

SENATE



SÉNAT

CANADA

REQUEST FOR PROPOSAL (RFP)

Subject:

Health and Disability Case Management Services

For further details, please refer to the Statement of Work attached as Annex "A" of this document.

Issue Date:

August 26th, 2020

Closing Date and Time:

September 17th, 2020 at 14:00 EST

RFP No:

SEN-027 20/21

SENATE INFORMATION

For all inquiries the Contracting Authority is:

Contact: Shirley Chartrand
Title: Senior Procurement Advisor
Address: 40 Elgin Street, Room 1163
 Ottawa, ON K1A 0A4, Canada
Telephone no: 613-995-8888
E-mail: Proc-appr@sen.parl.gc.ca

Bids can be delivered by **e-mail only** to the address of the Contracting Authority below.

E-mail: Proc-appr@sen.parl.gc.ca

PLEASE MARK ALL CORRESPONDANCE WITH THE RFP NUMBER INDICATED ABOVE.

BIDDER SIGNATURE BLOCK

The Bidder offers and agrees to provide the Senate of Canada, upon the terms and conditions set out herein, including attachments to this document, the services listed herein and on any attachment at the prices (s) set out, therefore.

The Bidder must have the legal capacity to contract. If the Bidder is a sole proprietorship, a partnership or a corporate body, the Bidder must provide, if requested by the Contracting Authority, a statement and any requested supporting documentation indicating the laws under which it is registered or incorporated together with the registered or corporate name and place of business. This also applies to Bidders submitting a bid as a joint venture.

Name of Firm:

Name of Representative:

Authorized Signature:

Date:

Position Title:

Email Address:

Telephone Number:

Fax Number:

Table of Contents

PART 1 - GENERAL INFORMATION	4
1. Introduction.....	4
2. Summary	4
3. Debriefings.....	4
4. Bid Submission Language.....	4
5. Key Terms and Definitions.....	4
PART 2 – BIDDER INSTRUCTIONS	5
1. Prelude	5
2. Signature Requirement	5
3. Irrevocable Bids.....	5
4. Cost Related to the Preparation of Bids	5
5. Joint Venture	5
6. Inquiries and Communications.....	5
7. Provision of False or Incorrect Information	6
8. Price Justification	6
9. Conflict of Interest – Unfair Advantage.....	6
10. Ownership of RFP documents	6
11. Funding Approvals.....	6
12. Applicable Laws.....	7
13. Level of Security	7
PART 3 – BID PREPARATION INSTRUCTIONS	8
1. Bid Preparation Instructions.....	8
PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION	9
1. Evaluation Procedures.....	9
2. Mandatory Criteria.....	9
3. Rated Evaluation Criteria	11
4. Financial Evaluation	14
5. Basis of Selection.....	14
PART 5 - RESULTING CONTRACT CLAUSES	16
1. Appropriate Law.....	16
2. Assignment.....	16
3. Time is of the Essence	16
4. Indemnity against Claims	16
5. Inspection and Acceptance.....	16
6. Termination of Contract.....	16
7. Notice	17
8. Warranties	17
9. Records to be kept by the Contractor.....	17
10. Confidentiality.....	17
11. Safeguarding of Senate information	17
12. Rules and Regulations	17

13. <i>Miscellaneous Restrictions</i>	18
14. <i>Subcontracts</i>	18
15. <i>No Implied Obligations</i>	18
16. <i>Performance</i>	18
17. <i>Amendments to the Contract</i>	18
18. <i>Ownership of Intellectual and Other Property Including Copyrights</i>	18
19. <i>Conflict of Interest</i>	18
20. <i>Discrimination and Harassment in the Workplace</i>	19
21. <i>Health and Safety</i>	19
22. <i>Advertisement</i>	19
23. <i>Entire Contract</i>	19
24. <i>Authorities</i>	19
25. <i>Replacement of Specific Individuals</i>	20
26. <i>Priority of Documents</i>	20
27. <i>Proactive Disclosure</i>	20
PART 6 – TERMS OF WORK AND PAYMENT	21
1. <i>Period of the Contract</i>	21
2. <i>Option to Extend the Contract</i>	21
3. <i>Contract Amount</i>	21
4. <i>Price Escalation and Cost</i>	21
5. <i>Basis of Payment</i>	21
6. <i>Invoicing</i>	21
7. <i>Method of Payment</i>	22
8. <i>Sales Tax</i>	22
9. <i>Interest on Overdue Accounts</i>	22
ANNEX A – STATEMENT OF WORK (SOW)	23
ANNEX B – BASIS OF PAYMENT	25
ANNEX C – LANGUAGE PROFICIENCY	26
ANNEX D – DIRECT DEPOSIT FORM	27

PART 1 - GENERAL INFORMATION

1. Introduction

The RFP is divided into six (6) parts plus four (4) annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
 - Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the RFP;
 - Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
 - Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
 - Part 5 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract, the Annexes, Basis of Payment, and any other annexes;
 - Part 6 Terms of work and Payment
-
- Annex A Statement of Work;
 - Annex B Basis of Payment;
 - Annex C Language Proficiency
 - Annex D Direct Deposit Form

2. Summary

- I. The Senate of Canada (Senate) is seeking to establish a contract for Health and Disability Case Management services, as defined in Annex "A" - Statement of Work, **for five (5) years from December 1, 2020**, with an option to extend the contract for two (2) additional one (1) year option periods.

3. Debriefings

- I. Bidders may request a debriefing on the results of the RFP process. Bidders should make the request to the Contracting Authority within **five (5) working days** of receipt of the results of the RFP process. The debriefing may be in writing, by telephone or in person.

4. Bid Submission Language

- I. Submissions will be accepted in either English or French.

5. Key Terms and Definitions

Account Manager	an employee of the Contractor and who manages the relationship between the Senate of Canada and the Contractor. Does not manage the running of the project
Bidder	the person or entity submitting a bid to perform a contract for the purchase of services. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.
Contract Price	the amount expressed in the contract to be payable to the Contractor for the finished work
Contracting Authority	means the person designated in this RFP and any resulting Contract, or by notice to the Bidder, to act as the representative of the Senate of Canada of any resulting contract.
Day	means working day unless otherwise specified
NCR	National Capital Region
Senate	the Senate of Canada
SOW	the whole of the goods/services, materials, matters and things required to be done, furnished and performed in order to carry out the contract including all services to be delivered.
RFP	Request for Proposal
Responsive Bid	a bid that complies with the invitation to bid and all prescribed
Work	as per defined in the SOR

PART 2 – BIDDER INSTRUCTIONS

1. Prelude

- I. The Senate of Canada invites “Bidders” to respond to this Request for Proposal (RFP) to provide Health and Disability Case Management services, as described in Annex “A” – Statement of Work (SOW) set forth in this RFP.

2. Signature Requirement

- I. Page 1 of this RFP must be completed, signed, dated and returned with your mandatory requirements bid thereby acknowledging having read, understood and accepted the complete bid package and all addendums issued.
- II. The Chief Executive Officer or a designate that has been authorized to commit the Bidder to contracts must sign the RFP.
- III. Failure to sign the cover page may result in the disqualification of the bid.

