



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

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

**Proposal to: Canada Revenue Agency**

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

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

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

**Bidder's Legal Name and Address (ensure the Bidder's complete legal name is properly set out)**

**Raison sociale et adresse du Soumissionnaire (s'assurer que le nom légal au complet du soumissionnaire est correctement indiqué)**

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

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

**Name /Nom**

\_\_\_\_\_  
**Title/Titre**

**Signature**

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

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

**Telephone No. – No de téléphone**

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

**Fax No. – No de télécopieur**

\_\_\_\_\_

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

**REQUEST FOR PROPOSAL /  
DEMANDE DE PROPOSITION**

**Title – Sujet**

**EMPLOYEE ASSISTANCE PROGRAM (EAP) NATIONAL SERVICES**

**Solicitation No. – No de l'invitation**

1000355036A

**Date**

**2021-03-19**

**Solicitation closes – L'invitation prend fin on – le 2021-04-08 at – à 14:00:00 PM / 14:00:00 h**

**Time zone – Fuseau horaire**

EDT/HAE Eastern Daylight Time/ Heure Avancée de l'Est

**Contracting Authority – Autorité contractante**

Stephanie Riley  
250 Albert Street  
Ottawa, ON  
[Stephanie.Riley@cra-arc.gc.ca](mailto:Stephanie.Riley@cra-arc.gc.ca)

**Telephone No. – No de téléphone**

(343) 553-0646

**Fax No. – No de télécopieur**

( )

**Destination - Destination**

See herein / Voir dans ce document



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## Request for Proposal (RFP)

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

**Title:** Employee Assistance Program (EAP) Services for Canada Revenue Agency (CRA)

### General Information

#### 1.1 Introduction

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

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

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

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

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

Part 5 Certifications and Additional Information

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

#### Appendices

Appendix 1: Mandatory Criteria

Appendix 2: Point Rated Criteria

Appendix 3: Financial Proposal

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

#### Annexes

Annex A: STATEMENT OF WORK

Annex B: BASIS OF PAYMENT

Annex C: SECURITY REQUIREMENTS

Annex D: INSURANCE REQUIREMENTS



## 1.2 Summary

The Canada Revenue Agency (CRA) Employee Assistance Program (EAP) services are to provide a variety of consulting and professional services to assist CRA's workforce across Canada, who may be experiencing personal, health or work-related issues by making available to them and their families an effective, confidential, neutral, and voluntary EAP, without prejudice to job security or career progression.

With the participation of the union organizations, CRA is committed to promoting, fostering, and maintaining the well-being of its diverse employee population, through EAP assessments, short-term counselling and referrals, thereby supporting optimal delivery of services to Canadians.

The EAP also supports managers, human resources professionals, supervisors and union representatives in acquiring the skills and knowledge needed to foster and maintain a psychologically safe and healthy workplace, through its advisory services, learning solutions, and prevention activities.

## 1.3 Glossary of Terms

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

## 1.4 Debriefings

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



### **1.5 Office of the Procurement Ombudsman (OPO)**

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an independent avenue for suppliers to raise complaints regarding the award of contracts under \$26,400 for goods and under \$105,700 for services. If you have issues or concerns regarding the solicitation, you have the option of raising them with the CRA, or, you may have the option of raising them with the OPO depending upon the nature of the complaint. You may contact the OPO by telephone at 1-866-734-5169 or by e-mail at [ombudsman@opo-boa.gc.ca](mailto:ombudsman@opo-boa.gc.ca). You can also obtain more information on the OPO services available to you at their website at [www.opo-boa.gc.ca](http://www.opo-boa.gc.ca).

### **1.6 Canadian International Trade Tribunal**

As a general rule, a complaint regarding this procurement process must be filed with the Canadian International Trade Tribunal (the Tribunal) within 10 working days from the date on which a bidder becomes aware, or reasonably should have become aware, of a ground of complaint. Alternatively, within that time frame, a bidder may first choose to raise its ground of complaint by way of an objection to the CRA; if the CRA denies the relief being sought, a bidder may then file a complaint with the Tribunal within 10 working days of that denial. More information can be obtained on the Tribunal's Web site ([www.citt-tcce.gc.ca](http://www.citt-tcce.gc.ca)) or by contacting the Registrar of the Tribunal at 613-990-2452.

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



## Part 2 Bidder Instructions

### 2.1 Mandatory Requirements

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

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

#### 2.1.1 Signatures

Bidders MUST sign Page 1 (front page) of the Request for Proposal and any certifications identified in Part 5.

### 2.2 Standard Instructions, Clauses and Conditions

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

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

The standard instructions and conditions 2003 (2020-05-28) are incorporated by reference into and form part of the bid solicitation.

The following clauses are incorporated by reference:

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

#### 2.2.1 Revisions to Standard Instructions 2003

Standard Instructions - Goods or Services – Competitive Requirements 2003 (2019-03-04) are revised as follows.

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

Section 01 Integrity Provisions– Bid

1. The *Supplier Integrity Directive* (SID) dated May 24, 2016, is incorporated by reference into, and forms a binding part of the bid solicitation. The Bidder must comply with the SID, which can be found on the Canada Revenue Agency’s website at <https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/supplier-integrity-directive.html>





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

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

Section 02 Procurement Business Number

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



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

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

(d) send its bid by fax or using an electronic/online-fax service only to the telephone number specified in the solicitation in Section 2.3.

Section 05 titled "Submission of Bids" paragraph 4, delete "60 days" and replace with 120 days.

Section 06, titled "Late Bids", is deleted in its entirety and replaced with the following:

Section 06 Late Bids

"The CRA will return or delete bids delivered after the stipulated solicitation closing date and time, unless they qualify as a delayed bid as described in section 07.

Section 07 titled "Delayed Bids", all references to "PWGSC" are hereby deleted and replaced with "CRA". In addition paragraph 1(b) is deleted in its entirety.

Section 08 titled Transmission by facsimile or by epost Connect is deleted in its entirety.

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

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

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

### 2.3 Submission of Proposals

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

#### **BIDDERS ARE TO SUBMIT PROPOSALS TO:**

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

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

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



## **2.4 Communications - Solicitation Period**

All enquiries must be submitted to the Contracting Authority no later than 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 shall be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

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

## **2.6 Terms and Conditions**

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



## Part 3 Proposal Preparation Instructions

### 3.1 Bid – Number of Copies

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

**Section I, II, III, and IV:** Bidders must submit their bid on one USB drive. The bid must be organized with each section clearly marked (do not password protect).

**Section I: Technical Bid** 1 soft copy on a on a USB Flash Drive

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

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

The mandatory technical criteria requires submission of information with the bid proposal which consists of Client Reference verified in the following manner:

#### **Client Reference - Contact Information and verification process:**

- A. The Bidder must provide client references. The client reference who must each confirm, if requested by Canada, the facts identified in the Bidder's bid, as required in Mandatory Technical Criteria MT3.
- B. The client reference must not be a client of the Bidder itself (for example, the client cannot be the client of an affiliate of the Bidder instead of being a client of the Bidder itself).
- C. For each client reference, the Bidder must, at a minimum, provide the name and either the telephone number or e-mail address for a contact person. If only the telephone number is provided, it will be used to call to request the e-mail address and the reference check will be done by e-mail. Bidders are also requested to include the title of the contact person.
- D. If a reference check is performed, Canada will conduct the reference check in writing by e-mail. Canada will send all email reference check requests to contacts supplied by all the compliant Bidders within a 24-hour period using the email address provided in the bid.
- E. The form of question to be used to request confirmation from client references is as follows:  
*"Has [the Bidder] provided your organization with [describe the services and, if applicable, describe any required time frame within which those services must have been provided]?"*  
 *Yes, the Bidder has provided my organization with the services described above.*  
 *No, the Bidder has not provided my organization with the services described above.*  
 *I am unwilling or unable to provide any information about the services described above.*



- F. If there is a conflict between the information provided by the client reference and the bid, the information provided by the client reference will be evaluated instead of the information in the bid. If the named individual is unavailable when required during the evaluation period, the Bidder may provide the name and contact information of an alternate contact from the same client. An alternate contact will be permitted no more than once (1x) during 5 consecutive working days in the evaluation period.
- G. On the third working day after sending out the reference check request, if Canada has not received a response, Canada will notify the Bidder by email, to allow the Bidder to contact its reference directly to ensure that it responds to Canada within the initial 5 working days. Bidders will only be provided with this opportunity once for each client, and only if the originally named individual is unavailable to respond. The Bidder will not be provided with an opportunity to submit the name of an alternate contact person if the original contact person indicates that they are unwilling or unable to respond. Bidder will have 24 hours to submit the name of a new contact. That contact will again be given 5 working days to respond once Canada sends its reference check request.
- H. Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated.
- I. Whether or not to conduct reference checks is discretionary. However, if Canada chooses to conduct reference checks for any given rated or mandatory requirement, it will check the references for that requirement for the Bidder that will be recommended for contract award.

**Section II: Financial** 1 soft copy on a USB flash drive

Bidders must submit their financial bid in accordance with the format outlined in Appendix 3: Financial Proposal. The total amount of applicable taxes must be shown separately.

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

**Section III: Certifications** 1 soft copy on a USB flash drive

Bidders must submit the certifications required under Part 5.

**Section IV: Additional Information** 1 soft copy on a USB flash drive

Bidders must provide the address(es) of proposed site(s) or premises of work performance and document safeguarding as indicated in Part 3 - Section IV Additional Information.

### **3.2 Bid Format and Numbering System**

- a. Canada requests that bidders use a numbering system corresponding to that of the bid solicitation.



## Part 4 Evaluation and Selection

### 4.1 General

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

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

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

### 4.2 Steps in the Evaluation Process

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

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

Bids will be ranked in accordance with the Selection Methodology.

#### Step 1 – Evaluation against Mandatory Criteria

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

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

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



### Step 3 – Evaluation of Financial Proposals

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

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

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

### Step 4 – Basis of Selection

SACC Manual Clause [A0027T](#) (2012-07-16), **BASIS OF SELECTION - HIGHEST COMBINED RATING OF TECHNICAL MERIT (70%) AND PRICE (30%)**

1. To be declared responsive, a bid must:
  - a. comply with all the requirements of the bid solicitation;
  - b. meet all mandatory criteria; and
  - c. obtain the required minimum of **120 points** overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of **172 points**.
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be **70 %** for the technical merit and **30 %** for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of **70 %**.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of **30 %**.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.
8. In the event two or more responsive bids have the same highest combined rating of technical merit and price, the responsive bid with the lowest evaluated price will be recommended for award of a contract



<b>Basis of Selection - Highest Combined Rating Technical Merit (70%) and Price (30%)</b>				
		<b>Bidder 1</b>	<b>Bidder 2</b>	<b>Bidder 3</b>
<b>Overall Technical Score</b>		160/200	<b>195/200</b>	190/200
<b>Bid Evaluated Price</b>		\$630,000.00	\$550,000.00	<b>\$500,000.00</b>
<b>Calculations</b>	<b>Technical Merit Score</b>	$160/200 \times 70 = 56$	$195/200 \times 70 = 68.25$	$190/200 \times 70 = 66.5$
	<b>Pricing Score</b>	$500,000/630,000 \times 30 = 23.81$	$500,000/550,000 \times 30 = 27.27$	$500,000/500,000 \times 30 = 30.00$
<b>Total Combined Rating</b>		79.81	95.52	96.5
<b>Overall Rating</b>		3rd	2nd	<b>1st</b>

#### Step 5 – Selection

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

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

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

#### Step 7 – Contract Entry

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





## Part 5 Certifications and Additional Information

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

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

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

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

### 5.1 Certifications Required To Be Submitted At Time of Bid Closing

#### 5.1.1 Joint Venture Certification

**Only complete this certification if a joint venture is being proposed**

The Bidder represents and warrants the following:

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

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

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

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

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

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

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

(f) Each member of the joint venture has appointed and granted full authority to \_\_\_\_\_ (the "Lead Member") to act on behalf of all members as its



representative for the purposes of executing documentation relating to the solicitation and any resulting contract.

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

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

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

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

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

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

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



## 5.2 Certifications Precedent to Contract Award and Associated Information

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

### 5.2.1 Supplemental Certifications (Mandatory Criteria MT7)

The Bidder must certify that when an employee attends an appointment in person, that the accommodation needs of the employee will be met. This includes addressing any accessibility requirements at a facility site where services are to be provided. (Annex A: Statement of Work Section 7. Location).

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

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

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

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

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

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

### 5.2.2 Integrity Provisions – Associated Information

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

### 5.2.3 Employment Equity

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

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



#### 5.2.4 Former Public Servant

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

Definitions:

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

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

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

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

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

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

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

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

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



### **Work Force Adjustment Directive**

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

**YES ( ) NO ( )**

If so, the Bidder must provide the following information:

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

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

### **5.2.5 Vendor Reporting Information**

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

For the purpose of this clause:

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

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



The Bidder is requested to provide the following:

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

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

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

\_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

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

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

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

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

Type of Business (Select only one)

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

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

If the services will be rendered by an individual, please provide the Social Insurance Number (SIN).

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

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

If a SIN number is being provided, the information should be placed in a sealed envelope marked "Protected".

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

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



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

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

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

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

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



## Part 6 Security, Financial and Other Requirements

### 6.1 Security Requirements

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





## Appendices

### Appendix 1: Mandatory Criteria

#### Evaluation Procedures

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

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

Bidders are advised to address each criterion in sufficient depth to permit a complete requisite analysis and that only listing experience without providing any supporting data to describe relevance to the criteria will not be considered demonstrated for the purpose of this evaluation.

MANDATORY TECHNICAL CRITERIA (MT)			
EAP- Employee Assistance Program Services National – Canada Revenue Agency (CRA)			
Ref #	CRITERIA DESCRIPTION	Proposal Page #	Met / Not Met
MT1	<p>The Bidder <b>must</b> have been in business for a minimum of 5 years as of the bid solicitation closing date, with demonstrated experience and expertise in providing Employee Assistance Program (EAP) Services similar to Annex A - Statement of Work (SOW), section 11, in both official languages.</p> <p>In case of a joint venture, at least one member of the joint venture must meet the minimum 5 years requirement.</p> <p>The Bidder <b>must</b> provide one of the following supporting documents with its bid proposal:</p> <ul style="list-style-type: none"> <li>• A copy of the business name Registration Certificate confirming the number of years the Bidder has been in business; <b>or</b></li> <li>• A copy of the Provincial or Territorial Business Corporation Registration Certificate confirming the number of years the bidder has been in business; <b>or</b></li> <li>• A copy of the Federal Business Incorporation Registration Certificate confirming the number of years the Bidder has been in business.</li> </ul>		



<b>MT2</b>	The Bidder <b>must</b> be accredited by the Council on Accreditation (COA) for EAP services. A copy of the Certificate of Membership must be provided with the proposal.		
<b>MT3</b>	<p>The Bidder <b>must</b> demonstrate that it holds or has been awarded a minimum of 2 contracts, consecutively or simultaneously within the past 5 years from the date of bid solicitation closing, where the Bidder provided EAP services to a large sized and unionized, private or public sector external client organization(s) with employees across Canada.</p> <p>To be considered large in size, the client organization(s) must have 10,000 employees or more.</p> <p>Each contract must include Intake Services similar to section 12 (A), Short-Term Counselling Services similar to section 12 (B) (such as in person, telephone, chat, email and videoconference), and Crisis Intervention Counselling similar to section 12 (C) of the SOW.</p> <p>The bidder <b>must</b> provide at a minimum the following information for each contract with the proposal:</p> <ol style="list-style-type: none"> <li>1. Contract award and expiry dates;</li> <li>2. Client organization name;</li> <li>3. Overview of the Scope and Statement of Work;</li> <li>4. A copy of an invoice (monthly invoice) where contract number and confidential invoice amounts are removed or blurred; and</li> <li>5. Organization contact name, telephone number or e-mail address of a person who may be contacted for reference purposes.</li> </ol> <p><i>Canada reserves the right to request a copy of the contracts during the evaluation process and conduct verification by reference checks.</i></p>		
<b>MT4</b>	<p>The Bidder <b>must</b> propose a bilingual National Account Manager with a minimum of 2 years of experience within the past 5 years from date of bid solicitation closing, providing Account Management Services for at least one client organization of at least 10,000 employees, with similar tasks and responsibilities described in section 12 (J) of the Statement of Work in Annex A. The Account Manager must be bilingual in English and French for written and oral communication as described in section 6 of the SOW.</p> <p>The Bidder must provide a Curriculum Vitae (CV) for the proposed National Account Manager resource that clearly demonstrates the number of years of experience, responsibilities and the tasks performed.</p>		
<b>MT5</b>	<p>a) The Bidder <b>must</b> demonstrate their ability to provide access to a national toll-free telephone number(s) in English and French, for the following services:</p> <ul style="list-style-type: none"> <li>• Intake Services; and</li> <li>• Crisis Intervention Counselling (Sunday to Saturday, accessible 24 hours per day, 365 days per year).</li> </ul> <p>To demonstrate compliance the Bidder must provide in their proposal a description to confirm how it meets the services in a) above and include its current national toll-free number(s) for the</p>		



