



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

Health Canada / Santé Canada

Attn: Mira Abdillahi

Email: mira.abdillahi2@canada.ca

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

Proposal To: Health Canada

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

Proposition à:

Santé Canada

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

Instructions : See Herein

Instructions: Voir aux présentes

Issuing Office – Bureau de distribution

Health Canada / Santé Canada
200, Eglantine Driveway
Tunney's Pasture
Ottawa Ontario K1A 0K9

Title – Sujet Interpretation services to support compliance verification calls performed under the Quarantine Act	
Solicitation No. – N° de l'invitation 1000222776	Date October 28 th , 2020
Solicitation Closes at – L'invitation prend fin à on / le – November 27 th , 2020 at 2:00pm	Time Zone Fuseau horaire EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à : Name: Mira Abdillahi Email: mira.abdillahi2@canada.ca	
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : See Herein – Voir ici	
Delivery required - Livraison exigée See Herein – Voir ici	
Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Facsimile No. – N° de télécopieur : Telephone No. – N° de téléphone :	
Name and title of person authorized to sign on behalf of Vendor/firm Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur	
<hr/> (type or print)/ (taper ou écrire en caractères d'imprimerie)	
<hr/> Signature	<hr/> Date

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PART 1 - GENERAL INFORMATION

1.1 Security Requirements

There is no security requirement applicable to the Contract.

1.2 Statement of Work

The Work to be performed is detailed under Annex A – Statement of Work.

1.3 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

1.4 Trade Agreements

The requirement is subject to the following trade agreements: the Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), the Canada-Ukraine Free Trade Agreement and the World Trade Organization- Agreement on government Procurement (WTO-GPA)

PART 2 - BIDDER 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](#) (2020-05-28) 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: 90 days

2.2 Submission of Bids

Bids must be submitted by email only to the Health Canada Contracting Authority by the date, time and place indicated in the bid solicitation.

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

2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

Definitions

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

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

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

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

Former Public Servant in Receipt of a Pension

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

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

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

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

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? Yes () No ()

If so, the Bidder must provide the following information:

- name of former public servant;
- conditions of the lump sum payment incentive;
- date of termination of employment;

- amount of lump sum payment;
- rate of pay on which lump sum payment is based;
- period of lump sum payment including start date, end date and number of weeks;
- number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

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

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than five (5) calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

2.5 Applicable Laws

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

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, 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 Bidders.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

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

- Section I: Technical Bid - One electronic copy by email;
- Section II: Financial Bid - One electronic copy by email;
- Section III: Certifications –One electronic copy by email

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

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

- (a) use a numbering system that corresponds to the bid solicitation.

Emails, including attachments must not be larger than 20mb to not exceed the Health Canada's server limitation. If required please submit your bid in separate emails

Section I: Technical Bid

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

Section II: Financial Bid

Bidders must submit their financial bid in accordance with the Basis of Payment at paragraph 6.7.1..

Section III: Certifications

Bidders must submit the certifications and additional information required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

Bidders MUST use the evaluation grid below to reference supporting documentation, including but not limited to CVs with detailed descriptions of tasks/activities performed, Diplomas, and/or Degrees, which clearly demonstrates compliance with each of the stated mandatory and rated criteria.

The Bidder AND all proposed resources must meet the minimum requirements outlined below for the bid to be considered compliant.

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement. Bids which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately. In cases where more than one resource is bid for a resource category each resource must fully meet the specific criteria.

Proposals which fail to meet the Mandatory Requirements will be deemed non-compliant and given no further consideration.

Mandatory Technical Criteria (MT)			
For the purpose of the mandatory technical criteria specified below, the experience of the Bidder and its subcontractors, affiliates and suppliers will be considered.			
#	Mandatory Technical Criterion	Met: Yes/No	Page Reference In The Bidder's Proposal
M1	The bidder can provide immediate service on a 24/7/365 basis		
M2	The bidder can provide 1-800 telephone number		
M3	All calls from PHAC for interpretation services can be answered by live agent within 20 seconds		
M4	The bidder must be able to create and produce reports		



Mandatory Technical Criteria (MT)			
For the purpose of the mandatory technical criteria specified below, the experience of the Bidder and its subcontractors, affiliates and suppliers will be considered.			
#	Mandatory Technical Criterion	Met: Yes/No	Page Reference In The Bidder's Proposal
	as requested by PHAC in regards to: <ul style="list-style-type: none"> - Implementing a system to allow rapid access to the appropriate interpreters. - A detailed schedule for the number of interpreters that can respond to requests and the languages for which interpretation services are available. - Compiling the interpretation requests completed in a spreadsheet submitted to the Project Authority (serves as evidence of service rendered). 		
M5	The bidder can provide estimates of the hourly rate, rate per minute, other fees (set-up, admin, etc.), if there would be a minimum charge, and the total annual cost based on 30 min per month usage		

4.1.1.2 Point Rated Technical Criteria

Point Rated Technical Criteria

Proposals which fail to meet the overall minimum Rated Requirements will be deemed non-compliant and given no further consideration.