3. Irrevocable Bids

- I. Bids will remain open for acceptance for a period of not less than **ninety (90) days** from the closing date of the RFP, unless specified otherwise in the RFP.
- II. The Senate of Canada reserves the right to seek an extension of the bid validity period from all responsive Bidders in writing, within a minimum of **five (5) days** before the end of the bid validity period. If the extension is accepted by all responsive Bidders, the Senate of Canada will continue with the evaluation of the bids. If the extension is not accepted by all responsive Bidders, the Senate of Canada will, at its sole discretion, either continue with the evaluation of the bids of those who have accepted the extension or cancel the solicitation.

4. Cost Related to the Preparation of Bids

- I. No payment direct or indirect will be made for costs that may be incurred relative to the preparation or submission of a bid in response to this RFP. All electronic documents shall become the property of the Senate of Canada and will not be returned.

5. Joint Venture

- I. A joint venture is an association of two or more parties who combine their money, property, knowledge, expertise or other resources in a single joint business enterprise, sometimes referred as a consortium, to bid together on a requirement. Bidders who bid as a joint venture must indicate clearly that it is a joint venture and provide the following information:
 - a. the name of each member of the joint venture;
 - b. the Procurement Business Number of each member of the joint venture;
 - c. the name of the representative of the joint venture, i.e. the member chosen by the other members to act on their behalf, if applicable;
 - d. the name of the joint venture, if applicable.
- II. If the information is not clearly provided in the bid, the Bidder must provide the information on request from the Contracting Authority.
- III. The bid and any resulting contract must be signed by all the members of the joint venture unless one member has been appointed to act on behalf of all members of the joint venture. The Contracting Authority may, at any time, require each member of the joint venture to confirm that the representative has been appointed with full authority to act as its representative for the purposes of the RFP and any resulting contract. If a contract is awarded to a joint venture, all members of the joint venture will be jointly and severally liable for the performance of any resulting contract.

6. Inquiries and Communications

- I. The Contracting Authority for all inquiries and other communications regarding this RFP is stated on the cover page of this document. All communication or inquiries must be directed **ONLY** to this person. Non-compliance with this condition for that reason alone may result in the disqualification of Bidder's bid.
- II. RFP enquiries regarding this RFP must be received by e-mail at: Proc-Appr@sen.parl.gc.ca by the contracting authority, **no later than September 9th, 2020 at 11h00 EST**. Enquiries received after that time may not be answered. Bidders should reference as accurately as possible the numbered item of the RFP to which the enquiry relates. Care should be taken by Bidders to

explain each question in sufficient detail in order to enable the Senate of Canada to provide an accurate answer. 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 the Senate of Canada determines that the enquiry is not of a proprietary nature. The Senate of Canada may edit the question(s) or may request that the Bidder do so, in order that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by the Senate of Canada.

- III. To ensure the equality of information among Bidder, answers to enquiries which are relevant to the RFP will be provided to all Bidders simultaneously via Buy and Sell without revealing the sources of the inquiry.

7. Provision of False or Incorrect Information

- I. The Senate of Canada will reject any bids found to contain false, incorrect or misleading information. It is the responsibility of the Bidder to ensure that all information provided is accurate, clear and easily understood. Furthermore, the Senate of Canada may refer cases of fraudulent misrepresentation to the Royal Canadian Mounted Police for potential criminal investigation.

8. Price Justification

- I. In the event that there is a sole responsive bid received, the Bidder must provide, on the Senate of Canada's request, one or more of the following price justifications:
 - a. a current published price list indicating the percentage discount available to the Senate; or
 - b. a copy of paid invoices for similar services provided to other clients; or
 - c. a price breakdown showing the cost of direct labor and profit; or
 - d. price or rate certifications; or
 - e. any other supporting documentation as requested by the Senate.

9. Conflict of Interest – Unfair Advantage

- I. In order to protect the integrity of the procurement process, Bidders are advised that the Senate of Canada may reject a bid in the following circumstances:
 - a. if the Bidder, any of its affiliates or subcontractors, any of their respective employees or former employees was involved in any manner in the preparation of the RFP or in any situation of conflict of interest or appearance of conflict of interest;
 - b. if the Bidder, any of its affiliates or subcontractors, any of their respective employees or former employees had access to information related to the RFP that was not available to other Bidders and that would, in the Senate's opinion, give or appear to give the Bidder an unfair advantage.
- II. The experience acquired by a Bidder who is providing or has provided the services described in the RFP (or similar services) will not, in itself, be considered by the Senate as conferring an unfair advantage or creating a conflict of interest. This Bidder remains however subject to the criteria established above.
- III. Where the Senate intends to reject a bid under this section, the Contracting Authority will inform the Bidder and provide them with an opportunity to make representations before making a final decision. Bidders who are in doubt about a particular situation should contact the Contracting Authority before bid closing. By submitting a bid, the Bidder represents that it does not consider itself to be in conflict of interest nor to have an unfair advantage. The Bidder acknowledges that it is within the Senate's sole discretion to determine whether a conflict of interest, unfair advantage or an appearance of conflict of interest or unfair advantage exists.

10. Ownership of RFP documents

- I. This RFP and all supporting documentation have been prepared by the Senate and remain the sole property of the Senate, Ottawa, Canada. The information is provided to the Bidder solely for its use in connection with the preparation of a response to this RFP and shall be considered to be proprietary and confidential information of the Senate. These documents are not to be reproduced, copied, loaned or otherwise disclosed directly or indirectly, to any third party except those of its employees having a need to know for the preparation of the Bidders response, and the Bidder further agrees not to use them for any purpose other than that for which they are specifically furnished.

11. Funding Approvals

- I. Bidders should note that all contract awards are subject to the Senate of Canada's internal approvals process which includes the requirement of obtaining internal approvals should funding

requirements exceed internal budgets for any proposed contract. Despite the fact that a Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to the Senate of Canada's internal policies. If approval is not granted, a contract cannot be awarded.

12. Applicable Laws

- I. Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in **Ontario**.

13. Level of Security

- I. The level of security clearance required by everyone working on any resulting contracts shall be "**Site Access**". A credit check can be performed when the duties or task to be performed require it or in the event of a criminal record based on the type of offense. The Senate reserves the right to raise the level of the required security clearance as needed.

PART 3 – BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

The Senate of Canada requests that Bidders provide their bid in separate electronic files in a single transmission as follows:

- File I: Mandatory Criteria (one soft copy in PDF format) and Page 1 of the RFP signed
- File II: Technical Bid (one soft copy in PDF format)
- File III: Financial Bid – Annex “B” – Basis of Payment (one soft copy in PDF format)
- File IV: Annex «D» - Direct Deposit Form (one soft copy in PDF format)

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

- a. Use a numbering system that corresponds to the RFP.

Bidders must quote the RFP number as part of the subject line in their bid submission.

Prices must appear in the financial bid only. **Prices indicated in any other section of the bid will result in the disqualification of the bid.**

The Senate will not be responsible for any failure attributable to the transmission or receipt of the email bid. The Senate will send a confirmation email to the Bidders when the submission is received.