	<p>services accessible as described. Website references are not acceptable.</p> <p>b) The Bidder <b>must</b> demonstrate their ability to provide national text telephone (TTY) access in both official languages through a national toll-free number(s), for persons with hearing disabilities for the same services and same accessibility times as criterion a) above.</p> <p><b>The use of a relay operator is not acceptable for TTY counselling. Bids offering that option will be considered non-compliant.</b></p> <p>To demonstrate compliance the Bidder must provide in their proposal a description to confirm how it meets the bilingual and accessibility components of the requirement b) above and include its current national toll-free text TTY number(s). Website references are not acceptable.</p>		
<b>MT6</b>	<p>The Bidder <b>must</b> provide proof of a contingency plan demonstrating how the Bidder will continue to provide coverage in the event of a pandemic or a service outage. The plan should include at a minimum the following three (3) things:</p> <ul style="list-style-type: none"> <li>• the name of the team or individual responsible for the implementation of the plan as well as their back-up;</li> <li>• the list of services deemed essential and how these will be maintained; and</li> <li>• the process to be used to make this information available to CRA employees.</li> </ul>		
<b>MT7</b>	<p><b>Geographic Capacity for Face-to-Face Sessions:</b></p> <p>The Bidder <b>must</b> have a minimum of one facility, within a maximum distance of 50 km travel radius by private vehicle or public transit from each CRA office worksite as listed at Appendix 1.1, for cities that have over 100,000 residents in population.</p> <p>For cities with less than 100,000 residents in population, the facility must be within a maximum 100 km travel radius by private vehicle. Exceptions are indicated at Appendix 1.1, for the cities with less than 10 CRA employees, where services can be delivered virtually (by telephone, chat, email or videoconference).</p> <p>To demonstrate compliance, the Bidder must provide the municipal address, city, province and postal code. The CRA may verify the information provided by the Bidder using GoogleMap.</p> <p>Information on Canadian cities and their population is available at: <a href="https://en.wikipedia.org/wiki/List_of_cities_in_Canada">https://en.wikipedia.org/wiki/List_of_cities_in_Canada</a></p>		
<b>MT8</b>	<p>a) The Bidder <b>must</b> demonstrate that the *facilities for face-to-face counselling sessions and face-to-face advisory services proposed under MT7 above are wheelchair accessible and have a sound proofed private office not open to public view.</p>		



	<p><b>b)</b> The Bidder must certify that when an employee attends an appointment in person, that the accommodation needs of the employee will be met in line with the <i>Accessible Canada Act</i>. This includes addressing any accessibility issues at a site where services are to be provided.</p> <p>To demonstrate compliance, the Bidder must sign the relevant certification document found in Part 5, section 5.2.1 Certifications Required To Be Submitted At Time of Bid Closing.</p> <p><i>*CRA reserves the right to visit the location(s) of the Bidder within 48-hours of a written notice in order to validate this criterion.</i></p>		
<b>MT9</b>	<p><b>Number of Professional Counsellors:</b></p> <p>The Bidder <b>must</b> demonstrate that they have a roster of a minimum of 252 proposed professional counsellors who will provide EAP services to CRA office worksites as detailed in Appendix 1.1 below.</p>		
<b>MT10</b>	<p><b>Website, Secure Web Portal and EAP Application (App):</b></p> <ol style="list-style-type: none"> <li>1. The Bidder <b>must</b> have a web site with EAP information in both official languages.</li> <li>2. The Bidder <b>must</b> have a web site with health and wellness articles in both official languages.</li> <li>3. The Bidder <b>must</b> have a secure web portal for the online counselling services in both official languages.</li> <li>4. The Bidder <b>must</b> have an EAP App, with in-app service booking functionality and 24/7 access to general health and wellness information in both official languages.</li> </ol> <p>To demonstrate compliance, the Bidder <b>must</b> provide its current website URL and screen shots of the secure web portal and EAP App, or those that were developed for other contracts.</p>		
<b>MT11</b>	<p><b>Program Monitoring and Quality Control Services</b></p> <p>The Bidder <b>must</b> demonstrate its current capability to provide statistical information in line with the CRA's reporting requirements as stated in Annex A – SOW, under section 12 (K).</p> <p>The Bidder must provide the information listed below, and must identify and explain any additional statistical information it can provide that exceeds the CRA's stated requirements.:</p> <ul style="list-style-type: none"> <li>• list of the types of statistical data it collects;</li> <li>• copy of its current Client satisfaction questionnaire;</li> <li>• sample of an annual utilization report or analysis that clearly identifies the statistical information provided; and</li> <li>• sample of an expense report.</li> </ul>		



**Appendix 1.1 : Mandatory Technical Criteria (MT7 & MT9) Maximum Travel Radius for Face-to-Face Sessions and the Number of Professional Counsellors by Geographic Location**

CITY	Minimum Number of Counsellors	Maximum travel radius from CRA office worksites to Bidder's Facilities	CITY	Minimum Number of Counsellors	Maximum travel radius from CRA office worksites to Bidder's Facilities
Barrie ON	1	50 km	Ottawa ON	62	50 km
Bathurst NB	1	100 km	Penticton BC	3	100 km
Belleville ON	1	100 km	Peterborough ON	1	100 km
Brandon MB	1	100 km or virtual services	Prince George BC	1	100 km
Brossard QC	2	100 km	Québec QC	3	50 km
Calgary AB	8	50 km	Red Deer AB	1	50 km
Charlottetown PEI	1	100 km	Regina SK	1	50 km
Chicoutimi QC	1	100 km	Richmond BC	1	50 km or virtual services
Dartmouth NS	1	100 km	Rimouski QC	1	100 km
Edmonton AB	7	50 km	Rouyn-Noranda QC	1	100 km
Gatineau QC	1	50 km	Saint John NB	3	100 km
Grand Falls-Windsor NL	1	100 km or virtual services	Saint John's NL	6	50 km
Halifax NS	3	50 km	Saskatoon SK	2	50 km
Hamilton ON	6	50 km	Scarborough ON	4	50 km
Iqaluit NU	1	100 km or virtual services	Shawinigan QC	6	100 km
Jonquière QC	5	100 km	Sherbrooke QC	1	50 km
Kelowna BC	1	50 km	St. Catharines ON	2	50 km
Kingston ON	1	50 km	Sudbury ON	13	50 km
Kingsgate BC	1	50 km or virtual services	Summerside PEI	4	100 km
Kitchener ON	3	50 km	Surrey BC	15	50 km
Laval QC	3	50 km	Sydney NS	2	100 km
Lethbridge AB	1	100 km	Thunder Bay ON	1	50 km
London ON	2	50 km	Toronto ON	5	50 km
Mississauga ON	5	50 km	Trois-Rivières QC	1	50 km
Moncton NB	1	100 km	Vancouver BC	7	50 km
Montréal QC	8	50 km	Victoria BC	4	100 km
Mount Pearl NL	2	100 km	Whitehorse YT	1	100 km or virtual services
North Bay ON	1	100 km or virtual services	Windsor ON	2	50 km
North York ON	7	50 km	Winnipeg MB	18	50 km
Oshawa ON	2	50 km	Yellowknife NT	1	100 km or virtual services
<b>TOTAL COUNSELLORS 252</b>					



## Appendix 2: Point Rated Criteria

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

Bidders who meet all of the required mandatory criteria will then be point rated by the Evaluation Team based on the following rated requirements. The Evaluation Team will evaluate the Bidder's proposal by allocating a score to the maximum indicated. Point-rated criteria not addressed in the Bidder's proposal will result in a score of zero (0) being assigned against that particular criterion. The Bidder's proposal must attain a minimum overall score of 70% to be considered compliant.

Bidders are to use the main headings identified below in their proposal:

**A. Corporate Experience**

**B. Resource Diversity**

**C. Services Approach and Methodology**

**D. Organizational Practices**

CATEGORY	CRITERIA DESCRIPTION	RATING SCALE	MAXIMUM POINTS
<b>A.</b>	<b>CORPORATE EXPERIENCE</b>		<b>20 Points Maximum</b>
1.	<p>The Bidder should specify in their proposal, the number of consecutive years they have provided EAP Services similar to those described in Annex A Statement of Work (SOW). Points will be awarded for years in business over the mandatory criteria at MT1, and should provide the following information:</p> <ul style="list-style-type: none"> <li>A client history for the consecutive years of experience specified. This can be more than one client, but the years of experience should be consecutive. Describe their role as the primary Contractor and any sub-contracting or joint venture arrangement; and</li> <li>The start and end dates for the provision of services for each client organization provided.</li> </ul>	<p>The points will be awarded as follows:</p> <p><b>10 points</b> for ≥25+ years  <b>8 points</b> for ≥20+ to &lt;25 years  <b>6 points</b> for ≥15+ to &lt;20 years  <b>4 points</b> for ≥10+ to &lt;15 years  <b>2 points</b> for &gt; 5+ to &lt;10 years</p>	<b>10 Points maximum</b>



2.	<p>The Bidder should specify in their proposal, the number of employees covered for each of the contracts where the Bidder provided EAP Services as required in MT3.</p> <p>Points will be awarded for the contract with an organization with an employee base over the mandatory criteria at MT3. If the Bidder provides more than one contract that meets this criteria in their proposal, points will be awarded for the contract with the most number of employees covered.</p>	<p>The points will be awarded for the number of employees over MT3 (10,000 employees) as follows:</p> <p><b>10 points</b> for 30,000+ or more employees  <b>8 points</b> for ≥25,000+ to &lt;30,000 employees  <b>6 points</b> for ≥20,000+ to &lt;25,000 employees  <b>4 points</b> for ≥15,000+ to &lt;20,000 employees  <b>2 points</b> for &gt;10,000 to &lt;15,000 employees</p>	<b>10 Points maximum</b>
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CATEGORY	CRITERIA DESCRIPTION	RATING SCALE	MAXIMUM POINTS
<b>B.</b>	<b>RESOURCE DIVERSITY</b>		<b>14 Points Maximum</b>
<b>1. Resource Diversity</b>	<p>The Bidder should provide a list of languages it can provide EAP services to the CRA's diverse employee population. By diverse population, it is meant the individuality or uniqueness of people who differ in work and cultural backgrounds, experience, education, age, gender, race, ethnic origin, sexual orientation, religion, physical abilities, and all other ways in which we differ.</p> <p>The Bidders proposal should include:</p> <p>a) The languages, other than English or French available for <b>Intake Services</b>;</p>	<p>The points will be awarded as follows:</p> <p><b>6 points</b> for three or more additional languages.  <b>4 points</b> for two additional languages.  <b>2 points</b> for one additional language.</p>	<b>6 points maximum</b>
	<p>b) The languages, other than English or French available for <b>Counselling Services</b>; and</p>	<p>The points will be awarded as follows:</p> <p><b>6 points</b> for three or more additional languages.  <b>4 points</b> for two additional languages.  <b>2 points</b> for one additional language.</p>	<b>6 points maximum</b>



CATEGORY	CRITERIA DESCRIPTION	RATING SCALE	MAXIMUM POINTS
	c) The policies in place (e.g. hiring practices) to ensure that the professional counsellor network reflects the diversity of Canada's population. Provide a copy of the bidder's corporate policies that are in place.	<b>2 points</b> - The Bidder has policies in place  <b>0 point</b> - The Bidder has no policies in place or no answer provided.	<b>2 points maximum</b>





CATEGORY	CRITERIA DESCRIPTION	RATING SCALE	MAXIMUM POINTS
<b>C.</b>	<b>SERVICES APPROACH and METHODOLOGY</b>		<b>90 Points Maximum</b>
<b>1. Intake Services</b>	<p>The Bidder should describe the methodology of the intake services which will be used by the Bidder if a contract is awarded, including:</p> <p>i) Intake Processes</p>	<p><b>i) Intake Processes</b></p> <p><b>10 points</b> - Intake services resources book appointments with the Client live at the time of their call.</p> <p><b>7 points</b> - In cases where intake services resources cannot book an appointment with the client live at the time of their call, a call-back with an appointment occurs within one (1) hour.</p> <p><b>4 points</b> - In cases where intake services resources cannot book an appointment with the client live at the time of their call, a call-back with an appointment occurs more than one (1) hour later, but less than four (4) hours later.</p> <p><b>2 points</b> - In cases where intake services resources cannot book an appointment with the client live at the time of their call, a call-back with an appointment occurs more than four (4) hours later, but less than eight (8) hours later.</p> <p><b>0 point</b> - In cases where Intake Counsellors cannot book an appointment with the client live at the time of their call, a call-back with an appointment occurs more than eight (8) hours later.</p> <p><b>A call-back may never occur more than 24 hours later.</b></p>	<p><b>14 points maximum</b></p> <p><b>i) 10 points</b></p>



CATEGORY	CRITERIA DESCRIPTION	RATING SCALE	MAXIMUM POINTS
	<p>ii) Quality Assurance monitoring process of the intake services</p> <p>*A formal process would involve systematic monitoring of a sample of calls against established service standards, and the provision of regular performance feedback, coaching or training to Intake Services Resources.</p> <p>*An informal process would involve addressing service standard issues and providing performance feedback, coaching or training to Intake Services Resources, when the need arises.</p>	<p><b><u>ii) Quality Assurance monitoring process of the intake services</u></b></p> <p><b>4 points</b> - Bidder describes a *formal process used to monitor intake services with support documents to ensure quality of the intake service.</p> <p><b>2 points</b> - Bidder describes an *informal process used to monitor intake services to ensure quality of the intake service.</p> <p><b>0 point</b> - Bidder does not have a process or support documents that monitors intake services to ensure quality of the intake services.</p>	<p><b>ii) 4 points</b></p>
<p><b>2. Referral Services</b></p>	<p>a) The Bidder should demonstrate that their inventory of community resources, support agencies and service providers includes services dealing with a wide range of <b>issues</b>, including but not limited to:</p> <ol style="list-style-type: none"> <li>1. Physical</li> <li>2. Emotional</li> <li>3. Financial</li> <li>4. Legal</li> <li>5. Psychiatric</li> <li>6. Violence</li> <li>7. Abuse</li> <li>8. Addiction</li> </ol>	<p>The Bidder demonstrates that their inventory includes services dealing with:</p> <p><b>5 points</b> – for 8 of the listed issues</p> <p><b>3 points</b> – for 5-7 of the listed issues</p> <p><b>0 point</b> – for 1-4 of the listed issues</p>	<p><b>14 points maximum</b></p> <p><b>a) 5 points</b></p>



CATEGORY	CRITERIA DESCRIPTION	RATING SCALE	MAXIMUM POINTS
	<p>b) The Bidder should describe that their inventory of community resources includes services for a wide range of <b>Clients</b>, including but not limited to:</p> <ol style="list-style-type: none"> <li>1. Seniors</li> <li>2. Adults</li> <li>3. Youth</li> <li>4. Children</li> <li>5. Visible Minorities</li> <li>6. Parents</li> <li>7. Victims of Violence</li> <li>8. Couples</li> <li>9. Families</li> <li>10. LGBTQ2+ community</li> </ol>	<p>The Bidder demonstrates that their inventory includes services for:</p> <p><b>5 points</b> – for 8 or more types of Clients listed</p> <p><b>3 points</b> – for 5-7 types of Clients listed</p> <p><b>5 points</b> – for 1-4 types of Clients listed</p>	<p><b>b) 5 points</b></p>
	<p>d) The Bidder should demonstrate their <b>process</b> to provide the updated inventory information to intake and professional counsellors.</p> <p>*A formal process would involve the systematic review of the internal inventory of community resources against public online databases or printed directories, or by contacting organizations directly to ensure that the information on file is accurate and the most up-to-date, when accessed by intake resources and professional counsellors.</p> <p>*An informal process would involve updating the internal inventory as needed, when becoming aware of changes to community resource information.</p>	<p><b>Process</b></p> <p><b>4 points</b> - The Bidder provides a formal process to provide the updated inventory information to intake resources and professional counsellors.</p> <p><b>2 points</b> - The Bidder provides an informal process used to provide the updated inventory information to intake resources and professional counsellors.</p> <p><b>0 point</b> - The Bidder provides no information on the process used to update intake and professional counsellors.</p>	<p><b>c) 4 points</b></p>