Item	Criteria	Points allocated for the criteria	Score	Page #
R1	The bidder must provide the interpretation service in a variety of languages Points Allocation: 1 point up to a maximum of 50 points for every language (in addition to English, French, Hindi, Mandarin, and Spanish) for which the bidder can provide interpretation services. Minimum of 15 points required	50		
	Total available points	50		
	Minimum overall points required	15		

4.2 Basis of Selection

4.2.1 Lowest Price Per Point

To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation;
 - b. meet all mandatory technical evaluation criteria; and
 - c. obtain the required minimum of 15 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 50 points.
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bid with the lowest evaluated price per point will be recommended for award of a contract.

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

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

5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **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 Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame provided will render the bid 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 procurement agreement of the [Ineligibility and Suspension Policy](#), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2 Additional Certifications Precedent to Contract Award

5.2.2.1 Status and Availability of Resources

[A3005T](#) (2010-08-16), Status and Availability of Resources

5.2.2.2 Education and Experience

[A3010T](#) (2010-08-16) Education and Experience

PART 6 - RESULTING CONTRACT CLAUSES

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

6.1 Security Requirements

Unscreened contractors must be escorted by an employee or Commissionaire at all times when visiting Government of Canada facilities.

Information which is to be used in the development of the contracted product, as reference material or otherwise made available to the contractor must be unclassified material and considered to be releasable to the public by Health Canada and/or The Government of Canada.

No Protected or Classified information is to be made available to the contractor, used in the production of the contracted product, or produced as a result of this contract.

6.2 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex A.

6.3 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](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.

6.3.1 General Conditions

The [2003](#) (2020-05-28) Standard Instructions - Goods or Services - Competitive Requirements, apply to and form part of the Contract.

6.4 Term of Contract

6.4.1 Period of the Contract

The period of the Contract is from date of Contract to November 30, 2021 inclusive.

6.4.2 Option to Extend the Contract

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

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

6.5 Authorities

6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Mira Abdillahi
Title: Senior Procurement and Contracting Officer
Health Canada | Public Health Agency of Canada
Chief Financial Officer Branch
Directorate: Materiel and Assets Management
Address: 200 Eglantine Driveway, Ottawa, ON K1A 0K9
Telephone: (613) 941-2107
E-mail address: mira.abdillahi2@canada.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.

6.5.2 Project Authority (to be identified at contract award)

Name: _____
Title: _____
Organization: _____
Address: _____
Telephone: ____ _
E-mail address: _____

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

6.5.3 Contractor's Representative (to be identified at contract award)

Name: _____
Title: _____
Organization: _____
Address: _____
Telephone: ____ _
E-mail address: _____

6.6 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.

6.7 Payment

6.7.1 Basis of Payment - Firm hourly rates

Contractor will be paid firm **hourly rates** as follows, for work performed in accordance with the Contract. Customs duties are excluded and Applicable Taxes are extra.

Initial Period	Services	Hourly Rate	Estimated Level of Effort (hours)
Contract award to March 31 2021	Interpretation services	\$	Bidder to provide in proposal

Option period #1	Services	Hourly Rate	Estimated Level of Effort (hours)
April 1 to July 31 2021	Interpretation services	\$	Bidder to provide in proposal

Option period #2	Services	Hourly Rate	Estimated Level of Effort (hours)
August 1 to November 30 2021	Interpretation services	\$	Bidder to provide in proposal

6.7.2 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.

6.7.3 Method of Payment

H1008C Monthly Payment (2008-05-12)

6.8 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 the release document and any other documents as specified in the Contract;
- b. a copy of the monthly progress report.

2. Invoices must be distributed as follows:
 - . One (1) copy must be forwarded to the Project Authority and hc.p2p.east.invoices-factures.est.sc@canada.ca for certification and payment.

6.9 Certifications and Additional Information

6.9.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

6.10 Applicable Laws

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

6.11 Priority of Documents

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

- a) the Articles of Agreement;
- b) the [2003](#) (2020-05-28) Standard Instructions - Goods or Services - Competitive Requirements
- c) Annex A, Statement of Work; and
- d) the Contractor's bid dated _____.