File I: Mandatory Criteria

- I. In the Mandatory Criteria Section of their bid, Bidders should clearly indicate how they meet each of the Mandatory Criteria outlined in Part 4 – Evaluation Procedures and Basis of Selection.

File II: Technical Bid

- I. In their Technical Bid, Bidders should demonstrate their understanding of the requirements contained in the RFP and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.
- II. The Technical Bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the RFP is not sufficient. In order to facilitate the evaluation of the bid, the Senate of Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

File III: Financial Bid - Annex “B” – Basis of Payment

- I. Pricing must include all requirements as set forth in the RFP.
- II. Bidders must submit their Financial Bid, in Canadian funds, in accordance with Annex “B” - Basis of Payment.

File IV: Annex “D” – Direct Deposit Form

- I. Bidders must complete, sign and return Annex “D” – Direct Deposit Form with their bid

PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

- I. Bids will be assessed in accordance with the entire requirement of the RFP including the mandatory criteria, technical criteria and financial bid.
- II. The Senate of Canada shall conduct the RFP process in a fair manner and will treat all Bidder's equally. Objective standards and evaluation criteria will be applied uniformly to all Bidders.
- III. An evaluation team composed of representatives of the Senate of Canada will evaluate the bids.
- IV. It is the responsibility of the Bidder to ensure that their bid is clear and complete. The Senate of Canada reserves the right to contact any Bidder during the evaluation of bids to obtain clarifications. If the Senate of Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have **2 working days** (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to the Senate of Canada. Failure to meet this deadline will result in the bid being declared non-responsive and will receive no further consideration.

2. Mandatory Criteria

- I. Bidders must ensure full compliance with the following mandatory requirements. Failure to clearly demonstrate full compliance or provide supporting documentation will result in the disqualification of the bid
- II. The Bidder must include the Mandatory Criteria table as an Appendix in their bid and ensure that the page and paragraph number in the Bidders' Bid is indicated in the column entitled "Cross Reference" for all mandatory information included.
- I. Bidders **MUST meet all the mandatory requirements** of the RFP. No further consideration will be given to Bidders not meeting all the mandatory criteria.

The mandatory criteria are:

MANDATORY CRITERIA TABLE			
Mandatory Criteria	Submission Requirements	Met / Not Met	Cross Reference
<p>M1. Bidder's Location & Virtual meetings</p> <p>The Bidder must have an office within the National Capital Region (NCR) Ottawa, Ontario</p> <p>The Bidder must have the capabilities of holding <u>secure</u> virtual meeting with individuals</p>	<p>In order to meet this Mandatory requirement, the Bidder must provide the following:</p> <ul style="list-style-type: none"> • addresses of all locations within the NCR • contact information (including telephone number and e-mail address) • a statement to the fact that the Bidder has the capability of holding secure virtual meetings, if needed <p>All information requested must be provided under Mandatory Criterion (M1) in your submission.</p> <p>Failure to provide the information specified will result in your bid being given no further consideration.</p>		
<p>M2. – Bilingualism</p> <p>The proposed professional resources must be able to provide services and documents in both official languages (English and French) and must meet the language proficiency – level Advanced outlined in Annex "C".</p>	<p>In order to meet this Mandatory requirement, the Bidder must provide the following:</p> <ul style="list-style-type: none"> • a statement indicating compliancy with the mandatory requirement <p>This information must be provided under Mandatory Criterion (M2) in your submission.</p>		

MANDATORY CRITERIA TABLE			
Mandatory Criteria	Submission Requirements	Met / Not Met	Cross Reference
	Failure to provide the information specified will result in your bid being given no further consideration.		
<p>M3. Bidder's Representative</p> <p>The Bidder must designate a bilingual account manager who will act as the principal point of contact for all matters related to these requested services.</p>	<p>In order to meet this Mandatory requirement, the Bidder must provide the following:</p> <ul style="list-style-type: none"> • account manager's full name • contact Information (including telephone number and e-mail address) • address <p>All information requested must be provided under Mandatory Criterion (M3) in your submission.</p> <p>Failure to provide the information specified will result in your bid being given no further consideration.</p>		
<p>M4. Years of Experience</p> <p>The Bidder must have a minimum of five (5) years of experience since January 1, 2014 providing health and disability case management services, similar in scope and complexity as the work described in the Statement of Work.</p>	<p>In order to meet this Mandatory requirement, the Bidder must provide the following:</p> <ul style="list-style-type: none"> • a statement indicating compliancy with the mandatory requirement <p>This information must be provided under Mandatory Criterion (M4) in your submission.</p> <p>Failure to provide the information specified will result in your bid being given no further consideration.</p>		
<p>M5. Resources Experience</p> <p>The proposed professional staff must have a minimum of five (5) years of experience during the last ten (10) years in providing the types of services outlined in the Statement of Work.</p>	<p>In order to meet this Mandatory requirement, the Bidder must provide the CV of the top five (5) proposed professional staff showing that they meet the required five (5) years of experience. Each resume must detail their education, training, certification and experience relevant to their work and confirm that each resource meets the advanced level of language proficiency as per Annex "C".</p> <p>All information requested must be provided under Mandatory Criterion (M5) in your submission.</p> <p>Failure to provide this information will result in your bid being given no further consideration.</p>		
<p>M6. Data stored in Canada</p> <p>The Bidder must confirm in writing that all data pertaining to the Senate of Canada must be stored in Canada.</p>	<p>In order to meet this Mandatory requirement, the Bidder must provide a statement indicating compliancy with the mandatory requirement.</p> <p>This information must be provided under Mandatory Criterion (M6) in your submission.</p>		

MANDATORY CRITERIA TABLE			
Mandatory Criteria	Submission Requirements	Met / Not Met	Cross Reference
	Failure to provide the information specified will result in your bid being given no further consideration.		
<p>M7. References</p> <p>The Bidder must provide a list of two (2) references to whom they have provided similar services.</p> <p>The description for each project must include:</p> <ul style="list-style-type: none"> • client (name of the organization); • project lead; • phone number; • e-mail address; and • brief history of work provided <p>The Senate of Canada may contact the project lead for each of the two (2) projects completed to confirm that the work was completed in a satisfactory manner. References should be available two (2) weeks after the closing of the RFP.</p> <p>Note: The Senate of Canada cannot be used as a reference.</p>	<p>Must provide:</p> <p>The two (2) references which include the following:</p> <ul style="list-style-type: none"> • client (name of the organization); • project lead; • phone number; • e-mail address; and • brief history of work performed <p>All information requested must be provided under Mandatory Criterion (M7) in your submission</p> <p>Failure to provide this information will result in your bid being given no further consideration.</p>		
<p>M8. Reporting</p> <p>The Bidder must be able to provide reporting as indicated in the SOW</p>	<p>In order to meet this Mandatory requirement, the Bidder must provide a statement indicating compliancy with the mandatory requirement.</p> <p>This information must be provided under Mandatory Criterion (M8) in your submission.</p> <p>Failure to provide the information specified will result in your bid being given no further consideration.</p>		
<p>M9. Data Breach Notification</p> <p>The Bidder must provide assurances that any data breach affecting the Senate of Canada data will be communicated to the Senate as soon as the Bidder becomes aware of the breach.</p>	<p>In order to meet this Mandatory requirement, the Bidder must provide a statement indicating compliancy with the mandatory requirement.</p> <p>This information must be provided under Mandatory Criterion (M9) in your submission.</p> <p>Failure to provide the information specified will result in your bid being given no further consideration.</p>		

3. Rated Evaluation Criteria

- I. Bids that do not clearly meet all the mandatory criteria set forth in this RFP and do not attain a minimum of **70%** for the requirements which are subject to the evaluation criteria point rating will receive no further consideration.
- II. Price is only one criterion in the evaluation of bids. The Senate of Canada is seeking best overall value and will evaluate bids on a point rating system based on evaluation criteria.