CATEGORY	CRITERIA DESCRIPTION	RATING SCALE	MAXIMUM POINTS
<b>3. Short-term counselling</b>	The Bidder should demonstrate their approach and methodology for case management of short-term counselling cases within a 5-hour counselling model.	The Bidder provides evidence of the following:  <b>5 points</b> 1) Documentation; Processes; and Guidelines that reflect the 5- hour model would be provided to intake services resources.  <b>5 points</b> 2) Documentation; Processes; and Guidelines that reflect the 5- hour model would be provided to professional counsellors.  <b>5 points</b> 3) Standardized process and forms documenting an assessment and intervention plan are used at first meeting with each Client. These would include, but would not be limited to, number of sessions estimated for resolution of issue, and the recommended referral, as appropriate.  <b>5 points</b> 4) Bidder describes a process to monitor the average number of hours per case.	<b>20 points maximum</b>
<b>4. Crisis Intervention counselling</b>	The Bidder should describe their protocol for crisis intervention for in-person clients as well as those who are in contact by telephone or online (chat, email, video).	The Bidder provides evidence of the following:  <b>10 points</b> 1) Includes a step by step protocol and procedures that are clearly defined and all counsellors are trained on the protocol.  <b>5 points</b> 2) Includes a protocol however counsellors must contact the clinical supervisor for direction.  <b>0 point</b> 3) No protocol exists	<b>10 points maximum</b>



CATEGORY	CRITERIA DESCRIPTION	RATING SCALE	MAXIMUM POINTS
<b>5. Critical Incident Stress Management (CISM) Protocol</b>	<p>The Bidder should describe their protocol for responding to a critical incident including the estimated response time for defusing and debriefing sessions by certified trauma counsellors.</p> <p>The CRA EAP defines a critical incident as any situation outside the range of normal experience that causes unusually strong emotional or physical reactions, either at the scene of the incident/event or later, that could interfere with one's ability to function. Examples of critical incidents could include natural disasters, assaults or accidents, experiences of death and loss, and witnessing tragedy.</p> <p><b>Onsite CISM services shall be offered within 2 to 24 hours for defusing sessions and within 24 to 72 hours for debriefing sessions.</b></p>	<p>The Bidder provides evidence of the following:</p> <p><b>10 points</b> 1) Coordination of the trauma response occurs at the time of the call</p> <p><b>7 points</b> 2) Coordination of the trauma response occurs within one hour with a call back</p> <p><b>3 points</b> 3) Coordination of the trauma response occurs after one hour but less than 4 hours with a call back</p> <p><b>0 point</b> 4) Coordination of the trauma response takes more than 4 hours</p>	<b>10 points maximum</b>
<b>6. Advisory Services</b>	<p>The Bidder should describe their approach and methodology in providing advisory services to managers, supervisors, human resources professionals, and union representatives.</p>	<p>The Bidder provides evidence of the following:</p> <p><b>3 points</b> - Assessment process differentiates between the need for advisory services as opposed to counselling services.</p> <p><b>2 points</b> - Process that explores options such as, but not limited to coaching, professional consultation, and advisory services.</p> <p><b>2 points</b> - Referral process that explores appropriate options, such as but not limited to: Human resources, conflict resolution, organizational development, team building.</p>	<b>7 points maximum</b>
<b>7. Information and Educational Sessions</b>	<p>The Bidder should describe the information and educational sessions they offer to their clients in the following areas:</p> <p>1. Mental health/emotional health issues</p>	<p><b>15 points</b> - Excellent range of topics for information and educational sessions. Includes all six (6) areas listed.</p>	<b>15 points maximum</b>



CATEGORY	CRITERIA DESCRIPTION	RATING SCALE	MAXIMUM POINTS
	<ul style="list-style-type: none"><li>2. Stress</li><li>3. Family-related issues</li><li>4. Work-related issues</li><li>5. Substance abuse</li><li>6. Career transitions</li></ul>	<p><b>10 points</b> - Good range of topics for information and educational sessions. Includes the first four topics listed, and one of topics 5 or 6.</p> <p><b>5 points</b> - Limited range of topics for information and educational sessions. Includes 4 or less of the six topics listed (but at least 1).</p> <p><b>0 point</b> - No description of topics for information and educational sessions or no answer provided.</p>	



CATEGORY	CRITERIA DESCRIPTION	RATING SCALE	MAXIMUM POINTS
<b>D.</b>	<b>ORGANIZATIONAL PRACTICES</b>		<b>48 Points Maximum</b>
<p><b>1. Clinical Supervision</b></p>	<p>a) The Bidder should demonstrate the controls in place to monitor and supervise their professional counsellors, including those involved in online-counselling.</p> <p>i) Frequency The Bidder should explain the frequency with which clinical supervision occurs.</p>	<p><u>i) Frequency</u></p> <p><b>8 points</b> - Systematic and regular clinical supervision meetings between clinical supervisor and professional counsellors (More than once each month).</p> <p><b>6 points</b> - Less frequent clinical supervision meetings between clinical supervisor and professional counsellors (Once each month).</p> <p><b>4 points</b> - Infrequent clinical supervision meetings between clinical supervisor and professional counsellors (Less than once each month but more than six times per year).</p> <p><b>2 points</b> - Professional counsellors only have access to clinical supervision upon request.</p> <p><b>0 point</b> - Professional counsellors have no access to clinical supervision.</p>	<p><b>23 points maximum</b></p> <p><b>a-i) 8 points</b></p>



CATEGORY	CRITERIA DESCRIPTION	RATING SCALE	MAXIMUM POINTS
	<p>ii) File Monitoring</p> <p>The Bidder should explain the measures in place that will ensure professional standards for file monitoring are adhered to. Identifying the file monitoring standards of a relevant professional organization in the detailed explanation will be deemed acceptable.</p>	<p><u>ii) File Monitoring</u></p> <p><b>4 points</b> - Regular (no less than once per year), sampling review of Client files to assure that file-keeping guidelines (as defined by governing body) are being met.</p> <p><b>0 point</b> - Irregular (less than once per year), or no monitoring of files in place.</p>	<p><b>a-ii) 4 points</b></p>
	<p>b) The Bidder should demonstrate how they promote and support regular opportunities for clinical training including but not limited to: conferences, seminars, workshops, certification, emerging trends in counselling etc.</p> <p>This could be demonstrated by, but not limited to, training budget allowances per counsellor, yearly schedule of training.</p>	<p><b>4 points</b> - The Bidder demonstrates they promote and support regular opportunities for professional counsellors to access clinical training (not less than once a year).</p> <p><b>3 points</b> - Infrequent opportunities for professional counsellors to access clinical training (less than once a year).</p> <p><b>0 points</b> - No opportunities for professional counsellors to access clinical training.</p>	<p><b>b) 4 points</b></p>
	<p>c) The Bidder should describe the training or awareness information provided systematically to professional counsellors in the following areas:</p> <ol style="list-style-type: none"> <li>1. Cross-Cultural counselling (including issues of clients' experiences of racism and discrimination)</li> <li>2. Counselling to individuals of different age groups (e.g. seniors, children, midlife adults etc.)</li> <li>3. Counselling to individuals of the LGBTQ2+ (lesbian, gay, bisexual, transgender, queer/questioning, two-spirit, and others (LGBTQ2+)) community</li> </ol>	<p><b>4 points</b> - Professional counsellors receive training or awareness information in all four (4) areas listed.</p> <p><b>3 points</b> - Professional counsellors receive training or awareness information in three (3) areas listed.</p> <p><b>2 points</b> - Professional counsellors receive training or awareness information in two (2) areas listed.</p> <p><b>1 point</b> - Professional counsellors receive training or awareness information in one (1) area listed.</p>	<p><b>c) 4 points</b></p>





CATEGORY	CRITERIA DESCRIPTION	RATING SCALE	MAXIMUM POINTS
	4. Counselling individuals with disabilities	<b>0 point</b> - No additional training or awareness information is provided to professional counsellors in the areas listed.	
	<p>d) The Bidder should describe the training provided systematically to Intake Services resources in the following areas:</p> <ol style="list-style-type: none"> <li>1. Suicide prevention and awareness</li> <li>2. Domestic violence</li> <li>3. Communication skills related to dealing with people in distress/crisis</li> </ol>	<p><b>3 points</b> - Intake services resources receive additional training in all three (3) areas</p> <p><b>2 points</b> - Intake services resources receive additional training in two (2) areas listed.</p> <p><b>1 points</b> - Intake services resources receive additional training in one (1) area listed.</p> <p><b>0 point</b> - No additional training is provided to intake services resources in the areas listed or no answer provided.</p>	<b>d) 3 points</b>
<b>2. Complaints Investigation and Follow-up</b>	<p>The Bidder should describe its complaint resolution mechanisms and procedures, including but not limited to:</p> <ol style="list-style-type: none"> <li>a) Receiving and addressing complaints from Clients receiving EAP services.</li> <li>b) Receiving and addressing complaints from a representative of the client organization concerning Client service issues.</li> </ol>	<p>The Bidder should provides its step by step complaint resolution process indicating the mechanisms and procedures to receive and address complaints from either a Client directly or the representative of the client organization. The complaint resolution process includes, but is not limited to:</p> <p><b>3 points</b></p> <ol style="list-style-type: none"> <li>1. Complaint Follow-up process</li> </ol> <p><b>3 points</b></p> <ol style="list-style-type: none"> <li>2. Identification of unit mandated with complaint resolution</li> </ol> <p><b>3 points</b></p> <ol style="list-style-type: none"> <li>3. Identification of levels within Bidder's organization tasked to address/resolve complaints</li> </ol> <p><b>3 points</b></p> <ol style="list-style-type: none"> <li>4. Options for resolution</li> </ol>	<b>21 points</b>



CATEGORY	CRITERIA DESCRIPTION	RATING SCALE	MAXIMUM POINTS
		<p><b>3 points</b> 5. Reports documenting complaints and resolutions</p> <p><b>3 points</b> 6. Measures to address complaints (including additional training for counsellor)</p> <p><b>3 points</b> 7. Disciplinary process</p>	
<p><b>3. Sustainable Development</b></p>	<p>The Bidder should describe the policies and procedures in place that are in keeping with the CRA's Sustainable Development Policy (Reference: <a href="https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/sustainable-development.html">https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/sustainable-development.html</a> ), that integrates sustainable development into its operations to:</p> <ol style="list-style-type: none"> <li>1) reduce environmental impacts;</li> <li>2) demonstrate social responsibility; and</li> <li>3) contribute to the economic and social well-being of Canadians.</li> </ol> <p>If available, the Bidder should include a copy of its Sustainable Development Policy.</p>	<p><b>4 points</b> - The Bidder has Sustainable Development policies and procedures in place for promoting all three (3) components of sustainable development listed.</p> <p><b>3 points</b> - The Bidder has Sustainable Development policies and procedures in place for promoting one or two components of sustainable development listed.</p> <p><b>2 points</b> - The Bidder describes procedures in place for promoting one to three of the components of sustainable development listed, but has no formal policy in place.</p> <p><b>0 points</b> - Bidder has no Sustainable Development policy or procedures in place.</p>	<p><b>4 points</b></p>
<p><b>TOTAL OVERALL POINTS (A to D)</b></p>			<p><b>172 points</b></p>
<p><b>MINIMUM REQUIRED OVERALL POINTS (A to D)</b></p>			<p><b>120 points</b></p>



**Summary of Point Rated Criteria Evaluation Points**

<b>Category</b>	<b>Point Rated Technical Evaluation Criteria</b>	<b>Maximum Points Available</b>
<b>A</b>	<b>Corporate Experience</b>	<b>20</b>
	1. Business Experience	10
	2. Providing EAP Services	10
<b>B</b>	<b>Resource Diversity</b>	<b>14</b>
	1. Resource Diversity	14
<b>C</b>	<b>Services Approach and Methodology</b>	<b>90</b>
	1. Intake Services	14
	2. Referral Services	14
	3. Short-term Counselling	20
	4. Crisis Intervention Counselling	10
	5. CISM Protocol	10
	6. Advisory Services	7
	7. Information and Educational Sessions	15
<b>D</b>	<b>Organizational Practices</b>	<b>48</b>
	1. Clinical Supervision	23
	2. Complaints Investigation and Follow-up	21
	3. Sustainable Development	4
	<b>Total Overall Points</b>	<b>172</b>
	<b>Minimum Required Overall Points</b>	<b>120</b>



### Appendix 3: Financial Proposal

The Bidder must submit their financial bid in accordance with the “Financial Bid Presentation Sheet” detailed below.

For fulfilling all of its obligations as specified under the Contract, the Contractor will be paid firm, all-inclusive prices for the Employee Assistance Program services as set out in the Tables below. Goods and Services Tax or Harmonized Sales Tax is extra, if applicable, in accordance with the Method of Payment and Invoicing clauses identified herein.

The sum of the total estimated expenditures for Table 1 to Table 4 will be used to determine the total bid evaluation price. The financial proposal must be provided as per the following format:

### Financial Bid Presentation Sheet

#### Definitions

\*The Estimated Usage indicated below is based on previous years' usage and is provided for evaluation purposes only and is not to be considered a commitment by the CRA. The Bidder is required to provide a rate for each task/deliverable. If the Bidder does not intend to invoice for a particular task/deliverable, the Bidder must indicate that there will be “No Charge” for that particular task/deliverable.

\*\* The FTE count is calculated as follows: Full-time employees 1:1, Part-time employees 2:1, Students 3:1.

\*\*\*One (1) monthly report broken down by region.