6.12 Insurance

[G1005C](#) (2016-01-28), Insurance – No Specific Requirement

ANNEX A - STATEMENT OF WORK

1. TITLE

Interpretation services to support compliance verification calls performed under the *Quarantine Act*

2. SCOPE

2.1. Introduction

Due to the COVID-19 pandemic, individuals entering the country must quarantine or isolate for fourteen (14) days minimum, unless Border Services Officers determine they are exempt from quarantine (by virtue of Section 6 of *Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation)*). The objective is to help limit the spread of the disease in the Canadian population. The Public Health Agency of Canada verifies travelers are complying with quarantine or isolation through multiple methods, which include verification calls by designated Screening Officers under the *Quarantine Act*.

2.2. Objectives of the Requirement

The objectives of the interpretation services include:

- to interpret questions from verification callers and responses from travelers to allow verification callers to assess whether:
 - individuals who have recently entered Canada understand the conditions of the mandatory 14-day quarantine or isolation,
 - these individuals are meeting the requirements of their quarantine or isolation, and understand the legal ramifications if they do not comply with the mandatory 14-day quarantine or isolation (e.g., potential visits from local authorities);
- to interpret information provided by verification callers to allow travelers the opportunity to receive guidance in the language of their choice (through the interpretation service) if they do not understand the material they received upon entry in the country (i.e., if they do not understand English or French); and,
- to interpret questions from travelers and answers from verification callers when travelers are in situations where it is more difficult to meet the conditions of quarantine or isolation (e.g., receive additional guidance on mitigation measures to reduce the risks of spreading the disease in the community).

2.3. Background and Specific Scope of the Requirement

Under the *Quarantine Act*, individuals entering the country must quarantine or isolate for 14-days (unless Border Services Officers determine they meet certain conditions in the Order in Council) to help reduce the risks of spreading COVID-19 in the Canadian population. This measure is necessary during the COVID-19 pandemic, as many individuals infected with COVID-19 remain asymptomatic, yet they can still infect other individuals.

As more individuals enter the country, it is important for the Public Health Agency of Canada to have the ability to communicate with all of these individuals even when they do not speak one of the official languages of Canada (English or French).

3. REQUIREMENTS

3.1. Tasks, Activities, Deliverables and/or Milestones

The Contractor is required to submit a detailed calendar of the number of interpreters available during the duration of the contract, a description of the languages for which the interpretation services could be made available, and a budget that outlines the costs for their service that meets the requirements below:

- Implementing a system to allow rapid access to the appropriate interpreters.
- Providing a detailed schedule of the languages for which interpretation services are offered on any given day and the number of interpreters that can respond to requests.
- Compiling the interpretation requests completed in a spreadsheet submitted to the Project Authority with invoices (serves as evidence of service rendered).
- Teleconferences (or face-to-face meetings) may be scheduled between the Contractor and Project Authority throughout the duration of the contract as needed.

Phases (tasks/activities)	Deliverables/Milestones	Time Schedule
Task 1 Develop system to streamline interpretation requests	<ul style="list-style-type: none"> • Contractor develops a system to allow verification callers a rapid access to the appropriate interpreter when travelers do not speak English or French (e.g., through a single window that redirects the call to the appropriate interpreter). 	Implemented prior to the beginning of the contract period (before interpretation requests are submitted)
Task 2 Collect and summarize all calls for which interpretation service is provided.	<ul style="list-style-type: none"> • Contractor performs data collection to summarize all interpretation requests that have been completed (i.e., service rendered). • Contractor provides monthly summaries to the Project Authority of service rendered. 	Ongoing from the beginning of the contract period to the end of the contract.
Task 3: Final data for archival purposes.	<ul style="list-style-type: none"> • Contractor compiles and organizes in a spreadsheet format (e.g., xlsx) all the interpretation requests that were completed for the duration of the contract and submits the content to the Project Authority. • Contractor destroys all records of information and any of their by-products and confirms the completion of this task to the Project Authority by writing. 	The summary of all interpretation requests that were completed is delivered within four weeks following the end of the contract.