- III. The Bidder must include the Point Rated Technical Criterion table in their bid and ensure that the page and paragraph number in the Bidders' Appendix is indicated in the column entitled "Cross Reference" for all rated information included.
- IV. Bidders must include all information relating to the criteria in the Bidder's Technical Bid. All information contained within the Bidder's Technical Bid must be complete and clear in order to be evaluated. Failure to include all information may result in disqualification of the bid.

The rated evaluation criteria are:

TECHNICAL EVALUATION CRITERIA		
TECHNICAL MERIT Point Rated Technical Criterion	Maximum No. of Points Available	Cross Reference Section
<p>R1. Understanding the Requirement</p> <p>The Bidder shall demonstrate their understanding of the requirement outlined in the Statement of Work.</p> <p>The Bidder should demonstrate timely case administration by providing their policies, procedures or established standards for timely service for each typical case management scenario, as indicated in Annex "B" – Case Complexity.</p> <p>The Bidder should provide written details describing turnaround time for various cases levels.</p>	<p style="text-align: center;">Maximum 20 points</p> <p>0 points: Information provided does not address the criteria. 1-5 points: Information provided demonstrates a minimal understanding that is relevant to the rated criteria. 6-14 points: Information provided demonstrates understanding for most but not all the elements of the rated criteria. 15-20 points: Rated criteria is dealt with in depth and the information provided demonstrates a full range of in-depth understanding of all of the elements of the rated criteria.</p>	
<p>R2. Resources</p> <p>Bidders shall propose a team of a minimum of five (5) health care professionals to provide the services described in the Statement of Work.</p> <p>The proposed team shall, at a minimum, consist of a case manager and a Doctor of Medicine (MD). The resources proposed by the Bidder shall each have a minimum of five (5) years related experience within the last ten (10) years and be certified to provide services in their field of work.</p> <p>The Bidder shall have health care professionals, such as registered occupational nurses, therapists, disability management professionals, registered rehabilitation professionals, medical consultants and physicians (e.g. GP, MD) or equivalent specialization, as part of their staff.</p> <p>The Bidder must provide a list of their proposed team, which must include:</p> <ul style="list-style-type: none"> • employee name; • title; • professional designation(s); • membership(s) to a professional associations or certificates and • level of bilingualism 	<p style="text-align: center;">Maximum 25 points</p> <p style="text-align: center;">Max 5 points per proposed individuals</p> <p>0 points: Information provided does not address the rated criteria. 2points: Information provided demonstrates a minimal understanding that is relevant to the stated criteria. 4 points: Information provided demonstrates understanding of most but not all the elements of the rated criteria. 5 points: Rated criteria is dealt with in depth and the information provided demonstrates a full range of in-depth understanding of all of the elements of the rated criteria.</p>	

TECHNICAL EVALUATION CRITERIA		
TECHNICAL MERIT Point Rated Technical Criterion	Maximum No. of Points Available	Cross Reference Section
<p>R3. Bidder References</p> <p>The Bidder shall provide two (2) references where the Bidder has provided health and disability case management services, similar in scope and complexity as the work outlined in Annex “A” – Statement of Work.</p> <p>The Bidder shall provide the following information:</p> <ul style="list-style-type: none"> • client (name of the organization) • name of project manager • title • address • current email address • current telephone number • term of the project • a summary of the project <p>The Senate of Canada cannot be used as a reference.</p> <p>The Senate of Canada may contact references.</p>	<p style="text-align: center;">Maximum 30 points</p> <p><u>Each reference submitted shall be rated on 15 points</u></p> <p>0 points: The Reference provided does not validate a similarity to the work requested in the SOW.</p> <p>1-5 points: The Reference provided validates a minimal similarity to the work requested in the SOW.</p> <p>6-10 points: The Reference provided demonstrates a similarity to the work requested in the SOW but not in all aspects.</p> <p>11-15 points: The Reference provided validates a full similarity to the work requested in the SOW.</p>	
<p>R4. Accessibility to Disabled Persons</p> <p>The Bidder should demonstrate that their place(s) of business, identified in Mandatory Criterion (M1), is/are accessible to people with disabilities.</p> <p>This criterion will be evaluated in accordance with the ease of accessibility to the Bidder’s place of business by disabled persons and/or employment practices in regard to the disabled.</p>	<p style="text-align: center;">Maximum 5 points</p> <p>5 points: - The Bidder can provide disability access.</p> <p>0 points: - The Bidder cannot provide disability access.</p>	
<p>R5. Reporting</p> <p>The Bidder shall provide samples of reports (monthly, quarterly, annually and by client) that will be available to the Senate and shall also indicate if these reports can be customized. The Bidder shall also indicate if the Senate Project Manager shall have the capability of downloading various reports directly.</p>	<p style="text-align: center;">Maximum 15 points</p> <p>0 points: The Bidder cannot provide any reporting.</p> <p>1-4 points: The Bidder can provide some of the required reports.</p> <p>5-8 points: The Bidder can provide some of the required reports and can customize reports for the Senate of Canada.</p> <p>9-11 points: The Bidder can provide all required reports and can customize reports for the Senate of Canada.</p> <p>12-15 points: The Bidder can provide all of the required reports and can provide trend analysis to both the public and private sector</p>	

TECHNICAL EVALUATION CRITERIA		
TECHNICAL MERIT Point Rated Technical Criterion	Maximum No. of Points Available	Cross Reference Section
R6. Affiliates and/or Subcontractors The Bidder must explain in detail their established professional network of recommended health and disability care providers, how they manage and use this network and how this network facilitates timely appointments and specialist assessments.	Maximum 5 points 0 points: Information provided does not address the rated criteria. 1-3 points: Information provided demonstrates a minimal understanding that is relevant to the rated criteria. 4-5 points: Information provided demonstrates understanding for most of the elements of the rated criteria.	
Total of all the point rated technical criteria	100 points Maximum	
Minimum pass mark (70%)	70 points required to pass	

4. Financial Evaluation

- I. The price of the bid will be evaluated in Canadian dollars, applicable taxes excluded
- II. For bid evaluation and contractor selection purposes only, the evaluated price of the bid(s) will be determined in accordance with Annex "B" - Basis of Payment.