**Table 1 – Initial Contract Period - June 1<sup>st</sup>, 2021 to March 31<sup>st</sup>, 2023**

Task/ Deliverable	As per Annex A SOW	Estimated Usage per Year for Evaluation Purposes Only* (A)	Unit of Issue (B)	All-inclusive Firm Price (C)	Extended Cost D = (A x C)
A	<b>Intake services</b>	4,825	Each	\$_____per booked appointment	\$_____
B (i)	<b>Short-term counselling services</b>				
	Face-to-face counselling	12,130	Hour	\$_____per hour	\$_____
	Online counselling	180	Hour	\$_____per hour	\$_____
	Telephone counselling	4,570	Hour	\$_____per hour	\$_____
B (ii)	<b>Counselling no-show or cancellation with less than 24 hours notice</b>	365	Each	\$_____per occurrence	\$_____
C	<b>Crisis Intervention Counselling</b>	50	Hour	\$_____per hour	\$_____
D (i)	<b>Specialized Consultation Services</b>				



	Legal Services	150	Hour	\$_____ per hour	\$_____
	Financial Services	150	Hour	\$_____ per hour	\$_____
	Other Specialized Consultation Services on request	1	Hour	\$_____ per hour	\$_____
D (ii)	<b>Specialized Consultation no-show or cancellation with less than 24 hours notice</b>	1	Each	\$_____ per occurrence	\$_____
	<b>Advisory Services</b>				
E (i)	Face to Face Advisory Services	1	Hour	\$_____ per hour	\$_____
	Virtual Advisory Services (telephone or videoconference)	15	Hour	\$_____ per hour	\$_____
E (ii)	<b>Advisory Services no-show or cancellation (with less than 24 hours notice)</b>	1	Each	\$_____ per occurrence	\$_____
	<b>Critical Incident Stress Management (CISM)</b>				
F	Virtual CISM Services (telephone or videoconference)	1	Hour	\$_____ per hour	\$_____
	Onsite CISM Services	50	Hour	\$_____ per hour	\$_____
	<b>Orientation Sessions, Learning Solutions and Promotional Activities</b>				
	Delivering EAP Orientation sessions	1	Hour	\$_____ per session	\$_____
G	Delivering Learning Solutions	82	Each	\$_____ per one hour session (onsite)	\$_____
		1	Each	\$_____ per one hour session (virtual)	\$_____
		1	Each	\$_____ per tw o-hour session (onsite)	\$_____
		1	Each	\$_____ per tw o-hour session (virtual)	\$_____
		3	Each	\$_____ per half-day session (onsite)	\$_____
		1	Each		



				\$_____ per half-day session (virtual)	\$_____
		1	Each	\$_____ per Full-day session (onsite)	\$_____
		1	Each	\$_____ per Full-day session (virtual)	\$_____
	Co-delivering training sessions for union/management representatives (developed by CRA) upon request.  Hourly rate is to include any and all preparation time.	1	Hour	\$_____ per hour	\$_____
	Organisation / Participation in Wellness Fairs	1	Each	\$_____ per occurrence	\$_____
	Developing customized Learning Solutions	1	Hour	\$_____ per hour	\$_____
H	<b>Additional Promotional and Information Materials</b>	1	Each	\$_____ per item	\$_____
I	<b>Production of the national EAP newsletter(s)</b>	12	Each	\$_____ per occurrence	\$_____
N	<b>Well-being Documentation</b>	1	Each	\$_____ per package	\$_____
O	<b>Multi-media Library</b>				
	Firm all inclusive per employee full-time equivalent (FTE)**	43,286	Each	\$_____ per FTE	\$_____
	Firm all inclusive monthly rate		Each	\$_____ per month	\$_____
	Firm all inclusive annual rate		Each	\$_____ per year	\$_____
	<b>Costs for the following services are to be included in the pricing above and the services are to be delivered at no additional charge:</b>				
	Program Monitoring and Quality Control Services	Ongoing	Each	N/A	N/A
	Participate in National Well-being Advisory Committee meetings	Up to 2 sessions	Each	N/A	N/A
	Provide monthly EAP statistics***	12	Each	N/A	N/A
	Provide annual EAP statistical summary report	1	Each	N/A	N/A
	Provide annual client satisfaction summary reports	1	Each	N/A	N/A



	Promotional Item	1 per employee	Each	N/A	N/A
<b>TOTAL Evaluated Bid Cost for CONTRACT PERIOD (Excluding GST/HST as applicable)</b>					<b>\$</b>

**Table 2 – Contract Option year 1 - April 1<sup>st</sup>, 2023 to March 31<sup>st</sup>, 2024**

Task/ Deliverable	As per Annex A SOW	Estimated Usage per Year for Evaluation Purposes Only* (A)	Unit of Issue (B)	All-inclusive Firm Price (C)	Extended Cost D = (A x C)
A	<b>Intake services</b>	4,825	Each	\$_____per booked appointment	\$_____
B (i)	<b>Short-term counselling services</b>				
	Face-to-face counselling	12,130	Hour	\$_____per hour	\$_____
	Online counselling	180	Hour	\$_____per hour	\$_____
	Telephone counselling	4,570	Hour	\$_____per hour	\$_____
B (ii)	<b>Counselling no-show or cancellation with less than 24 hours notice</b>	365	Each	\$_____per occurrence	\$_____
C	<b>Crisis Intervention Counselling</b>	50	Hour	\$_____per hour	\$_____
D (i)	<b>Specialized Consultation Services</b>				
	Legal Services	150	Hour	\$_____per hour	\$_____
	Financial Services	150	Hour	\$_____per hour	\$_____
	Other Specialized Consultation Services on request	1	Hour	\$_____per hour	\$_____
D (ii)	<b>Specialized Consultation no- show or cancellation with less than 24 hours notice</b>	1	Each	\$_____per occurrence	\$_____
E (i)	<b>Advisory Services</b>				
	Face to Face Advisory Services	1	Hour	\$_____per hour	\$_____
	Virtual Advisory Services (telephone or videoconference)	15	Hour	\$_____per hour	\$_____



E (ii)	<b>Advisory Services no-show or cancellation (with less than 24 hours notice)</b>	1	Each	\$_____per occurrence	\$_____	
F	<b>Critical Incident Stress Management (CISM)</b>					
	Virtual CISM Services (telephone or videoconference)	1	Hour	\$_____per hour	\$_____	
	Onsite CISM Services	50	Hour	\$_____per hour	\$_____	
G	<b>Orientation Sessions, Learning Solutions and Promotional Activities</b>					
	Delivering EAP Orientation sessions	1	Hour	\$_____per session	\$_____	
	Delivering Learning Solutions		82	Each	\$_____per one hour session (onsite)	\$_____
			1	Each	\$_____per one hour session (virtual)	\$_____
			1	Each	\$_____per two-hour session (onsite)	\$_____
			1	Each	\$_____per two-hour session (virtual)	\$_____
			3	Each	\$_____per half-day session (onsite)	\$_____
			1	Each	\$_____per half-day session (virtual)	\$_____
			1	Each	\$_____per Full-day session (onsite)	\$_____
			1	Each	\$_____per Full-day session (virtual)	\$_____
		Co-delivering training sessions for union/management representatives (developed by CRA) upon request. Hourly rate is to include any and all preparation time.	1	Hour	\$_____per hour	\$_____
	Organisation / Participation in Wellness Fairs	1	Each	\$_____per occurrence	\$_____	





	Developing customized Learning Solutions	1	Hour	\$_____per hour	\$_____
H	<b>Additional Promotional and Information Materials</b>	1	Each	\$_____per item	\$_____
I	<b>Production of the national EAP newsletter(s)</b>	12	Each	\$_____per occurrence	\$_____
N	<b>Well-being Documentation</b>	1	Each	\$_____per package	\$_____
O	<b>Multi-media Library</b>				
	Firm all inclusive per employee full-time equivalent (FTE)**	43,286	Each	\$_____per FTE	\$_____
	Firm all inclusive monthly rate		Each	\$_____per month	\$_____
	Firm all inclusive annual rate		Each	\$_____per year	\$_____
	<b>Costs for the following services are to be included in the pricing above and the services are to be delivered at no additional charge:</b>				
	Program Monitoring and Quality Control Services	Ongoing	Each	N/A	N/A
	Participate in National Well-being Advisory Committee meetings	Up to 2 sessions	Each	N/A	N/A
	Provide monthly EAP statistics***	12	Each	N/A	N/A
	Provide annual EAP statistical summary report	1	Each	N/A	N/A
	Provide annual client satisfaction summary reports	1	Each	N/A	N/A
	Promotional Item	1 per employee	Each	N/A	N/A
<b>TOTAL Evaluated Bid Cost for Contract Option Year 1 (Excluding GST/HST as applicable)</b>					<b>\$</b>



**Table 3 – Contract Option year 2 - April 1<sup>st</sup>, 2024 to March 31<sup>st</sup>, 2025**

<b>Task/ Deliverable</b>	<b>As per Annex A SOW</b>	<b>Estimated Usage per Year for Evaluation Purposes Only* (A)</b>	<b>Unit of Issue (B)</b>	<b>All-inclusive Firm Price (C)</b>	<b>Extended Cost D = (A x C)</b>
A	<b>Intake services</b>	4,825	Each	\$ _____ per booked appointment	\$ _____
B (i)	<b>Short-term counselling services</b>				
	Face-to-face counselling	12,130	Hour	\$ _____ per hour	\$ _____
	Online counselling	180	Hour	\$ _____ per hour	\$ _____
	Telephone counselling	4,570	Hour	\$ _____ per hour	\$ _____
B (ii)	<b>Counselling no-show or cancellation with less than 24 hours notice</b>	365	Each	\$ _____ per occurrence	\$ _____
C	<b>Crisis Intervention Counselling</b>	50	Hour	\$ _____ per hour	\$ _____
D (i)	<b>Specialized Consultation Services</b>				
	Legal Services	150	Hour	\$ _____ per hour	\$ _____
	Financial Services	150	Hour	\$ _____ per hour	\$ _____
	Other Specialized Consultation Services on request	1	Hour	\$ _____ per hour	\$ _____
D (ii)	<b>Specialized Consultation no- show or cancellation with less than 24 hours notice</b>	1	Each	\$ _____ per occurrence	\$ _____
E (i)	<b>Advisory Services</b>				
	Face to Face Advisory Services	1	Hour	\$ _____ per hour	\$ _____
	Virtual Advisory Services (telephone or videoconference)	15	Hour	\$ _____ per hour	\$ _____
E (ii)	<b>Advisory Services no-show or cancellation (with less than 24 hours notice)</b>	1	Each	\$ _____ per occurrence	\$ _____
F	<b>Critical Incident Stress Management (CISM)</b>				



	Virtual CISM Services (telephone or videoconference)	1	Hour	\$_____per hour	\$_____	
	Onsite CISM Services	50	Hour	\$_____per hour	\$_____	
G	<b>Orientation Sessions, Learning Solutions and Promotional Activities</b>					
	Delivering EAP Orientation sessions	1	Hour	\$_____per session	\$_____	
	Delivering Learning Solutions	82	Each	\$_____per one hour session (onsite)	\$_____	
		1	Each	\$_____per one hour session (virtual)	\$_____	
		1	Each	\$_____per two-hour session (onsite)	\$_____	
		1	Each	\$_____per two-hour session (virtual)	\$_____	
		3	Each	\$_____per half-day session (onsite)	\$_____	
		1	Each	\$_____per half-day session (virtual)	\$_____	
		1	Each	\$_____per Full-day session (onsite)	\$_____	
		1	Each	\$_____per Full-day session (virtual)	\$_____	
		Co-delivering training sessions for union/management representatives (developed by CRA) upon request. Hourly rate is to include any and all preparation time.	1	Hour	\$_____per hour	\$_____
		Organisation / Participation in Wellness Fairs	1	Each	\$_____per occurrence	\$_____
	Developing customized Learning Solutions	1	Hour	\$_____per hour	\$_____	
	H	<b>Additional Promotional and Information Materials</b>	1	Each	\$_____per item	\$_____



I	<b>Production of the national EAP newsletter(s)</b>	12	Each	\$_____per occurrence	\$_____
N	<b>Well-being Documentation</b>	1	Each	\$_____per package	\$_____
O	<b>Multi-media Library</b>				
	Firm all inclusive per employee full-time equivalent (FTE)**	43,286	Each	\$_____per FTE	\$_____
	Firm all inclusive monthly rate		Each	\$_____per month	\$_____
	Firm all inclusive annual rate		Each	\$_____per year	\$_____
	<b>Costs for the following services are to be included in the pricing above and the services are to be delivered at no additional charge:</b>				
	Program Monitoring and Quality Control Services	Ongoing	Each	N/A	N/A
	Participate in National Well-being Advisory Committee meetings	Up to 2 sessions	Each	N/A	N/A
	Provide monthly EAP statistics***	12	Each	N/A	N/A
	Provide annual EAP statistical summary report	1	Each	N/A	N/A
	Provide annual client satisfaction summary reports	1	Each	N/A	N/A
	Promotional Item	1 per employee	Each	N/A	N/A
<b>TOTAL Evaluated Bid Cost for Contract Option year 2 (Excluding GST/HST as applicable)</b>					<b>\$</b>

Table 4 – Contract Option year 3 - April 1<sup>st</sup>, 2025 to March 31<sup>st</sup>, 2026

Task/ Deliverable	As per Annex A SOW	Estimated Usage per Year for Evaluation Purposes Only* (A)	Unit of Issue (B)	All-inclusive Firm Price (C)	Extended Cost D = (A x C)
A	<b>Intake services</b>	4,825	Each	\$_____ per booked appointment	\$_____
B (i)	<b>Short-term counselling services</b>				
	Face-to-face counselling	12,130	Hour	\$_____ per hour	\$_____
	Online counselling	180	Hour	\$_____ per hour	\$_____
	Telephone counselling	4,570	Hour	\$_____ per hour	\$_____
B (ii)	<b>Counselling no-show or cancellation with less than 24 hours notice</b>	365	Each	\$_____ per occurrence	\$_____
C	<b>Crisis Intervention Counselling</b>	50	Hour	\$_____ per hour	\$_____
D (i)	<b>Specialized Consultation Services</b>				
	Legal Services	150	Hour	\$_____ per hour	\$_____
	Financial Services	150	Hour	\$_____ per hour	\$_____
	Other Specialized Consultation Services on request	1	Hour	\$_____ per hour	\$_____
D (ii)	<b>Specialized Consultation no- show or cancellation with less than 24 hours notice</b>	1	Each	\$_____ per occurrence	\$_____
E (i)	<b>Advisory Services</b>				
	Face to Face Advisory Services	1	Hour	\$_____ per hour	\$_____
	Virtual Advisory Services (telephone or videoconference)	15	Hour	\$_____ per hour	\$_____
E (ii)	<b>Advisory Services no-show or cancellation (with less than 24 hours notice)</b>	1	Each	\$_____ per occurrence	\$_____



F	<b>Critical Incident Stress Management (CISM)</b>				
	Virtual CISM Services (telephone or videoconference)	1	Hour	\$_____ per hour	\$_____
	Onsite CISM Services	50	Hour	\$_____ per hour	\$_____
G	<b>Orientation Sessions, Learning Solutions and Promotional Activities</b>				
	Delivering EAP Orientation sessions	1	Hour	\$_____ per session	\$_____
	Delivering Learning Solutions	82	Each	\$_____ per one hour session (onsite)	\$_____
		1	Each	\$_____ per one hour session (virtual)	\$_____
		1	Each	\$_____ per tw o-hour session (onsite)	\$_____
		1	Each	\$_____ per tw o-hour session (virtual)	\$_____
		3	Each	\$_____ per half-day session (onsite)	\$_____
		1	Each	\$_____ per half-day session (virtual)	\$_____
		1	Each	\$_____ per Full-day session (onsite)	\$_____
		1	Each	\$_____ per Full-day session (virtual)	\$_____
	Co-delivering training sessions for union/management representatives (developed by CRA) upon request. Hourly rate is to include any and all preparation time.	1	Hour	\$_____ per hour	\$_____
	Organisation / Participation in Wellness Fairs	1	Each	\$_____ per occurrence	\$_____
	Developing customized Learning Solutions	1	Hour	\$_____ per hour	\$_____



H	<b>Additional Promotional and Information Materials</b>	1	Each	\$_____ per item	\$_____
I	<b>Production of the national EAP newsletter(s)</b>	12	Each	\$_____ per occurrence	\$_____
N	<b>Well-being Documentation</b>	1	Each	\$_____ per package	\$_____
O	<b>Multi-media Library</b>				
	Firm all inclusive per employee full-time equivalent (FTE)**	43,286	Each	\$_____ per FTE	\$_____
	Firm all inclusive monthly rate		Each	\$_____ per month	\$_____
	Firm all inclusive annual rate		Each	\$_____ per year	\$_____
	<b>Costs for the following services are to be included in the pricing above and the services are to be delivered at no additional charge:</b>				
	Program Monitoring and Quality Control Services	Ongoing	Each	N/A	N/A
	Participate in National Well-being Advisory Committee meetings	Up to 2 sessions	Each	N/A	N/A
	Provide monthly EAP statistics***	12	Each	N/A	N/A
	Provide annual EAP statistical summary report	1	Each	N/A	N/A
	Provide annual client satisfaction summary reports	1	Each	N/A	N/A
	Promotional Item	1 per employee	Each	N/A	N/A
<b>TOTAL Evaluated Bid Cost for Contract Option year 3 (Excluding GST/HST as applicable)</b>					<b>\$</b>

<b>Table 5 – Summary of Total Bid Evaluation Price</b>					
Table 1 – Initial Contract Period	Table 2 – Option Contract Year 1	Table 3 – Option Contract Year 2	Table 4 – Option Contract Year 3	<b>Sum Total Bid Evaluation Price Taxes Excluded (Tables 1+2+3+4)</b>	
\$	\$	\$	\$	\$	
<b>Applicable Taxes (GST/HST) (for Sum Total Bid Evaluation Price)</b>				\$	
<b>Total Bid Evaluation Price (Applicable Taxes Included)</b>				\$	



## Part 7 Model Contract

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

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

### 7.1 Revision of Departmental Name

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

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

### 7.2 Agency Restructuring

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

### 7.3 Requirement

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

#### 7.3.1 Period of Contract

The period of the Contract is from date of contract award to \_\_\_\_\_ inclusive (insert at contract award).