3.2. Specifications and Standards

The Contractor must adhere to the following minimal specifications and standards:

- a) Policy on Communications and Federal Identity
<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=30683>
- b) Directive on the Management of Communications:
<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=30682>
- c) Policy on Government Security: <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16578>
- d) Operational Security Standard: Management of Information Technology Security (MITS):

<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12328>

e) Canadian Industrial Security Directorate (CISD), policies related to personnel security screening: <http://www.tpsgc-pwgsc.gc.ca/esc-src/enquete-screening-eng.html>

f) Official Languages Act: <http://www.laws-lois.justice.gc.ca/eng/acts/O-3.01/>

g) Policy on Official Languages <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=26160>

h) Directive on Official Languages for Communications and Services <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=26164>

i) Privacy Act: <http://laws.justice.gc.ca/en/P-21/index.html>

j) Guideline on Acceptable Network and Device Use: <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=27907>.

k) Information Management Policy: <http://www.tbs-sct.gc.ca/im-gi/imp-pgi/imp-pgi-eng.asp>

3.3. Method and Source of Acceptance

The Contractor must provide the Project Authority with the services described in this Contract and must ensure the completion of all deliverables in a timely and responsive manner.

All reports, deliverables and services rendered under this Contract are subject to inspection by the Project Authority.

Deliverables may include but are not limited to written reports, databases, editable files or spreadsheets. If the deliverable is a report then all embedded objects in these reports must be provided in separate editable electronic files in a format acceptable to the Project Authority. All written deliverables developed under this Contract will be provided electronically in the format identified below:

All deliverables are required in MS Word 2010 or Excel (e.g., xlsx, docx, csv), with the format befitting the type of deliverable (e.g., reports in Word and data in Excel) in English. The Project Authority will be responsible for translation of all the documents.

All deliverables and communication material MUST be approved by the Project Authority.

3.4. Reporting Requirements

In addition to the timely submission of all deliverables and fulfillment of obligations specified within this Contract, it is the responsibility of the Contractor to facilitate and maintain regular communication with the Project Authority. Communication is defined as all reasonable efforts to inform all parties of plans, decisions, proposed approaches, implementation, and results of work, to ensure that the project is progressing well and in accordance with expectations.

Communication may include: phone calls, electronic mail, faxes, mailings and meetings. In addition, the Contractor is to immediately notify the Project Authority of any issues, problems, or areas of concern in relation to any work as they arise.

The Contractor must provide periodic written progress reports and various ad hoc verbal status updates to the Project Authority. Upon request from the Project Authority, the Contractor must submit status reports that identify the activities that the Contractor accomplished since the last status report, those that were planned but not accomplished since the last status report and those planned for the next reporting period.

3.5. Project Management Control Procedures

The Project Authority will meet with the Contractor and/or review all materials submitted by the Contractor as deliverables. The Project Authority will provide comments to the Contractor indicating any changes or revisions required to the written deliverables.

Meetings to review the deliverables will be held periodically at the Project Authority's location (100 Colonnade, Ottawa, K2E 7M3), or take place via conference call or video conference. Required documents for discussion must be provided by the Contractor to the Project Authority a minimum of forty-eight (48) hours in advance of the meeting.

The management by the Contractor of service delivery must be undertaken in accordance with all applicable Acts, Codes, departmental/agency and/or federal government regulations, policies and procedures (as defined in Section 3.2) and in accordance with best practices of the public involvement/consultation and project management fields.

The Contractor shall ensure that all deployed resources are accredited and properly trained to fulfil their responsibilities. In addition, the Contractor is required to ensure that all of its assigned resources are operating at all times in accordance with all applicable legislation, regulations, codes and policies.

4. ADDITIONAL INFORMATION

4.1. Canada's Obligations

The Project Authority will be responsible for coordinating the overall project, providing as-required direction and guidance to the Contractor, and accepting and approving Contractor deliverables. Additionally, these representatives will:

- Ensure that the appropriate subject matter and technical experts are available to the Contractor to discuss and provide content, source, and/or reference material, review deliverables, as well as to facilitate cooperation with other governmental and/or non-governmental representatives;
- Provide the Contractor with specific policy and/or program related supporting and background documentation and information not easily accessible to the Contractor, including (but not limited to) any government and departmental/agency policies, procedures, guidelines, templates, publications, reports and studies required by the Contractor to complete the identified tasks and deliverables;
- Provide comments on draft documentation and proposals within five (5) working days;
- Provide the Contractor with office and e-mail addresses, where deliverables will be submitted;
- Provide other assistance or support, as required to efficiently execute the requirements of the Contract.

4.2. Contractor's Obligations

Unless otherwise specified, the Contractor must use its own equipment and software for the performance of this Statement of Work.

5. AUTHORITIES

5.1. Location of Work, Work site and Delivery Point

The Work will be conducted at the Contractor's premises.

5.2. Language of Work

The Work will be conducted in English. Interpretations will be performed according to the request from the traveler.