5. Basis of Selection

Highest Combined Rating of Technical Merit (70%) and Price (30%)

A bid must comply with all the requirements of the RFP. If it is determined that a bid does not comply with any of the requirements of the RFP, such bid will be deemed non-responsive and will not be given further consideration.

The evaluation and selection process will be conducted in the following phases:

- Phase 1 – Mandatory Criteria
- Phase 2 – Technical Merit - Rated Evaluation
- Phase 3 – Determination of Highest Ranked Bidder

Phase 1 – Mandatory Criteria

In Phase 1, all bids will be evaluated for their compliance with the mandatory criteria. Any bid that fails to meet any of the mandatory criteria will be deemed non-responsive and will not be given further consideration.

Phase 2 – Technical Merit - Rated Evaluation

In Phase 2, the bids that are deemed responsive in Phase 1 will be evaluated against the rated technical criteria. If any Phase 2 bid does not obtain the required minimum overall points for the technical evaluation criteria, such bid will not be given further consideration.

Phase 3 – Determination of Highest Ranked Bidder

In Phase 3, a combined evaluation score for those bids deemed responsive in Phases 1 and 2 will be determined in accordance with the following formula:

$$\frac{\text{Technical Bid Score} \times 70}{\text{Maximum Number of Points}} + \frac{\text{Lowest Price} \times 30}{\text{Bidder's Price}} = \text{Combined Evaluation Score}$$

The Bidder with the highest combined evaluation score will be considered for the award of a contract.

In the case of a tie bid, when all factors including pricing are considered equal, a coin toss shall be used to determine which of the tied Bidders receive the award.

PART 5 - RESULTING CONTRACT CLAUSES

The following clauses and conditions shall apply to and form part of any contract resulting from this RFP.

1. Appropriate Law

- I. This contract shall be governed by and construed in accordance with the laws in force in the province of **Ontario**.

2. Assignment

- I. The contract shall not be assigned in whole or in part by the Contractor without the prior written consent of the Senate of Canada and any assignment made without that consent is void and of no effect.
- II. No assignment of the contract shall relieve the Contractor from obligations under the contract or impose any liability upon the Senate of Canada.

3. Time is of the Essence

- I. Time is of the essence in this contract.
- II. Any delay by the Contractor in performing the Contractor's obligations under the contract which is caused by events beyond the Contractor's control must be reported in writing to the Senate of Canada. This notice shall state the cause and circumstances of the delay. Furthermore, when requested to do so, the Contractor shall deliver, in a form satisfactory to the Senate of Canada, a "work around plan" including alternative sources and any other means that the Contractor will utilize to overcome the delay.
- III. Unless the Contractor complies with the notice requirements set forth in the contract, any delays that would constitute an excusable delay shall be deemed not to be an excusable delay.
- IV. Notwithstanding that the Contractor has complied with the notice requirements, the Senate of Canada may exercise any right of termination contained in the contract.

4. Indemnity against Claims

- I. Except as otherwise provided in the contract, the Contractor shall indemnify and save harmless the Senate of Canada from and against any and all claims, damages, loss, costs and expenses which they may at any time incur or suffer as a result or arising out of:
 - a. any injury to persons (including injuries resulting in death) or loss of or damage to property of others which may be alleged to be caused by or suffered as a result of the carrying out of work or any part thereof; and
 - b. any liens, attachments, charges or other encumbrances or claims upon or in respect of any materials, parts, work in progress or finished work delivered to or in respect of which any payments have been made by the Senate of Canada.

5. Inspection and Acceptance

- I. All reports, deliverables, items, documents, goods and all services rendered under the Contract are subject to inspection by the Project Authority or his/her representative. Should any report, document, good or services not be in accordance with the requirement of the Statement of Work and to the satisfaction of the Project Authority or his/her representative, as submitted, the Project Authority will have the right to reject it or require the correction at the sole expense of the Contractor before recommending payment. The Senate of Canada reserves the right of access to any records resulting from this contract.

6. Termination of Contract

- I. The Senate of Canada may immediately terminate this contract if the Contractor is for any reason unable to provide the services required under this agreement. Such termination notice shall be made in writing.
- II. The contract may be immediately terminated by the Senate of Canada if it is determined that the services provided by the Contractor are not satisfactory. Such termination notice shall be made in writing.
- III. The contract may be terminated by the Senate of Canada upon a **ten (10) days** written notice if it is determined that the work, services or goods provided by the Contractor, either in whole or in part, are no longer required.

IV. Either party may terminate this contract upon a **ten (10) days** written notice.

7. Notice

- I. Any notice or other communication may be given in any manner, and if required to be in writing, shall be addressed to the party to whom it is intended at the address in the contract or at the last address of which the sender has received written notice.
- II. Any notice or other communication given in writing in accordance with paragraph 7.I shall be deemed to have been received by either party:
 - a. If delivered personally, on the day that it was delivered
 - b. If forwarded by mail, on the earlier of the day it was received or the sixth day after it was mailed
 - c. If forwarded by facsimile or electronic mail, 24 hours after it was transmitted.
- III. A notice given under Termination of Contract shall be given in writing and, if delivered personally, shall be delivered, if the Contractor is a sole proprietor, to the Contractor

8. Warranties

The Contractor warrants that:

- I. it is competent to perform the Work required under this Contract and the Contractor has the necessary qualifications, including the knowledge, skill and ability to perform the Work effectively;
- II. it shall provide under this Contract a quality of service at least equal to that which Contractors generally would expect of a competent Contractor in a like situation;
- III. it has complete authority to enter into this Contract; and
- IV. all work commenced under this contract will be completed in full.

9. Records to be kept by the Contractor

- I. The Contractor shall keep proper accounts and records of the costs of work, services, and all expenditures or commitments made by the Contractor including the invoices, receipts and vouchers. These accounts and records shall at reasonable times be open to audit and inspection by the authorized representatives of the Senate of Canada, who may make copies and take extracts therefrom.
- II. The Contractor shall not dispose of the documents referred to herein without the written consent of the Senate of Canada, but shall preserve and keep them available for audit and inspection for such period of time as may be specified elsewhere in the contract or, in the absence of such specification, for a period of two (2) years following the completion of the work.

10. Confidentiality

- I. Any information of a character confidential to the affairs of the Senate of Canada, its members or any of its employees, agents or contractors to which the contractor or any of its employees, or affiliates or subcontractors become privy as a result of services to be performed under this contract shall be treated as confidential during and after the performance of the work.

11. Safeguarding of Senate information

- I. It is a **MANDATORY REQUIREMENT** of this Contract that the Contractor insure or guarantee that all information provided under this contract be kept in Canada. If at anytime throughout the term of any resulting contract, the storage location of all information is no longer kept in Canada, the Contractor shall notify the Senate of Canada Contracting Authority immediately in accordance with Section 7- Notice of this contract.