The service effective date is \_\_\_\_\_ (insert at contract award).

#### 7.3.2 Option to Extend the Contract

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

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

#### 7.3.3 Option to Add, Remove or Modify Goods, Services or Both

The Contractor grants to Canada the irrevocable option to acquire additional like quantities of the goods, services or both within scope as described at Annex A: Statement of Work of the Contract under the same terms and conditions and at the prices and/or rates stated in the Contract. Additional services are to be confirmed by the Project Authority.





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

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

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

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

#### 7.4 Standard Clauses and Conditions

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

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

The following Clauses are incorporated by reference:

SACC Reference	Clause Title	Date
A2000C Or A2001C	Foreign Nationals (Canadian Contractor) (to be deleted at contract award if N/A) Foreign Nationals (Foreign Contractor) (to be deleted at contract award if N/A)	2006-06-16 2006-06-16
A3015C	Certifications	2014-06-26
A9065C	Identification Badge	2006-06-16
A9068C	Site Regulations	2010-01-11
A9113C	Handling of Personal Information	2014-11-27
A9117C	T1204 – Direct Request by Customer Department	2007-11-30
B9028C	Access to Facilities and Equipment	2007-05-25
C0711C	Time Verification	2008-05-12
C2000C	Taxes-Foreign-based Contractor	2007-11-30
C2605C	Canadian Customs Duties & Sales Tax –Foreign-based Contractor	2008-05-12
G1005C	Insurance	2008-05-12
H1008C	Monthly Payments	2008-05-12



## 7.5 General Conditions

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

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

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

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

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

Section 22 titled “Confidentiality”,

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

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

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

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

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

## 7.6 Security Requirements

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

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

1. The Contractor personnel requiring access to Protected information, assets or sensitive work site(s) must each hold a valid Reliability screening, granted by the Security and Internal Affairs Directorate (SIAD) of the Canada Revenue Agency (CRA) or the Canadian Industrial Security Directorate (CISD) of Public Works and Government Services Canada (PWGSC).



2. The Contractor must not remove any Protected information or assets from the identified and approved work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
3. Processing of material only at the Protected (*B*) level is permitted under the Contract. The work must be done either on a separate stand-alone computer system at the Contractor's site or on a restricted directory that is only accessible to Contractor personnel who have the need-to-know for the performance of the Contract.
4. Subcontracts which contain security requirements are not to be awarded without the prior written permission of CRA.
5. The Contractor must comply with the provisions of the:
  - Security Requirement Check List (SRCL), attached as Annex C of the contract; and
  - Security Requirements for Protection of Sensitive Information issued by CRA, Security and Internal Affairs Directorate.

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

### **7.7 Contractor's Site(s) or Premises Requiring Safeguarding Measures**

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

**To be completed at Contract award.**

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

The Contractor's Company Security Officer (CSO) must ensure the Contractor and individual(s) hold a valid security clearance at the required level.

### **7.8 Authorities**

#### **7.8.1 Contracting Authority**

The Contracting Authority for the Contract is:

Name: Stephanie Riley

Telephone Number: 343-553-0646

E-mail address: [Stephanie.Riley@cra-arc.gc.ca](mailto:Stephanie.Riley@cra-arc.gc.ca)

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



**7.8.2 Project Authority**

To be completed at Contract award.

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

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

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

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

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

In its absence, the Project Authority is:

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

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

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

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

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

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

**7.8.3 Contractor's Representative**

To be completed at Contract award.

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

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

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

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

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



## **7.9 Contractor Identification Protocol**

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

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

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

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

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

## **7.10 Travel and Living Expenses**

The CRA will not cover any travel and living expenses.

## **7.11 Delivery**

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

## **7.12 Work Location**

The work location will be at the Contractor's premises.

## **7.13 Inspection and Acceptance**

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

## **7.14 Basis of Payment**

The Contractor will be paid a firm all-inclusive hourly and unit prices for the services described at Annex A: Statement of Work, in accordance with the schedule of payment provided at Annex B: Basis of Payment.

## **7.15 Minimum Work Guarantee – All the Work**

1. In this clause,

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

"Minimum Contract Value" means **\$250,000.00** (applicable taxes included).



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

#### **7.16 Limitation of Expenditure**

1. Canada's total liability to the Contractor under the Contract for all authorized work, inclusive of any revisions, must not exceed the sum of \$\_\_\_\_\_ (insert at contract award). Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
3. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - a. when it is 75 percent committed, or
  - b. four (4) months before the contract expiry date, or
  - c. as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions, whichever comes first.
4. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority, a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

#### **7.17 Payment Process**

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

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

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



### 7.17.1 Payment by Direct Deposit

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

To complete or amend a direct deposit registration, the Contractor must complete the Vendor Electronic Payment Registration form accessible at: <https://www.canada.ca/en/revenue-agency/services/forms-publications/forms/rc231.html>

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

### 7.17.2 Payment by Credit Card

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

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

### 7.17.3 Payment by Cheque

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

## 7.18 Certifications

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

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

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

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

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



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

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

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

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

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

#### **7.20 Proactive Disclosure of Contracts with Former Public Servants**

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports.

#### **7.21 Applicable Laws**

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

#### **7.22 Priority of Documents**

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

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





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

### **7.23.1 Training of Contractor Personnel**

Any training required by a new or replacement resource will be the responsibility of the Contractor, including training the resource for newly implemented software. The Contractor will assume all associated costs, including training pertaining to familiarization during the start-up of the Contract and Contract period for staff replacements. Training of the resource during the start-up period must take place without a reduction in service level. Time spent on such training will not be billed to, nor paid by, CRA.

### **7.23.2 Familiarization Period**

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

## **7.24 Alternative Dispute Resolution**

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

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

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

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

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

### **7.24.1 Office of the Procurement Ombudsman (OPO)**

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

### **7.24.2 Contract Administration**

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1 (l) of the Department of Public Works and Government Services Act will review a complaint filed by [the



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



**Annexes**

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

ANNEX A: STATEMENT OF WORK

ANNEX B: BASIS OF PAYMENT

ANNEX C: SECURITY REQUIREMENTS CHECK LIST (SRCL)

ANNEX D: INSURANCE REQUIREMENT



## Annex A - Statement of Work (SOW)

### 1. TITLE

**Employee Assistance Program (EAP) Services for the Canada Revenue Agency (CRA)**

### 2. BACKGROUND

The CRA administers tax laws for the Government of Canada and for most provinces and territories, and administers various social and economic benefit and incentive programs delivered through the tax system. It employs approximately 47,000 employees located in over 55 towns and cities in 5 regions across Canada.

The CRA, with the participation of the union organizations, is committed to promoting, fostering, and maintaining the well-being of its diverse employee population, thereby supporting optimal delivery of services to Canadians.

Many situations can affect employee relationships, health, and work performance. The CRA believes it is important to offer assistance to its employees facing these situations, and to encourage them to seek help voluntarily at the earliest stage to minimize any adverse effects on their work and personal life. The CRA also recognizes the value and importance of a mental health promotion and prevention/education approach, to create and sustain healthy and respectful work environments that foster employee well-being, engagement and productivity.

The CRA currently uses two different service delivery models to provide external EAP services across all 5 regions: four contracts and a memorandum of understanding. These service delivery models will be consolidated, and external EAP services will continue via a new National contract awarded to one Contractor as a result of this procurement requirement.

**To that end, the CRA provides EAP services through a variety of access points, internal and external to the CRA. This statement of work (SOW) pertains to the external component only.**

### 3. OBJECTIVE

The objective of the CRA's EAP is to assist employees who may be experiencing personal, health or work-related problems by making available to them and their families an effective, confidential, neutral, and voluntary EAP, without prejudice to job security or career progression. The EAP also supports supervisors, managers, human resources professionals and union representatives in acquiring the skills and knowledge needed to foster and maintain a psychologically safe and healthy workplace, through its advisory services, learning solutions, and prevention activities.

The purpose of this program is to provide a variety of consulting and professional services.

EAP services provided under this contract are not intended to replace community counselling services or treatment resources that are available to employees outside of the workplace.



#### 4. SCOPE

##### TERMINOLOGY

For the purpose of this requirement the following definitions apply:

- a) **Advisory Services:** Services provided to supervisors, managers, human resources professionals and union representatives. They are meant to assist them in helping employees deal with personal or work-related issues that may be affecting their work performance and well-being.
- b) **Assessment:** The process by which a professional counsellor gathers the information they require to formulate a more comprehensive and accurate understanding of the client, and of their reason(s) for accessing counselling services. This allows the counsellor to be in a better position to determine the needs and resources and help the client achieve a successful outcome. Many times the issue reported by the client at Intake (i.e. primary presenting issue) is not the primary issue as determined by the professional counsellor (i.e. primary assessed issue). Only the assessed issues (primary, secondary, tertiary, etc.) must be tracked for CRA statistical purposes, as detailed in Appendix A-1.
- c) **Case:** A case refers to counselling services only. A case is a documented record of the session(s) where, there is direct contact between the EAP counsellor and an eligible client or clients - if they are consulting together on common issues - it must include an assessment, a plan of action which may include the provision of short-term counselling or referrals, and a follow-up.

Cases are counted as “new cases” only once per fiscal year (April 1<sup>st</sup> to March 31<sup>st</sup>), regardless of how often the client is seen for an issue. However, if the same client contacts the EAP later in the same fiscal year about an issue unrelated to the issue discussed the first time, the client is considered a new case.

The number of hours for one case must not exceed 5 hours (i.e. five 60-minute counselling sessions) without obtaining the prior written approval from the CRA EAP Coordinator-Counsellor or Manager, National EAP Office (NEAPO). Approval must only be granted upon demonstration of a thorough assessment and a plan to refer the employee to the appropriate community resource. The Contractor must train and monitor its counsellors to ensure that they fully understand the CRA model and are able to explain it to clients. In circumstances where CRA is asking an exception to the maximum of 5 hours per case, the Manager, NEAPO will send the request to the Contractor’s National Account Manager, confirming that they can proceed above the maximum number of hours.

The following are **not** to be considered cases, and must be tracked separately:

- i) Clients who call for information or call requiring referral services only;
  - ii) Advisory services provided to managers, supervisors, union representatives, and human resources professionals;
  - iii) Specialized consultations provided to employees and family members and,
  - iv) Clients who initiate counselling services but do not attend their scheduled session regardless of modality.
- d) **Client:** A CRA employee and or family member who accepts the assistance of EAP.
  - e) **Clinical information:** Pertains to the assessment of the client’s presenting issue(s), counselling goals and related action plan to support these goals, progress to date, as well as recommended next steps, which could include referrals to specialized or longer-term community resources. In



the context of this contract, clinical information would only be shared for the purposes of approving the provision of additional counselling sessions, beyond 5 hours. Clinical information would be shared anonymously, or with the signed consent of the client.

- f) **Counsellor:** An individual qualified by training or certification in the techniques of assessment services, short-term counselling, referral and follow-up.
- g) **Critical Incident/traumatic event:** Any situation outside the range of normal experience that causes unusually strong emotional or physical reactions, either at the scene of the incident/event or later, that could interfere with one's ability to function. Examples include: line of duty death, armed or violent assault in the workplace, serious workplace accident, medical emergency or fatality in the workplace, and multi-casualty/disaster/terrorism incident.
- h) **Critical Incident Stress Management (CISM):** An adaptive, short-term psychological helping-process to enable an individual to return to their daily routine more quickly and with less likelihood of experiencing post-traumatic stress disorder. It is a form of mental health "first aid" to support individuals who have experienced or witnessed a critical incident/traumatic event.
- i) **CISM Basic or Level 1 type training:** Presents the core elements of a comprehensive, systematic and multi-component crisis intervention curriculum. Its purpose is to prepare the participants to understand a wide range of crisis intervention services. Fundamentals of CISM would be outlined and participants would gain the knowledge and tools to provide several group crisis interventions, specifically demobilizations, defusings and debriefings. The need for appropriate follow-up services and referrals when necessary would be included. Training would be approximately 14 hours in duration, and would be a prerequisite to CISM Advanced or Level 2 type training.
- j) **CISM Advanced or Level 2 type training:** Follows the Basic or Level 1 CISM training and may be called Advanced, Level 2, or a similar name depending on the training organization. It reviews the core elements of a comprehensive, systematic and multi-component crisis intervention curriculum, but its main focus is on managing complex group oriented crisis interventions. These may include, but are not limited to, significantly delayed or multiple incident debriefings, small group crisis support sessions after a disaster, and strategic intervention planning. Training would be approximately 14 hours in duration.
- k) **Debriefing:** A debriefing is a seven-phase structured group discussion for small groups occurring usually within one to ten days after a critical event. It is conducted by a trained mental health professional (CRA EAP coordinator-counsellor, external service provider, or other consultant), often with the assistance of trained peers. Its aim is to facilitate closure, mitigate symptoms and triage individuals who may need further support.
- l) **Defusing:** A defusing is a three-phase structured small group discussion held within hours of a critical event. Its aim is to assess, triage, mitigate acute symptoms, assess need for follow-up and, when possible, provide psychological closure. It is conducted by a trained mental health professional (CRA EAP coordinator-counsellor, external service provider, or other consultant).
- m) **Diverse employee population:** The diversity of employees is expressed by the individuality or uniqueness of people who differ in work and cultural backgrounds, experience, education, age, gender, race, ethnic origin, sexual orientation, religion, physical abilities, and all other ways in which we differ.



- n) **EAP Coordinator-Counsellor (C-C)**: A CRA employee and qualified mental health professional, designated to coordinate, deliver, manage and monitor the services offered through the EAP, for their assigned area or region. The CRA EAP C-Cs are the Operational Contacts for the purposes of requesting services (e.g. grief and loss sessions, CISM services and learning solutions) under this contract.
- o) **Employee**: All persons currently employed by the CRA in an indeterminate or determinate position, including students and employees who are hired on a part-time basis. **It does not include contractors, suppliers, and persons no longer employed by the CRA (for example, terminated or retired)**. In the event of a person no longer employed by the CRA but who had already started a counselling process with one of the Contractor's professional counsellors prior to retiring or being terminated, the Contractor must continue to provide the service until such time as the counselling process is completed.
- p) **Family/Family member**: An employee's (or deceased employee's) spouse (or common-law spouse residing with the employee), dependent children (including foster children or children of legal or common-law spouse), or any relative permanently residing in the employee's household or with whom the employee permanently resides and who is financially dependent on the employee. In the case of a deceased employee, the family/family member must have access to services up to 3 months following the employee's death.
- q) **File**: Any documentation pertaining to Client Case Files whether they include clients' personal identifying information or not.
- r) **Fiscal year**: Commences on April 1 of the calendar year and ends on March 31 of the following calendar year.
- s) **Intake Services**: Services provided to employees and members of their family requesting an appointment. These services include, but are not limited to: gathering of client contact information and client area of concern, explanation of parameters of the counselling services under the CRA contract, booking of appointment, process to ensure 24 hour call-back for booking of appointment, provision of referrals and risk assessment, as appropriate. Intake services can be performed by either intake services resources or professional counsellors.
- t) **Manager, National EAP Office (NEAPO)**: The CRA manager who has the functional and financial responsibility for the services delivered under this contract and is the CRA Project Authority.
- u) **National Account Manager**: The Contractor's designated representative assigned as the main point of contact for all matters related to this contract, who meets the qualifications detailed in section 16 (a) and performs the tasks outlined in section J.
- v) **Operational Contact (EAP C-C's)**: The CRA EAP C-Cs are the Operational Contacts for the purposes of requesting services (e.g. grief and loss sessions, CISM services, and learning solutions) for their assigned area or region.
- w) **Personal information**: As defined in section 3 of the *Privacy Act*, is information about an identifiable individual that is recorded in any form.
- x) **Project Authority**: The Manager, NEAPO has the functional and financial responsibility for the services delivered under this contract and is the Project Authority.



