged to use the e-post Connect service for the submission of your offer. To bid electronically, the supplier must send a request to open a conversation to:

PWGSC.RQReceptionSubmissions-QRSupplyTendersReception.PWGSC@tpsgc-pwgsc.gc.ca.

It is recommended to open a conversation at least 6 working days before the closing date of this tender. Suppliers interested in bidding via e-Post Connect must consult Part 2 of the RFSO - Offeror Instructions and Part 3 of the RFSO - Bid Preparation Instructions. The e-Post Connect service is free for the suppliers.

Important information: It is the supplier's responsibility to make sure that their offeror's file is not corrupted. No email will be sent if the file is corrupted.

As mentioned in the solicitation document, if there is a discrepancy between the wording of the soft copy and the hard copy (in the event of a bid sent by courier or in person), the wording of the hard copy will have priority over the wording of the soft copy. At bid submission, it is important to present the rates electronic copy in Excel format, and not in Acrobat PDF format.

Security clearance

The proof of ownership of a security clearance is not mandatory at bid submission.

If a placement agency already holds a reliability security clearance, there is no need to re-issue a request for a security clearance, unless the agency wishes to obtain clearance for secret and/or controlled goods levels. A security clearance does not have an expiry date. It may however be revoked in case of an offence. A verification of the security clearances will be done by PWGSC before issuing a standing offer to the agencies.

If an agency does not hold a security clearance, a request for sponsorship to PWGSC. If you don't know if your agency has a security clearance, send an email to the contracting authority.

It is the placement agency's responsibility to obtain the appropriate security clearance (minimum reliability) for their resources. The fingerprints costs are the responsibility of the supplier. The supplier can't bill Canada later. Security clearances from another department other than PWGSC are not accepted. A resource can't start a mandate if the person doesn't have the appropriate security clearance. The head of the placement agency does not need to have a security clearance.

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Call up report

Once the standing offers are issued, a call up report will be sent to all the standing offer's suppliers. This report must be completed and send every month to the generic email address: QUEAideTemporaire.QUETemporaryHelp@tpsgc-pwgsc.gc.ca.

Further information

If you don't have a PBN (Procurement business number), we recommend you to get one by consulting: <https://buyandsell.gc.ca/>

To learn how to do business with the government of Canada, you can communicate with the Small and Medium Enterprise Office, Quebec Region:

- Phone : 514-210-5770
- Email : QueBPME.QueOSME@tpsgc-pwgsc.gc.ca

2) Question received and answer

Question 1

We noticed a difference regarding the zones mentioned in the RFSO and the Pricing. For example, Lacolle doesn't appear in the RFSO English version of the Annex A, and Drummondville isn't mentioned in the Pricing. Is it possible for PWGSC to confirm the list of the zones for which temporary help services is required, for the RFSO?

Answer 1

There is an error in the documents. There is a total of 10 geographical zones. Here they are:

1. Greater QuEbec, including Lévis, Valcartier and Donnacona
2. Rimouski, Bas-Saint-Laurent and Gaspé
3. Saguenay, Lac-Saint-Jean and Côte-Nord
4. Greater Montreal (including the North Shore and South Shore, in a radius of up to 50 km)
5. Greater Trois-Rivières, Nicolet, Shawinigan, including Grand-Mère
6. Sherbrooke, including Granby and Cowansville
7. Laurentians (north of MontrEal from St-Jérôme, including La Macaza)
8. Abitibi-Témiscamingue
9. Drummondville
10. Lacolle

All other terms and conditions remain unchanged.