12. Rules and Regulations

- I. In its operation, the Contractor and its employees will comply and abide by all lawful rules and regulations of the Senate of Canada which may be established from time to time, provided that no such rules or regulations shall inhibit the Contractor from exercising its rights and duties hereunder.
- II. The Contractor further understands that, to ensure fairness, openness and transparency in the procurement process, the commission of certain acts or offenses may result in a termination for default under the Contract. If the Contractor made a false declaration in its bid, makes a false declaration under the Contract, fails to diligently maintain up-to-date the information herein

requested, or if the Contractor or any of the Contractor's affiliates or subcontractors fail to remain free and clear of any acts or convictions specified herein during the period of the Contract, such false declaration or failure to comply may result in a termination for default under the Contract. The Contractor understands that a termination for default will not restrict the Senate of Canada's right to exercise any other remedies that may be available against the Contractor and agrees to immediately return any advance payments.

13. Miscellaneous Restrictions

- I. Under no circumstances shall the Contractor use any stationery with Senate of Canada letterhead to conduct business under this agreement.
- II. It is the intention of the parties that the contract is for the performance of a service or services and that the Contractor is engaged as an independent contractor providing services to the Senate and that the Contractor's Directors, Officers, Employees are not engaged as Senate employees and they are not subject to the terms and conditions of employment or privileges applicable to the employees of the Senate.
- III. No Contractor or their staff can render services or benefit from payments under a contract with the Senate if they are a family member (as defined in the Senate Administrative Rules) of the end user or of someone in a similar position who has influence over the scope of work.

14. Subcontracts

- I. The Contractor must obtain the Contracting Authority's written consent before subcontracting or permitting the subcontracting of any part of the work. A subcontract includes a contract entered into by any subcontractor at any tier to perform any part of the Work.
- II. In any subcontract, the Contractor must, unless the Contracting Authority agrees in writing, ensure that the subcontractor is bound by conditions compatible with and, in the opinion of the Contracting Authority, not less favourable to the Senate of Canada than the conditions of the Contract.
- III. Even if the Senate of Canada consents to a subcontract, the Contractor is responsible for performing the Contract and the Senate of Canada is not responsible to any subcontractor. The Contractor is responsible for any matters or things done or provided by any subcontractor under the Contract and for paying any subcontractors for any part of the Work they perform.

15. No Implied Obligations

- I. It is the intention of the parties that this agreement is for the provision of services. The Contractor is engaged as an independent contractor providing services in accordance with this contract, to the Senate of Canada. The Contractor's directors, officers, employees and agents are not engaged as Senate employees and are not subject to the terms and conditions of employment applicable to the employees of the Senate of Canada.

16. Performance

- I. The Contractor shall report the performance under this contract to the Senate of Canada in whatever format and frequency that the Senate of Canada may require.

17. Amendments to the Contract

- I. No person other than the Manager of Procurement Services or their designate can amend this contract in any form. Any changes to the original contract must be made in writing.

18. Ownership of Intellectual and Other Property Including Copyrights

- I. Documents and information ("work") produced by the Contractor in the performance of this contract as well as the copyrights in and to the work, shall vest in and remain the property of the Senate of Canada.
- II. Work shall be marked with the following copyright notice: © Senate of Canada (year)

19. Conflict of Interest

- I. The Contractor declares that the Contractor has no pecuniary interest in the business of any third party that would cause a conflict of interest or seem to cause a conflict of interest in carrying out the work. Should such an interest be acquired during the life of the contract, the Contractor shall declare it immediately to the Senate.

- II. It is a term of this contract that no former public office holder who is not in compliance with the Conflict of Interest Act shall derive a direct benefit from this contract.

20. Discrimination and Harassment in the Workplace

- I. The Contractor declares that the Contractor its directors or officers have not suffered any judgments in regard to legislation pertaining to discrimination or harassment in the workplace.
- II. If such judgments are made against the Contractor, its directors or officers during the life of this Contract, the Senate of Canada reserves the right to immediately terminate the Contract. In such cases, the Senate of Canada shall only be liable for payment for services performed. No other costs or fees shall be due or payable by the Senate of Canada.

21. Health and Safety

- I. The Contractor, while working in the Senate workplace, must comply with the Senate Policy on Occupational Health and Safety and the Guidelines promoting a scent-free work environment. Particularly this entails:
 - a. Refraining or minimizing the use of scented products while in the Senate workplace;
 - b. Taking all reasonable measures to protect the health and safety of every employee and other person granted access to the workplace for work purpose; and
 - c. No smoking in any buildings or within the vicinity (or within 9 meters) of entrances, exits, windows or air intakes of Senate occupied buildings in the Parliamentary Precinct.
- II. If contractors breach those duties and responsibilities, corrective action will be taken which could include measures up to contract termination. The Senate Policy on Occupational Health and Safety and the Guidelines promoting a scent-free work environment will be available upon request.

22. Advertisement

- I. The Contractor shall not without prior written consent from the Senate, advertise or publicize any work performed to the Senate of Canada. Breach of this clause is considered to be a breach of confidentiality and will result in the removal of the Contractor from Senate source files.

23. Entire Contract

- I. This contract constitutes the entire contract between the parties with respect to the subject matter of the contract and supersedes all previous negotiations, communications and other contracts relating to it unless they are incorporated by reference in the contract.

24. Authorities

I. Contracting Authority

The Contracting Authority for the Contract is:

Shirley Chartrand
Senior Procurement Advisor
Finance and Procurement Directorate
The Senate of Canada
40 Elgin Street, 11th floor
Ottawa, ON K1A 0A4

Telephone: 613-995-8888
E-mail: Proc-appr@sen.parl.gc.ca

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

II. Project Authority

The Project Authority for the Contract is:

To be Determined

The Project Authority is the representative of the department for whom the Work is being carried out under the Contract and is responsible for the successful completion of the project. The Project Authority has the ultimate authority on all aspects for the project. The Project Authority

has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

III. Contractor's Representative

The Contractor's representative for the Contract is:

Account Manager:

Name: xxxx
Title: xxxx
Phone: xxxx
Email: xxxx

Backup:

Name: xxxx
Title: xxxx
Phone: xxxx
Email: xxxx

25. Replacement of Specific Individuals

- I. If specific individuals are identified in the Contract to perform the Work, the Contractor must provide the services of those individuals unless the Contractor is unable to do so for reasons beyond its control.
- II. If the Contractor is unable to provide the services of any specific individual identified in the Contract, it must provide a replacement with better than or equivalent qualifications and experience. The replacement must meet the criteria used in the selection of the Contractor and be acceptable to the Senate of Canada. The Contractor must, as soon as possible, give notice to the Contracting Authority of the reason for replacing the individual and provide the name, qualifications and experience of the proposed replacement.
- III. The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that a replacement stop performing the Work. In such a case, the Contractor must immediately comply with the order and secure a further replacement in accordance with subsection II. The fact that the Contracting Authority does not order that a replacement stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.

26. Priority of Documents

- I. If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.
 - a. the articles of the Request for Proposal including all annexes;
 - b. the articles of the Contract;
 - c. the Contractor's Bid dated *(To be identified upon contract issuance)*.