- y) **Record:** All documentation pertaining to services rendered by the Contractor for the CRA.
- z) **Referrals:** Process whereby the Contractor sends or transfers clients to outside/community resources or to internal CRA resources (e.g. EAP C-C, informal conflict resolution practitioner, union).
- aa) **Self-referral:** Process used in rare instances by which clients requiring long-term counselling services are retained by the Contractor for counselling outside of this requirement. **Only to be used with prior approval of the Manager, NEAPO or EAP C-C. This is not recognized by the CRA as a preferred practice.**
- bb) **Session:** A session involves direct contact between the client and the professional counsellor, engaged in back and forth conversation, where both parties work collaboratively to resolve identified issues and concerns. The duration of one session is usually between 50 and 60 minutes.
- cc) **Utilization rate:** Percentage calculated by dividing the total number of new cases by the total number of CRA employees covered during the fiscal year. Utilization rates are calculated at the national and regional levels.
- dd) **24-hour line:** A national toll-free telephone number or text telephone (TTY) number, accessible 24 hours per day, 365 days per year, for crisis intervention counselling.

## 5. POPULATION COVERED

The population covered under this SOW includes all CRA employees and their family members. The CRA employee population **varies from approximately 44,000 to 48,000** employees as per seasonal fluctuations. See the chart below (data from September 2020 CRA's demographic report).

REGION	NUMBER OF EMPLOYEES
Atlantic	4,146
Headquarters	9,958
Ontario	13,463
Quebec	5,628
Western	11,583
<b>TOTAL</b>	<b>44,778</b>





<b>ATLANTIC REGION</b>		
<b>City</b>	<b>Building Street Address</b>	<b>Number of Employees</b>
Bathurst	201 St. George Street – E2A 1B8	95
Charlottetown	1-30 Brackley Point Road – C1A 6X9	157
Dartmouth	4-40 Alderney Drive – B2Y 2N5	203
Grand Falls-Windsor	4A Bayley St., Suite 100 – A2A 2T5	1
Halifax	100-145 Hobsons Lake Drive - B3S 0J1	524
Moncton	217-770 Main Street – E1C 1E7	128
Mount Pearl	132 Glencoe Drive – A1N 4S5	293
Saint John	65 Canterbury Street – E2L 2C7	259
Saint John	555 McAllister Drive - E2J 2S8	180
St. John's	165 Duckworth Street – A1C 1G4	507
St. John's	290 Empire Avenue – A1C 3J1	629
Summerside	275 Pope Road – C1N 6A2	911
Sydney	47 Dorchester Street – B1P 7H5	259
<b>TOTAL</b>		<b>4,146</b>
<b>HQ REGION</b>		
<b>City</b>	<b>Building Street Address</b>	<b>Number of Employees</b>
Ottawa	250 Albert Street - K1P 6E6	811
Ottawa	20 Fitzgerald Road - K2H 8R6	873
Ottawa	21 Fitzgerald Road - K2H 8R6	
Ottawa	25 Fitzgerald Road - K2H 1E6	
Ottawa	35 Fitzgerald Road - K2H 1E6	
Ottawa	750 Heron Road - K1V 2E4	1,284
Ottawa	875 Heron Road - K1A 1G9 (Floors 1, 8)	1,225
Ottawa	112 Kent Street - K1R 5A3	2,260
Ottawa	320 Queen Street - K1R 7Y5	
Ottawa	191 Laurier Avenue West - K1P 6M7	1
Ottawa	333 Laurier Avenue West - K1P 1C1 (Floors 1, 4, 11)	17
Ottawa	427 Laurier Avenue West - K1R 5C7	825
Ottawa	344 Slater Street - K1R 5Y7	
Ottawa	555 Mackenzie Avenue - K1N 1K4	560
Ottawa	100 Metcalfe Street - K1P 5M1	1
Ottawa	2323 Riverside Drive - K1H 1A1	443
Ottawa	171 Slater Street - K1A 0K9	26
Ottawa	2270 St. Laurent Boulevard - K1G 4K1	284
Ottawa	2465 St. Laurent Boulevard - K1G 6G8	
Ottawa	395 Terminal Avenue - K1G 0Z3	1,255
Ottawa	2204 Walkley Road - K1A 1L8 (Floors 4, 5)	93
<b>TOTAL</b>		<b>9,958</b>



<b>ONTARIO REGION</b>		
<b>City</b>	<b>Building Street Address</b>	<b>Number of Employees</b>
Barrie	81 Mulcaster Street – L4M 6J5	163
Belleville	11 Station Street – K8N 2S2	162
Hamilton	55 Bay Street North – L8R 3P7	936
Hamilton	120 King Street West – L8N 1B2	473
Iqaluit	933 Mivik Street - X0A 0H0	2
Kingston	1475 John Counter Boulevard - K7M 0E6	99
Kitchener	166 Frederick Street – N2H 2M4	237
Kitchener	50 Queen Street – N2H 6P4	315
London	451 Talbot Street – N6A 5C9	489
Mississauga	5800 Hurontario Street – L5R 3T6	1,130
North Bay	180 Shirreff Avenue – P1B 7K9	12
North York	25 Sheppard Avenue West – M2N 6S6	324
North York	5001 Yonge Street – M2N 5P1	1,037
Oshawa	55 Athol Street - I1H 1J8	320
Ottawa	2215 Gladwin Crescent – K1B 4X9	9
Ottawa	875 Heron Road – K1A 1B1 (Floors 3 to 7)	1,822
Ottawa	333 Laurier Avenue West – K1P 1C1 (Floors 2 to 11)	516
Ottawa	2204 Walkley Road – K1A 1L8 (Floor 2)	84
Peterborough	1161 Crawford Drive – K9J 6X6	89
Scarborough	55 Town Centre Court – M1P 4X4	117
Scarborough	200 Town Centre Court – M1P 4X8	690
St. Catharines	32 Church Street - L2R 3B0	283
Sudbury	22 Bay Street – P6A 5S2	1
Sudbury	40 Elm Street - P3C 1S8	1
Sudbury	1050 Notre Dame Avenue – P3A 4Z2	2,559
Thunder Bay	130 S. Syndicate Avenue – P7E 1C7	114
Toronto	1 Front Street West – M5J 2X6	1,167
Windsor	441 University Avenue West - N9A 5R2	272
<b>TOTAL</b>		<b>13,463</b>



<b>QUEBEC REGION</b>		
<b>City</b>	<b>Building Street Address</b>	<b>Number of Employees</b>
Brossard	3250 Lapinière Boulevard – J4Z 3TB	288
Chicoutimi	100 La Fontaine Street – G7H 6X2	106
Gatineau	85 De La Savane Road – K1A 1L4	79
Jonquière	2251 René Levesque Boulevard – G7F 5J1	1,036
Laval	3400 Jean-Béraud Avenue – H7T 2Z2	63
Montréal	800 de la Gauchetière Street - H5A 1K8	14
Montréal	400 Place d'Youville – H2Y 2C2	20
Montréal	200 René-Lévesque West Boulevard - H2Z 1X4	105
Montréal	305 René Levesque West Boulevard – H2Z 1A6	1,103
Québec	2575 Ste-Anne Boulevard – G1J 1Y5	508
Rimouski	180 De la Cathédrale Avenue – G5L 5H9	53
Rouyn-Noranda	44 Du Lac Avenue – J9X 6Z9	594
Shawinigan	4695 12 <sup>th</sup> Avenue – G9N 7S6	1,469
Sherbrooke	50 Place de la Cité – J1H 5L8	148
Trois-Rivières	2250 St-Olivier – G9A 4E9	42
<b>TOTAL</b>		<b>5,628</b>



<b>WESTERN REGION</b>		
<b>City</b>	<b>Building Street Address</b>	<b>Number of Employees</b>
Brandon	210-153 11th Street - R7A 7K6	9
Calgary	220-4th Avenue SE - T2G 4X3	1,035
Calgary	1601 Airport Road NE - T2E 6Z8	452
Calgary	2000 Airport Road NE - T2E 6Z8	4
Edmonton	10423 101 Street NW - T5H 2R8	130
Edmonton	10345-104 Street - T5J 1B9	1
Edmonton	9700 Jasper Avenue - T5J 4C1	1,126
Kelowna	200-471 Queensway Avenue - V1Y 6S5	98
Kingsgate	6917 Highway 95 - V0B 1V1	1
Lethbridge	419-7 <sup>th</sup> Street - T1J 2G5	36
Penticton	187 Nanaimo Avenue West - V2A 5M3	28
Penticton	277 Winnipeg Street - V2A 1N6	324
Prince George	280 Victoria Street - V2L 4X3	157
Red Deer	4996-49 Avenue - T4N 6X2	33
Regina	1955 Smith Street - S4P 2N8	250
Richmond	113-5000 Miller Road - V7B 1K6	4
Saskatoon	340-3 <sup>rd</sup> Avenue North - S7K 2J1	347
Surrey	9737 King George Boulevard - V3T 2W1	790
Surrey	9755 King George Boulevard - V3T 5E1	1,174
Surrey	13450 102 Avenue - V3T 2W1	824
Surrey	28-176th Street - V3S 9R9	3
Surrey	220 Highway 99 - V3Z 9N7	3
Vancouver	401 Burrard Street - V6C 3R2	70
Vancouver	468 Terminal Avenue - V6A 0C1	660
Vancouver	300 West Georgia Street - V6B 6B4	82
Vancouver	1188 West Georgia Street - V6E 4A2	155
Vancouver	757 West Hastings Street - V6C 1A1	228
Victoria	400-1321 Blanshard Street - V8W 0B6	1
Victoria	1260 Government Street - V8W 3X9	28
Victoria	1415 Vancouver Street - V8V 3W4	434
Whitehorse	300 Main Street - Y1A 2B5	3
Winnipeg	325 Broadway Avenue - R3C 4T4	1
Winnipeg	125 Fennell Street - R3T 0M6	11
Winnipeg	269 Main Street - R3C 1B2	1
Winnipeg	360 Main Street - R3C 4T3	1,035
Winnipeg	66 Stapon Road - R3C 3M2	2,041
Winnipeg	201 Weston Street - R3E 3H4	1
Yellowknife	5101 Franklin Ave - X1A 3Z4	3
<b>TOTAL</b>		<b>11,583</b>
<b>TOTAL NUMBER OF EMPLOYEES</b>		<b>44,778</b>



**6. LANGUAGE:**

All services provided by the Contractor must be available in both official languages (English and French).

The Contractor must answer telephone and toll-free text telephone (TTY) text calls in the same language as the client or at the client's choice.

All material, website, newsletters and e-mail communications to be distributed must be in both official languages.

All services provided on as-and-when requested basis identified under Section 11 in the SOW must be available in both official languages. The language will be defined at the time each individual service request is made.

The Contractor must be able to provide sign language interpretation for the deaf and hard of hearing as required at no extra charge.

The National Account Manager must be fluent in English and French at the intermediate level\*, at a minimum, for written and oral communication, be able to respond to calls and e-mails in English and French without any assistance, and be able to participate actively in meetings conducted in English or French.

Proficiency Level	Oral	Comprehension	Written
*Intermediate	A person speaking at this level can: <ul style="list-style-type: none"> <li>Sustain a conversation on concrete topics, report on actions taken</li> <li>Give straightforward instructions to employees</li> <li>Provide factual descriptions and explanations</li> </ul>	A person reading at this level can: <ul style="list-style-type: none"> <li>Grasp the main idea of most work-related texts</li> <li>Identify specific details</li> <li>Distinguish main from subsidiary ideas</li> </ul>	A person writing at this level can: <ul style="list-style-type: none"> <li>Deal with explicit information on work-related topics since they have sufficient mastery of grammar and vocabulary</li> </ul>

**7. LOCATION**

Facilities for face-to-face counselling and advisory services must be located within 100 km of the employee's CRA office location identified in Section 5, and accessible by private vehicle or public transit. When the CRA office is located in a city that has over 100,000 residents in population, then services must be offered in a facility within a distance of 50 km. Exceptions are indicated at Appendix 1.1, for the cities with less than 10 CRA employees, where services can be delivered virtually.

**8. CONFIDENTIALITY**

Confidentiality of information is vital to the effectiveness of the Employee Assistance Program (EAP). Information shared with the EAP counsellor is of a confidential nature and, as such, must never be recorded on an employee's personnel record or be made available to management or union representatives. No information must be released to anyone without prior written and informed consent of the employee/family member who sought assistance, except in the following circumstances:

- In situations where the counsellor becomes aware of suspected child abuse;
  - In cases where a life is threatened or there is serious threat of violence or injury to a third party;
- or,



- In any other case where disclosure of such information is required by law (e.g. court subpoena).

## 9. RECORD CONTENT, MANAGEMENT, RETENTION, AUDIT AND DISPOSAL

The Contractor must keep all records such as reports, monitoring, statistics, and training, but excluding Client Case Files, for 5 years following the end of the contract.

The following clauses are applicable to Client Case Files in all paper and electronic format:

### i) **Privacy Act:**

All personal information collected for EAP purposes under this contract is deemed to be under the control of the CRA and is consequently subject to the *Privacy Act*, <http://laws-lois.justice.gc.ca/eng/acts/P-21/index.html> and the Canada Revenue Agency's Security policy, <https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/security-requirements-protection-sensitive-information.html>.

### ii) **Personnel Restrictions:**

Access to EAP Client Case Files is to be controlled and limited to only authorized personnel who have a job-related need-to-know (i.e. Contractor office administration personnel where the files are housed, Intake Services resources or anyone else who is designated to have access to certain pieces of information within the files) and a Reliability Status granted by the Canada Revenue Agency or Public Works and Government Services Canada.

### iii) **Client Case File Content/Restrictions:**

Client Case Files, paper form and in an electronic format, must not contain any personal identifying information. Any identifying information is to be kept separate and cross-referenced in a separate document. The Contractor must not record personal information relating to a third party in a Client Case File. Client Case Files must include dates, the general nature of problems, progress notes, recommended referrals and non-medical reports related to a client's work capability or limitations. Client Case Files should be stored in a secure, locked cabinet or safe.

### iv) **Marking:**

EAP Client Case Files, paper form and in an electronic format, must be designated sensitive and marked as PROTECTED B-EAP.

### v) **Retention and Disposal:**

Retention of EAP Client Case Files must be done in accordance with CRA's retention and disposal standard which is 2 years after the date of the client's most recent contact with EAP. Files can, however, be kept longer according to the standards of the professional association to which the counsellor belongs, to the *Privacy Act* that states operational requirements of each Department/Agency (Department of Justice Canada, 1985), or the accreditation organization of the Contractor.

EAP Client Case Files are to be destroyed 2 years after the date of the client's most recent contact with EAP. Files can, however, be destroyed earlier if requested by the client or with the client's consent.

EAP Client Case Files must be destroyed by commercially available strip shredders (maximum 10 mm width).

**vi) Audit:**

The CRA has the right to perform an audit of the Contractor's clinical Client Case Files. The CRA reserves the right to review the Contractor's clinical Client Case Files to ensure the Contractor is compliant with the standards detailed in **section 9 RECORD CONTENT, MANAGEMENT, RETENTION, AUDIT AND DISPOSAL** of this Statement of Work.

**vii) Electronic files:**

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

**10. SECURITY REQUIREMENTS**

The Contractor must respect security provisions as identified in section 7.6 of the Contract as well as the Security Requirements Check List (SRCL) and its attachment(s) found at Annex C.

Security clearance (Reliability Status) must be granted for Intake Services resources and Contractor personnel, as detailed in section 9 (ii), prior to delivery of services under this contract. Before counselling of CRA employees occurs, confirmation of current membership or license in good standing with an applicable provincial or national association/licensing body must be provided for all proposed Professional Counsellors.

Security incident procedures:

Any incident involving the actual or suspected unauthorized use of, disclosure of, compromise of, access to, or loss of information provided under this contract must be reported immediately to the CRA Project Authority. The Contractor must also contact the CRA Agency Operations Centre (AOC) via the toll-free Security Incident Reporting Line at 1-866-362-0192 (available 24 hours a day, seven days a week) or to the Emergency Management and Security Operations mailbox at: [AOC.COA@cra-arc.gc.ca](mailto:AOC.COA@cra-arc.gc.ca).

Staff from the CRA's Security and Internal Affairs Directorate may visit the Contractor's site(s) to verify the security requirements are met.

**Additional Security**

- a. The vendor's secure web portal must display to users a system use notification message or banner, before granting access to the system that provides privacy and security notices in accordance with the TBS Policy on the Use of Electronic Networks [Reference 5] [<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=27907>].
- b. The vendor must protect a person's information follow the Privacy Act. [<https://www.priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/the-personal-information-protection-and-electronic-documents-act-pipeda/> ]
- c. All data that require the storage or transmittal of Protected B electronic data must be stored in Canada.
- d. Additional information on Direction for Electronic Data Residency can be referenced at <https://www.canada.ca/en/government/system/digital-government/digital-government-innovations/cloud-services/direction-electronic-data-residency.html>



## 11. SERVICES

a) The Contractor must provide the following EAP Services:

- Intake Services (as detailed in section 12 (A));
- Short-Term Counselling Services (as detailed in section 12 (B));
- Crisis Intervention Services (as detailed in section 12 (C));
- Specialized Consultation Services (as detailed in section 12 (D));
- Advisory Services (as detailed in section 12 (E))
- Critical Incident Stress Management (CISM) Services via telephone or videoconference (as detailed in section 12 (F));

The Contractor must provide the following EAP Services on as-and-when requested basis:

- Onsite Critical Incident Stress Management (CISM) Services (as detailed in section 12 (F));
- Orientation Sessions, Learning Solutions and Promotional Activities (as detailed in section 12 (G));
- Additional Promotional and Information Materials (as detailed in section 12 (H)).

The Contractor must provide the following to deliver and manage the EAP Services:

- Promotional and Information Materials (as detailed in section 12 (H));
- Monthly Newsletters (as detailed in section 12 (I));
- National EAP Account Manager (as detailed in section 12 (J));
- Program monitoring and quality control services (as detailed in section 12 (K));
- Website and Secure Web Portal (as detailed in section 12 (L));
- EAP Application (app) (as detailed in section 12 (M));
- Facilities for Face-to-Face Counselling and Advisory Services (as detailed in section 12 (N)).

The Contractor must provide the following EAP Services at any time throughout the duration of the contract, when requested by the Manager, NEAPO:

- Additional Specialized Consultation Services (as detailed in section 12 (D));
- Well-Being documentation (as detailed in section 12 (O)); and
- Multimedia Library (as detailed in section 12 (P)).

- b) Subcontracting of services is permissible in accordance within industry standards and must comply with the section 06 entitled "Subcontracts" in the General Conditions – Higher Complexity – Services.
- d) Short-term counselling should only be undertaken when some resolution to the issue can be arrived at within the limits of a short-term counselling model. If short-term counselling is not appropriate, referral to the appropriate resources must be made immediately after assessment.
- e) The National Account Manager or Clinical Case Manager must contact the EAP C-C when a case in progress identifies a significant risk, and exceptionally would require additional support beyond five hours. The National Account Manager or Clinical Case Manager must then provide the EAP C-C with anonymous clinical information pertaining to the case. No personal information that may identify the client during this consultation process, such as, but not limited to, name, race, age, marital status, and identifying number assigned to the individual must be disclosed;
- f) The Contractor must provide access to its services to persons with disabilities (e.g. offices must be wheelchair accessible; the Contractor must have a toll-free text telephone (TTY) for persons with hearing disabilities, and provide sign language interpretation as required).





- g) The Contractor must further undertake to provide, in an expedient manner (within ten (10) business days), an alternative counsellor, should the assigned counsellor become unavailable.
- h) Wherever possible, counsellors of each gender and counsellors representative of the diverse CRA population are to be made available.
- i) The Contractor must maintain contacts with, and have established an inventory of, community resources, support agencies and service providers in a variety of EAP-related fields (addiction counsellors, group therapists, social workers, psychologists, etc.) in order to refer clients for longer-term counselling services as needed. The Contractor must also maintain contact information for regional emergency services and this information must be available to all of the Contractor's resources and counsellors.
- j) The Contractor must **not** retain clients (self-referral) **except** on rare occasions where the counsellor is the only available resource in the area or there is no equivalent resource available to provide the specialised treatment required. All situations where the counsellor believes self-referral would be in the best interest of the client must be discussed with the **Manager, NEAPO or EAP C-C for approval, prior to delivery of counselling. The Contractor is expected to demonstrate they have explored potential community resources and that there is no other resource available. This must include mention of the psychological services coverage available to CRA employees under the Public Service Health Care Plan benefits.**
- k) The Contractor must provide services to the CRA's diverse employee population. By diverse population it is meant the individuality or uniqueness of people who differ in work and cultural backgrounds, experience, education, age, gender, race, ethnic origin, sexual orientation, religion, physical abilities, and all other ways in which we differ.
- l) There **must be no fee** for cancellations of *Counselling Services, Specialized Consultation Services and Advisory Services* provided with a minimum of 24-hours' notice. Refer to Annex B-Basis of Payment.
- m) General enquiries about the services described herein in this contract must be responded to at no charge, regardless of which of the Contractor's resources or counsellors responds to the enquiries.
- n) Information on, and referrals to community resources provided as part of the Intake Services or Counselling process, must not be charged separately as a stand-alone service.
- o) The Contractor must make available to CRA employees, at no cost, the information that is accessible via its website.
- p) In the event of the end of the contract with the CRA, the Contractor must continue to provide the services defined in this Statement of Work only to CRA employees in the above-mentioned location(s) (or their family members) who have already started a counselling process with one of the Contractor's counsellors until such time as the counselling process is completed.



## 12. TASKS

### A. Intake Services:

The Contractor must provide **intake services for tasks B through F of this section 12**. Intake services may be performed by either an intake services resource or a professional counsellor. As per the qualifications detailed in sections 16 (b) and 16 (c) of this document. Intake services tasks include:

- a) Document employee or family member's contact information, the employee's status, their region, ensuring the person is eligible for the services, as per the definitions of "employee" and "family member";
- b) Obtain emergency contact information from the client prior to proceeding further with the intake service;
- c) Gather information on the area of concern for the client (i.e. primary presenting issue), and on any accessibility needs, to ensure a better client/counsellor and office location match;
- d) Perform risk assessments, as appropriate, however if the client requests immediate intervention, the Contractor must oblige that request;
- e) Transfer calls or online messages requiring immediate intervention directly and without interruption to a professional counsellor, such as in cases of critical incidents or crisis situations. These calls and online messages must be considered counselling cases as soon as there is direct contact between the client and a professional counsellor;
- f) Provide information about the short-term counselling services available under this contract, including, but not limited to: counselling modalities available, cancellation and no show policies.
- g) Inform the client to call Intake again if they have not received a call back within 24 hours, or have a system in place to verify that the client received a call back;
- h) Book appointment with a professional counsellor with the expertise related to the area of concern (the next available appointment that fits within the schedule of the employee or family member must be given), and who's office location and specifications meet the client's preferences or accessibility needs;
- i) Provide call back within **24** hours in cases where an appointment cannot be booked at the time of the call, and offer an appointment time within 7 business days;
- j) Transfer CRA Managers requesting assistance for their team following a critical incident immediately to a Professional Counsellor who meets the qualifications detailed in section 16 (c);
- k) Advise CRA employees who are not Managers requesting CISM assistance for their colleagues, to contact their regional CRA EAP C-C or to inform their Manager to contact Intake Services. They must also be offered one-on-one assistance to help them deal with the critical incident. This can be offered immediately by transferring their call to a Professional Counsellor who meets the qualifications details in section 16 (c), or an appointment could be scheduled if the need is not urgent;
- l) Create Client Case Files, when appropriate. The following are **not** to be considered cases, and must be tracked separately: Clients who call for information or call requiring referral services only; advisory services provided to managers, supervisors, union representatives, and human resources representatives; specialized consultations provided to employees and family members; and clients who initiate counselling services but do not attend their scheduled session regardless of modality.); and,
- m) Provide information and referrals to other resources, as appropriate.

### B. Short-Term Counselling Services

Short-Term Counselling Services involves contacts between a client and a professional counsellor engaged in back and forth in-person, online or telephonic conversation, where both parties work collaboratively to



resolve identified issues and concerns. The Contractor must provide the facilities and equipment to provide Short-term Counselling Services. The parameters of these services include but are not limited to:

- a) The Contractor must offer counselling services outside the CRA's facilities at a suitable time and location. The first counselling session should occur within 7 business days of the client contacting the Contractor unless unforeseen circumstances arise.
- b) If a client reaches a professional counsellor without first reaching intake services (e.g. crisis situation online counselling), the professional counsellor must obtain emergency contact information from the client prior to proceeding further.
- c) Counselling services must be available Monday to Friday except for statutory holidays applicable to the province where the service is rendered.
- d) Counselling services must be made available within the core business hours of **7:00 AM to 5:00 PM** local time.
- e) Evening hour sessions (**5:00 PM to 9:00 PM** local time) must be made available to clients upon request.
- f) A schedule of counsellor availability and their office specifications (i.e. if the office is in a private home or public building, if the office and washroom facilities are wheelchair accessible, and parking information) must be provided to Intake Services at least 3 weeks in advance;
- g) Scheduling of appointments must be arranged between the client and the Contractor via Intake Services.
- h) A client can receive up to a maximum of five counselling hours per issue, as determined by the counsellor. The actual number of sessions must vary depending on the nature, the severity and urgency of the problem, and whether the issue is a short-term or long-term issue;

The Contractor must provide Short-Term Counselling Services using the following forms of communication. The form of communication to be used should always remain with the client and must include an assessment, including a risk assessment, short-term counselling when appropriate, referral to internal resources or to community resources for longer term or specialized services, and follow-up.

- a) **Face-to-face counselling** involves direct in-person contact between the client and the professional counsellor. Face-to-face counselling must be the first form of delivery modality for counselling services. All other forms of communication must be explained to the client so that they can make an informed decision about which counselling delivery modality would best meet their needs and preferences.

The Contractor must provide and maintain during the contract duration, a minimum of 252 Professional Counsellors for Face-to-Face Counselling that meet the qualifications detailed in section 16 (c). The Contractor must provide the facilities as detailed in section 12 (N) for face-to-face counselling sessions.

- b) **Online Counselling** is defined as all clinical consultations and services that are delivered via various Internet-assisted modalities (chat, email, and video conference), as described below. It is done through a Secured Web Portal. It uses a user-friendly platform (no software downloads are required) which allows the client to use the service easily, and a secure platform which assures client confidentiality and privacy. Online counselling is not appropriate for all types of situations and should only be presented to the client as an option and not as a recommendation, ensuring the choice remains with the client. The Contractor must avoid targeted promotional campaigns for online counselling services.
  - i) **Chat:** synchronous online services providing clients with professional counselling delivered in real-time through text services. Clients correspond via text with a qualified counsellor for private, immediate clinical support regarding their issue. The Contractor must provide Professional Counsellors that meet the qualifications detailed in section 16 (f).
  - ii) **Email:** non-synchronous, professional, and confidential counselling service available directly through secure e-mail conferencing. Email counselling must not be done through regular e-mail but through a secure web portal on which the client has registered based on the Contractor's instructions.



Exchange of correspondence must be accomplished through this portal either via a live chat or via messages being left in the portal for later reading. The client must login to the portal to retrieve their message(s). The message(s) must only be accessible by the client for whom they are intended; no other individuals can access and see the exchange of information.

If a client contacts a Professional Counsellor using their work e-mail, the Contractor must make the client aware that the confidentiality of an e-mail exchange cannot be guaranteed and that all content shared by e-mail is not confidential and is the property of the CRA. The Contractor must provide Professional Counsellors that meet the qualifications detailed in section 16 (f).

- iii) **Video Conference:** Client and Professional Counsellor communicate with each other using devices with a built-in camera (laptop, tablet or smartphone) or a computer and webcam (a personal home computer can be used), and encrypted custom Internet software enabling both parties to see and hear each other. The Contractor must provide Professional Counsellors that meet the qualifications detailed in section 16 (f).

The Contractor must provide a Secure Web Portal as detailed in section 12 (L).

Prior to proceeding with online counselling, the Contractor must:

- i) Make the client aware that the confidentiality of information exchanged through online counselling cannot be guaranteed;
  - ii) Ensure that the client provides consent, to engaging in online counselling as a method of receiving counselling services. Consent can be obtained electronically by directing the client to the text for consent and to click an agreement checkbox (or similar) and a submit button (or similar);
  - iii) Screen clients on the suitability of online counselling for each client on a case-by-case basis. The screening process must include potential technological issues, language issues, keyboarding issues, presenting issues and clinical concerns. The screening process must be performed twice, once by the clients themselves through the Contractor's online portal through self-selection questions and then by the professional counsellor through the initial back-and-forth interaction. The screening process must assess the client for (but not limited to) risk of suicide, violence to or from others, or significant symptoms of a mental illness. Clients determined not to be suitable for online counselling must immediately be re-directed to intake services. If the situation is a crisis, the client must immediately be re-directed to crisis intervention counselling.
- c) **Telephone counselling** involves contact between the client and the professional counsellor by telephone. It is not appropriate for all types of situations and should only be presented to the client as an option and not as a recommendation, ensuring the choice remains with the client.

### **C. Crisis Intervention Counselling**

The Contractor must provide access to Professional Counsellors for crisis intervention counselling 24 hours per day, 365 days per year, through a toll free telephone number or a toll-free text telephone access (TTY). If clients reach the intake service, who recognizes the call as requiring immediate intervention (or if the client requests immediate intervention), the call must be transferred directly and without interruption to a professional counsellor. If clients reach an after-hours voice automated system, they must be able to be connected directly with a professional counsellor within one button push. A recorded message with call back is not acceptable.

The professional counsellor must conduct a risk assessment to determine the potential for harm to self or others. The Contractor must provide the appropriate level of intervention based on the Contractor's protocol for handling clients in crisis; including but not limited to suicidal and or homicidal clients.



If a call is routed to the crisis intervention counsellor (either by intake or directly by the client through a button push), but upon contact with the counsellor it is determined that it is not a crisis intervention situation, the counsellor must perform the following, depending on the situation:

- a) Client connected to the crisis intervention counsellor by mistake:
  - advise the client to call the intake services during working hours and provide the telephone number to schedule an appointment. Such calls must be treated as calls for information, reported in the statistics report as such, and must be at no charge to the CRA; or
- b) Client connected to the crisis intervention counsellor because client is unable to connect with intake services during intake hours, and requires an appointment (e.g. privacy concerns during workday):
  - perform the intake service for the client, report in the statistics report as such, and charge the CRA for an intake service.

#### **D. Specialized Consultation Services**

The Contractor must provide basic advice and referral telephone services to clients in the Legal and Financial subject areas. Legal Services must be provided by an entity that holds a Certificate of Qualification issued by the National Committee on Accreditation appointed by the Federation of Law Societies of Canada and the Committee of Canadian Law Deans to provide basic legal consultation to CRA employees.

Clients who contact Intake Services and are identified as needing the service (or who call requesting the service directly) must be provided with an appointment at the time of the call, be referred to the specific services' telephone number or receive a call back within 24 hours from the Specialized Services offering them an appointment. The appointment must be offered within 7 working days. Services are to be provided, upon request of the CRA client by telephone, and to a maximum time of one hour per employee per issue per year, which does not have to be used all at once.

The Contractor must provide Specialized Consultation Services on additional topics related to work and personal life, such as career counselling, eldercare, etc. at any time throughout the duration of the contract, when requested by the Manager, NEAPO.

#### **E. Advisory Services**

The Contractor must provide Professional Counsellors that meet the qualifications detailed in section 16 (c), as well as the facilities and equipment to provide advisory services to managers, supervisors, human resources professionals, and union representatives to assist them in helping employees deal with personal, health or work-related issues that may be affecting an employee's work performance and well-being. All tasks and details described in section 12 (B) apply to Advisory Services.

#### **F. Critical Incident Stress Management (CISM) Services**

The Contractor must provide Professional Counsellors that meet the qualifications detailed in section 16 (c), to provide support and professional guidance related to critical incidents and where deemed necessary, defusing and debriefing sessions and other interventions (e.g. grief and loss sessions). The Contractor must provide consultations by telephone or videoconference, and on as-and-when requested basis, onsite CISM Services at any CRA location identified in section 5.