27. Proactive Disclosure

- I. All contracts awarded by the Senate of Canada must reflect fairness in the spending of public funds. The Senate of Canada is obligated to report every quarter on its website, all contract awarded that have a value of more than \$10,000.00 or whose value has exceeded \$10,000.00 via amendment.

PART 6 – TERMS OF WORK AND PAYMENT

1. Period of the Contract

- I. The Contractor shall, **from December 1, 2020 to October 1, 2025**, provide Health and Disability Case Management Services as outlined in the Statement of Work.

2. Option to Extend the Contract

- I. The Contractor grants to the Senate of Canada the irrevocable option to extend the term of the contract by up to two (2) additional one (1) year periods under the same conditions, rates to be negotiated.
- II. The Senate of Canada may exercise this option at any time by sending a written notice to the Contractor at least **thirty (30) days** before the Contract expiry date. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

3. Contract Amount

- I. The Contractor will be paid for the costs reasonably and properly incurred in the performance of the Work, as determined in accordance with the Basis of Payment, to a limitation of expenditure of *(to be determined at contract award)* plus Applicable Taxes.

4. Price Escalation and Cost

- I. Upon Contract award, all prices quoted in the Contractor's offer will remain firm for a period of five (5) years. Thereafter, on an annual basis, the Contractor may review the price and may propose increases.
- II. The Contractor must provide the Senate of Canada with a thirty (30) day written notice for any increase in cost of goods or services proposed. Once this notification is received and accepted by the Senate of Canada, prices will remain firm until the next option period is exercised.

5. Basis of Payment

- I. In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid in accordance with rates specified in Annex "B" - Basis of Payment.
- II. The Senate of Canada will not entertain any charges which are not specified in the Basis of Payment.

6. Invoicing

- I. The Contractor shall submit a detailed invoice for each key deliverable which must include, at a minimum, the date(s) the service was performed, the service, number of hours or the cost and the contract reference number.
- II. The Contractor's certified invoice shall be forwarded to:

**The Senate of Canada
Finance and Procurement Directorate
40 Elgin Street, 11th floor
Ottawa, Ontario
K1A 0A4 Canada**

or by e-mail at: finpro@sen.parl.gc.ca

- III. The invoice must be reviewed and signed by the Project Authority or their delegated authority before payment is issued.

- IV. Payment by the Senate to the Contractor for work shall be made:

- In the case of a progress payment other than the final payment, within thirty (30) days following the date on which a claim for progress payment is received according to the terms of the contract;
- In the case of a final payment, within thirty (30) days following the date of receipt of a final invoice for payment, or within thirty (30) days following the date on which the work is completed, or the goods delivered and accepted, whichever date is the later;

- V. If the Senate has any objections to the invoice, written notification of the nature of such objections shall be forwarded to the Contractor.

7. Method of Payment

- I. Direct Deposit: the Senate of Canada can deposit directly all payments into the individuals/corporation's account. Please submit a completed direct deposit form at Annex D with your bid.
- II. Payments will be addressed and mailed to the name and address indicated on the first page of the contract.

8. Sales Tax

- I. The Senate of Canada is exempt from Provincial Sales Taxes.
- II. PST Exemption No.: Ontario 11708174G / Quebec: 10-0813-5602-P
- III. The Applicable Taxes are not included in the contract amount.
- IV. The Applicable Taxes must be listed as a separate line item on all invoices.

9. Interest on Overdue Accounts

For the purpose of this section:

- I. An amount is "due and payable" when it is due and payable by the Senate to the Contractor according to the terms and conditions of the contract.
- II. An amount is overdue when it is unpaid on the first day following the day upon which it is due and payable.
- III. "Date of payment" means thirty (30) days from the date of receipt of the invoice at the Senate.
- IV. The "Bank Rate" shall be the average Bank of Canada discount rate for the previous month, plus 3 per cent.
- V. The Senate shall be liable to pay simple interest at the Bank rate on any amount which is overdue from the day such amount became overdue until the day prior to the date of payment inclusively; however, interest will not be payable nor paid unless the amount has been outstanding (unpaid) for more than fifteen (15) days following the due date. Interest shall only be paid when the Senate is responsible for the delay in paying the Contractor. In the event that the Senate is not responsible for the delay in paying the Contractor, no interest shall be paid.
- VI. The Senate shall not be liable to pay the Contractor any interest on unpaid interest.

ANNEX A – STATEMENT OF WORK (SOW)

1. Title

Health and Disability Case Management Services

2. Background

The Senate of Canada has been receiving confidential assistance and professional services in the administration of both occupational and non-occupational disabilities in accordance with the principles of managed disabilities, including the medical case management of absences for work-related ailments or injuries which fall under the *Government Employees Compensation Act*.

3. Objective

To provide employees with confidential support (in person or virtual), manage sick-leave absences, assist with early intervention initiatives and help in their recovery process in order to facilitate an early and safe return to work as appropriate.

4. Conflict of interest

If, upon learning the identity of a claimant, the Contractor becomes aware that he or she is a relative or friend – as understood in the Conflict of Interest Act - the Contractor shall declare this immediately to the Senate Contracting Authority and recuse themselves from assessing that person's claim. The Contractor must report immediately to the Contracting Authority if they believe a real or perceived conflict of interest has arisen in the performance of services under this contract.

5. Scope

The Contractor must provide Senate employees with comprehensive, confidential and bilingual (English and French) health and disability case management services. All services must be accessible on an as and when requested basis and must have offices within the National Capital Region (Ottawa/Gatineau).

The Contractor will:

- be available during normal working hours
- ensure their practices and procedures provides complete client confidentiality regarding records and the release of information.
- interface between the employee, employer, treating physician(s) and other stakeholders such as other health care providers; workers compensation board, and disability insurer to facilitate an early and safe return to work;
- establish return to work protocols and identify functional abilities and barriers;
- perform independent medical evaluations;
- assess the objective medical evidence and prescribed treatment plans to ensure each employee is receiving active, appropriate treatment and care;
- provide professional health guidance to employees dealing with disabling conditions in order to minimize the effect of a prolonged absence;
- provide priority referrals to medical specialists, therapy and diagnostic testing;
- conduct or facilitate functional ability and cognitive abilities evaluations;
- provide professional representation for arbitration, appeals and claim adjudication;
- use an independent, objective evidence-based approach;
- have a consulting physician (MD) on staff or on retainer;
- provide consultations and medical examinations by a consulting physician (MD) experienced in occupational medicine and disability evaluation permitting early intervention; and
- have registered health and disability management professionals on staff.

The services must be available in the National Capital Region (NCR). The Senate of Canada understands that certain diagnostic or treatment services, if required on a priority basis, may not be available in the National Capital Region and expects that, in such cases, services could be offered outside the National Capital Region. Approval to proceed with treatments outside the NCR must receive written approval from the Senate Project Authority prior to commencement of such treatment.

All information related to any Senate business must be kept in Canada. Failure to do this will result in the cancellation of your contract. The Contractor must notify the Senate of Canada immediately should there be a breach.

The Senate of Canada shall:

- provide written notification of a new employee case;
- review and provide approvals of treatment outside the NCR in a timely manner; and
- when possible, provide notice of 5 days where representation for arbitration, appeals and claim adjudication is needed.

6. Reporting Requirements

Individual case management reports must be submitted both electronically and via hard copy within three (3) business days when requested. Monthly, quarterly and annual reports are also required. Reports must be sent to the Senate Project Authority

7. Deliverables

- I. Referred employees are to be contacted by the service provider within two (2) working days of the referral and meetings or examinations with service provider personnel (e.g. consulting physician) where warranted, are to be scheduled within one week from initial contact, as early intervention is a key deliverable.
- II. Monthly reports identifying the number of billable minutes of work spent on each referred case by the applicable service provider personnel and the associated fee must be submitted as a separate page along with the invoice for these services.
- III. Quarterly reports grouping information by type of claim and number for each type as well as their status (submitted and resolved), the sector (Administration or senators' office), and the costs incurred at the time of the quarterly report.
- IV. Annual report based on the Senate fiscal year which ends on March 31 reporting the above information in an aggregate fashion to protect confidentiality.
- V. Information comparing Senate case volume with general market trends in disability management both in the public and private sector where possible.

The various levels of Senate case complexity services that may be required are as follows:

1. Straight-forward / Simple Case:

- a clear diagnosis;
- return to work is within the Official Disability Guidelines;
- treatment is appropriate; or
- there are no complicating factors.

2. Mid-Complex Case:

- diagnosis requires clarification;
- return to work is slightly beyond the Official Disability Guidelines;
- treatment is appropriate but requires ongoing follow-up or the Contractor may need to intervene to encourage an augmentation of treatment;
- requires frequent communication with patient, physician, or employer;
- presence of non-medical issues (absence coincides with a negative performance appraisal, vacation not granted, anticipated lay-offs);
- file requires case management to bring a resolution; or
- requires ongoing counselling.

3. Complex Case:

- unclear or unsupported diagnosis;
- multiple diagnoses;
- limited objective findings, or only subjective explanation of leave;
- employee non-compliant with policies and practices;
- return to work is indefinite or significantly longer than the Official Disability Guidelines;
- return to work date is frequently delayed;
- treatment appears inadequate - no referral to specialist despite lack of improvement;
- requires frequent communication with employer, employee and/or medical team;
- health care providers are enabling the absence, and facilitating avoidance of managing non-medical issues;
- mental health issues as a primary or underlying condition in combination with any of the following: chronic fatigue, chronic pain, fibromyalgia; or
- no defined resolution of case.

ANNEX B – BASIS OF PAYMENT

Pricing is all inclusive. No additional cost shall be paid separate from this contract.

The GRAND TOTAL price submitted for the initial period of the contract will be used for evaluation purposes.

1. Standard Fees:

Service	Fixed Hourly Fee for initial period of contract
Case Management	
Medical Consultant (MD)	
Registered Nurse	
Supervisor	
Manager	
No 1 sub-total	

2. Case Fees:

Case Complexity	Fixed Fee per Case for initial period of contract
Straight Forward / Simple	
Mid-Complex	
Complex	
No. 2 sub-total	

3. Administration Fees:

Service	Cost for initial period of contract
Case Administration	
No. 3 sub-total	

TOTAL OF 1, 2 and 3	
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Company Name: _____

Name of Representative: _____

Signature: _____ Date: _____

ANNEX C – LANGUAGE PROFICIENCY

Language Proficiency Grid Legend	Oral	Comprehension	Written
Basic	<p>A person speaking at this level can:</p> <ul style="list-style-type: none"> • ask and answer simple questions; • give simple instructions; and • give uncomplicated directions relating to routine work situations. 	<p>A person reading at this level can:</p> <ul style="list-style-type: none"> • fully understand very simple texts; • grasp the main idea of texts about familiar topics; and • read and understand elementary points of information such as dates, numbers, or names from relatively more complex texts to perform routine job-related tasks. 	<p>A person writing at this level can:</p> <ul style="list-style-type: none"> • write isolated words, phrases, simple statements or questions on very familiar topics using words of time, place or person.
Intermediate	<p>A person speaking at this level can:</p> <ul style="list-style-type: none"> • sustain a conversation on concrete topics; report on actions taken; • give straightforward instructions to employees; and • provide factual descriptions and explanations. 	<p>A person reading at this level can:</p> <ul style="list-style-type: none"> • grasp the main idea of most work-related texts; • identify specific details; and • distinguish main from subsidiary ideas. 	<p>A person writing at this level can:</p> <ul style="list-style-type: none"> • deal with explicit information on work-related topics since they have sufficient mastery of grammar and vocabulary.
Advanced	<p>A person speaking at this level can:</p> <ul style="list-style-type: none"> • support opinions; and understand and express hypothetical and conditional ideas. 	<p>A person reading at this level can:</p> <ul style="list-style-type: none"> • understand most complex details, inferences and fine points of meaning; and • have a good comprehension of specialized or less familiar material. 	<p>A person writing at this level can:</p> <ul style="list-style-type: none"> • write texts where ideas are developed and presented in a coherent manner.

ANNEX D – DIRECT DEPOSIT FORM



FINANCES AND PROCUREMENT DIRECTORATE
Supplier Creation &
Direct Deposit Enrollment Form

Protected once completed
For internal use only _____
Supplier ID Code

INSTITUTION AND ACTION REQUIRED - Please select:	
<div style="border: 1px solid black; padding: 2px;"> </div>	
Reason for action: <div style="border: 1px solid black; height: 30px; width: 100%;"></div>	
Section 1 - SUPPLIER DETAILS	
LEGAL NAME: _____	Tel: _____
OPERATING NAME: _____	Tel: _____
ADDRESS:	
Street No. /PO BOX: _____	Postal Code/Zip: _____
City: _____	Province / State: _____ Country: _____
Remittance Address if different from above:	
Street No. /PO BOX: _____	Code Postal/Zip : _____
City: _____	Province / State: _____ Country: _____
HST/GST (If applicable Corporation)	_____
Social Insurance Number (for Contractor)	_____
Section 2 - SUPPLIER PAYMENT DETAILS	
<input type="radio"/> CANADIAN \$ <input type="radio"/> OTHER CURRENCY _____ (By Cheque Only)	
Method of Payment:	
<input type="radio"/> CHEQUE <input type="radio"/> (CND \$) DIRECT DEPOSIT - Please Attach a blank "VOIDED" cheque or other related banking documents - <i>Recommended</i>	
Direct Deposit Email Payment Notification:	
EMAIL Address 1 _____	
EMAIL Address 2 _____	
Section 3 - CONSENT	
I give consent to the Senate of Canada to pay the invoices for the supplier identified in Section 2 through Direct Deposit to the financial institution that I have designated through the attach cheque with "VOID" written on it or my other attached related banking documents.	
Name : _____	
Signature : _____	Date : _____
COMMENTS: _____	

Please submit the completed and signed form (and attachment) to the Senate Procurement Division by e-mail at:

Proc-Appr@sen.parl.gc.ca