The types of incidents that would require onsite CISM services include, but are not limited to: line of duty death; armed or violent assault in the workplace; serious workplace accident, medical emergency or fatality in the workplace, multi-casualty/disaster/terrorism incidents that occur in close proximity to a CRA worksite and with excessive media interest/coverage. Other incidents that may require an intervention include, but are not limited to: anticipated or unexpected death of a co-worker, including under tragic circumstances (i.e. suicide/homicide), injury of a co-worker outside the workplace, and organizational restructuring.

CISM services must be offered within 24 to 72 hours after a critical incident. It is the Contractor's responsibility to ensure availability of their staff to meet this requirement at all times.

These services can be requested and authorized by a CRA EAP C-C or the appropriate CRA manager. If someone other than the CRA EAP C-C requests the service, the Contractor must contact the CRA EAP C-C within 1 hour, to advise them that a request for CISM services has been made, and provide the requester's name, contact information, and details of the situation.

The Professional Counsellor must collect information from the CRA manager on the incident and the employees' reactions in order to determine if an intervention is necessary (onsite or virtual). The intervention (defusing or debriefing) should be available on-site and in person within 2 to 24 hours of the request for defusing sessions, and within 24 to 72 hours of the request for debriefing sessions (even if the request is made outside of core business hours). If the Contractor has no resources available in the area requiring a CISM intervention, the Contractor must be responsible for the travel expenses of a resource from another area.

#### **G. Orientation Sessions, Learning Solutions and Promotional Activities**

The Contractor must provide the resource and materials (e.g. slides, binders, booklets) to deliver onsite and virtual EAP Orientations and Learning Solutions on an as-and-when requested basis at any CRA location identified in section 5. Sessions must be available during the evening, as required, to meet the requirements of a work environment with day and evening shifts.

**EAP Orientation Session:** one-hour session or lunch and learn providing information on all the services that are available and how to access them, the forms of communication available, who can access the services, limits of confidentiality, examples of reasons for accessing services and the toll free telephone numbers.

1. **Learning Solutions:** one-hour, two-hour, half-day, or full-day educational sessions (e.g. lunch and learns, seminars, workshops) on topics related to issues of health and wellness of employees and managers (for example, sessions on grief, parenting, stress management, balancing work and personal life). The sessions must be delivered by a Professional Counsellor that meets the qualifications detailed in section 16 (c) or a Facilitator that meets the qualifications detailed in section 16 (g).
2. **Promotional Activities:** the Contractor must participate in the promotion of the EAP in order to help maintain a high level of visibility of the Program by:
  - a. Co-delivering training sessions for union and CRA management representatives (developed by the CRA) upon request of the Manager, NEAPO or EAP C-C, on-site or virtually.
  - b. Assisting in the organization of, and participating in Wellness Fairs, upon request of the Manager, NEAPO, EAP C-C or authorized representative during the life of the contract.

#### **H. Promotional and Information Materials**

The Contractor must provide each CRA location listed under section 5, with promotional and information materials, such as, but not limited to, brochures, posters, wallet cards, fridge magnets, or other promotional items. The promotional and information materials must at a minimum include the Contractor's telephone number(s) and TTY number(s). If the Contractor has separate telephone numbers for intake services and



crisis intervention counselling, then this distinction must be clearly made on all promotional and information material, clearly advising the reader what each telephone number is for.

The Contractor must provide at least one promotional item per employee (see details in section 14. f).

The Contractor must provide additional promotional and information materials, on an as-and-when requested basis.

The Contractor must display all relevant EAP contact information on the Contractor's website.

#### **I. Newsletters**

The Contractor must produce a monthly EAP newsletter that is to be distributed directly to the Manager, NEAPO by e-mail, in an editable version of MS Word and in a printable PDF format. The newsletters must include articles on different well-being topics such as mental health, emotional and physical well-being, addictions, family and work-related issues, etc. The newsletters must also include the Contractor's toll free number. If the newsletters are linked to content on the Contractor's Website, a PDF format must also be provided.

#### **J. National Account Manager**

The Contractor must provide a bilingual National Account Manager that meets the qualifications detailed in section 16 (a). The National Account Manager must perform the following tasks, but are not limited to:

- i. Be the primary contact for expertise, consultation and clarification purposes, for all matters related to this contract;
- ii. Work with the Manager, NEAPO, in providing consultative support and responding to inquiries regarding the services offered;
- iii. Work with the 18 Regional CRA EAP C-Cs or identify regional account managers to work with them. The locations of the EAP C-Cs are as follows;  
Atlantic Region: 2 C-Cs – Moncton (1), St-John's (1)  
Québec Region: 3 C-Cs – Montréal (1), Shawinigan (2)  
HQ Region: 2 C-Cs – Ottawa (2)  
Ontario Region: 6 C-Cs – Ottawa (2), Mississauga (1), Toronto (2), Scarborough (1)  
Western Region: 5 C-Cs – Calgary (1), Edmonton (1), Winnipeg (1), Vancouver (2)
- iv. Ensure that all personnel who are providing services to CRA clients meet the qualifications and security requirements as outlined in the Statement of Work, which includes ensuring that Professional Counsellors hold a current membership in good standing with an applicable Provincial or National regulatory organization body;
- v. Ensure that all deliverables are met, within the prescribed timelines;
- vi. Meet with the Manager, NEAPO on an as-needed basis, and make sure that complaints are dealt with in the prescribed timelines;
- vii. Provide quality assurance for the services provided, which includes, but is not limited to: identifying issues, providing clarification as required, and recommending corrective actions to ensure that all services meet best practices and all the requirements, including the language requirement; and
- viii. Apply the Project Management Plan and the Program Monitoring and Quality Control Services as detailed below.



## **K. Program Monitoring and Quality Control Services**

The Contractor must provide Program Monitoring and Quality Control Services, the facility and equipment to perform the following tasks, but are not limited to:

- a) The National Account Manager must attend, upon request from the Manager, NEAPO, National Well-being Advisory Committee meetings. These meetings usually occur on a bi-annual basis, virtually or at a CRA location in Ottawa, Ontario, identified in Section 5 of the Statement of Work.
- b) The Contractor must provide monthly EAP statistics, one report per region, in a format determined by the CRA (currently Microsoft Excel is required), including but not limited to the number of cases, demographic information, types of issues, hours of service delivered, CISM services, learning solutions, promotional activities, etc. A copy of the CRA statistical form is included as Appendix A-1. The form will be available electronically and may be updated as required. Statistics must be sent monthly to the Manager, NEAPO, no later than 4 weeks after the end of each month.
- c) As part of the CRA's monitoring of the Contractor's EAP services for quality assurance, and service improvement purposes, the Contractor must collect Client satisfaction data. All incidents and complaints must be reported within 24 hours to the Manager, NEAPO, and a response and remedial solution (if applicable) from the Contractor must be provided within 3 calendar days of receiving the complaint. Client satisfaction questionnaires are to be provided to every client receiving counselling services. In keeping with CRA and EAP industry standards, the client's participation is voluntary, the completed questionnaires must be kept confidential, and any reporting must be done in a manner that protects the anonymity and privacy of the client. The aggregated data must be provided in a Client Satisfaction Summary Report on an annual basis to the CRA. The data to be collected and reported must include, but not be limited to:
  - i. The total number of Client satisfaction questionnaires sent out and returned during a one-year period (response rate);
  - ii. Quantitative data measuring Client satisfaction related to the quality of service, both for Counselling and Intake Services;
  - iii. Quantitative data measuring Client satisfaction related to the effectiveness of Counselling Services;
  - iv. Qualitative data related to client's experience with the service provider (which may include intake, counselling, referral services);
  - v. Number and nature of incidents and complaints and their outcomes; and
  - vi. The roll-up of all client responses and the compilation of the statistical data documented at Intake.
- d) The Contractor must provide an annual (fiscal year-end) utilization report or analysis in a format of their choice, which would include, but not limited to, an executive summary with highlights, trend analysis from previous years and compared to their overall client-base or to other similar organizations, as well as recommended initiatives to help address CRA trends and recurring issues. CRA may request other ad hoc reports or information as required.
- e) The Contractor must provide monthly regional expense reports, in PDF format (other formats such as Microsoft Excel may be requested), one report per region. Each regional monthly expense report must be submitted no later than 4 weeks following the month within which the services were rendered and include the following information:
  - a. Report format:
    - national invoice number
    - date
    - client organization and region





- b. For Counselling, Advisory Services and Specialized Consultations:
- client number/case ID
  - session date
  - service provided and other service charges such as no shows and last minute cancellations, if applicable
  - rate per hour
  - number of hours for given month
  - cumulative hours to date
  - sub total
  - applicable taxes and
  - total cost for given month
- c. For all **other services**: service type, units, rate, and total cost for the given month.

The combined total of the monthly regional expense reports must match the total cost of the monthly national invoice, to support the time claimed.

**L. Website and Secure Web Portal**

The Contractor must have a website and display all relevant EAP contact information in both official languages. The website must include a Secure Web Portal for online counselling services. The Secure Web Portal must have a secured data transmission and storage on a stable platform. The Contractor must provide registration instructions to the client.

**M. EAP Application (App)**

The Contractor must have a bilingual Mobile App, with in-app service booking functionality and 24/7 access to general health and wellness information in both official languages.

**N. Facilities for Face-to-Face Counselling and Advisory Services**

The Contractor must provide all the facilities for face-to-face counselling sessions and face-to-face advisory services.

The Contractor's facilities must be wheelchair accessible.

The Contractor's facilities, and that of subcontracted resources and affiliate counsellors, must have an inclusive and professional environment with a sound-proofed private office not open to public view.

**O. Well-Being Documentation (Bibliotherapy)**

The Contractor must provide Well-Being Documentation (Bibliotherapy) Services at any time throughout the life of the contract, when requested by the Manager, NEAPO.

The type of well-being documentation required can be provided in the form of: articles, packages on various topics (examples of topics: workplace stress, career enhancement, parenting, improving relationships, separation/divorce, etc.). Documentation packages can include books, articles and self-help questionnaires and activities. This request does not constitute a case and should be recorded separately.

Prior to providing well-being documentation, the Contractor must ensure that the information will meet the client's needs and that the client would not be better served with Short-Term Counselling Services.



## P. Multimedia Library

The Contractor must provide access to a multimedia library offering video recordings or podcasts on topics related to health and wellness, at any time throughout the life of the contract, when requested by the Manager, NEAPO.

## 13. CONSTRAINTS

- a) Travel expenses are to be borne by the Contractor as part of the contract cost.
- b) Record management, retention, audit and disposal:  
All EAP records and counselling Client Case Files must be managed in the manner described in section 9 –RECORD MANAGEMENT, RETENTION, AUDIT AND DISPOSAL.
- c) All incidents and complaints must be reported within 24 hours to the Manager, NEAPO and a response with solution, if applicable from the Contractor within 3 calendar days of receiving the complaint.
- d) The Contractor must provide adequate coverage in the event of a pandemic as defined by the Federal Government of Canada.

## 14. DELIVERABLES

- a) Intake Services, Short-Term Counselling Services, Crisis Intervention Counselling, Specialized Consultative Services, Advisory Services, Critical Incident Stress Management, Orientation session, Learning Solutions and Promotional Activities, Promotional and Information Materials, Newsletters, National EAP Account Manager, Program Monitoring and Quality Control Services, Website and Secure Web Portal, EAP App, Facilities for face-to-face Counselling and Advisory Services, Well-Being Documentation, Multimedia Library (Tasks A through P).
- b) EAP Newsletter (Task I) on a monthly basis, at a minimum.
- c) EAP Statistical Report (Task K (b)): Monthly. No later than 4 weeks after the end of the each month.
- d) Client Satisfaction Summary Report (Task K (c)): Yearly. No later than 6 weeks after the end of the fourth quarter. (The fourth quarter ends March 31<sup>st</sup>.) The report must include the response rate of the Client satisfaction questionnaires, the roll-up of all the responses of clients and the compilation of the statistical data documented at intake.
- e) Utilization report or analysis (Task K (d)): Yearly. No later than 6 weeks after the end of the fourth quarter. (The fourth quarter ends March 31<sup>st</sup>.)
- f) Regional Expense Reports (Task K (e)): Monthly. No later than 4 weeks following the month within which the services were rendered.
- g) The Contractor must deliver the Promotional and Information Materials (Task H), within 30 calendar days of the request of the Manager, NEAPO. The Manager, NEAPO will provide the type and quantity of the material required as well as the addresses for delivery. Additional material must be delivered within 30 calendar days of the request of the Manager, NEAPO.
- h) The Contractor must provide a Project Management Plan, 15 calendar days after contract award, which must include at a minimum:
  - i. A complete list of addresses including postal code of facilities where Face-to-Face Counselling and Advisory Services will be delivered, for each CRA worksite identified in section 5. An updated list of addresses must be sent to the Manager, NEAPO on an annual basis within 30 calendar days of the contract anniversary date. *Canada reserves the right to visit the location(s) of the Contractor within 48-hours of a written notice.*
  - ii. A complete list of the proposed Professional Counsellors, with their professional title (e.g. Registered Social Worker), the name of the provincial or national association/licensing body of which they are a current member, and their address, including postal code. An updated list of Professional Counsellors must be sent to the Manager, NEAPO on an annual basis within 30 calendar days of the contract anniversary date.
  - iii. A list of the Learning Solutions on health and wellness topics detailed in section 12 G (b), as well as a brief description. An updated list must be sent to the Manager, NEAPO on an annual basis. The Contractor is expected to update the content of Learning Solutions to make sure they are



- current, and offer additional topics throughout the life of the contract, and as per the established fee schedule;
- iv. A document detailing how the Contractor's data sets will be mapped to categories on the CRA statistical form; and
  - v. Examples of assessment forms, including any risk assessment questionnaires.

The Project Management Plan must be submitted in an editable version of MS Word. The document must be sent by e-mail to the Manager, NEAPO. CRA will have 30 calendar days to review and provide feedback. A new version must be submitted within 30 calendar days of the CRA response, with the feedback incorporated in the document.

## 15. INVOICING

The contractor must submit invoices at no extra charge to the Manager, NEAPO via email to the address provided below (c). Invoices must not be submitted until all work identified in the invoice is completed.

The Contractor may propose a different format or content, within 30 calendar days after contract award, that must, at a minimum include the information identified herein. CRA will have 15 calendar days to review and provide feedback. Any modification from the CRA requirement, must be agreed upon by the Contractor and Manager, NEAPO and must be applied at no extra charge to the CRA.

The Contractor must submit monthly national invoices, no later than 4 weeks following the month within which the services were rendered;

Invoicing Instructions:

- a) The monthly national invoice must include the total cost for the month, per services, and the following information: service type, units, rate, amount total;
- b) All invoices must be sent, in PDF format, to the Manager, NEAPO for certification and payment to the following CRA EAP mailbox: [HREAPG@cra-arc.gc.ca](mailto:HREAPG@cra-arc.gc.ca); and
- c) Each monthly national invoice must be supported by separate monthly regional expense reports, as detailed in section 12 K (e).

## 16. REQUIREMENTS:

### RESOURCE QUALIFICATIONS

#### a) National EAP Account Manager

The National EAP Account Manager must have a minimum of 2 years of experience within the past 5 years providing account management services for an organization of at least 10,000 employees. The Account Manager must be fluent in English and French for written and oral communication.

#### b) Intake Services Resource

Intake services resources must have a minimum Bachelor's degree or diploma in Social Work, Psychology, or related fields, with a minimum of 1 year experience in EAP or related intake work .

The CRA will accept and recognize any foreign educational credentials as long as they are considered acceptable by at least one of the following: an accredited, degree-granting Canadian educational institution, the International Credential Assessment Service of Canada (or similar and equivalent organization), or an



equivalency assessment process done by the provincially regulated professional association of which the intake services resource is a current member.

**Should the Contractor retain new Intake Services resources, they must meet the above requirements to provide services to the CRA.**

**c) Professional Counsellor for Short-term face-to-face Counselling Services**

A qualified counsellor with a Master's degree in Social Work, Psychology, or related fields (with a minimum 3 years' experience providing EAP or related clinical counselling services within the last 10 years).

The CRA will accept and recognize any foreign educational credentials as long as they are considered acceptable by at least one of the following: an accredited, degree-granting Canadian educational institution, the International Credential Assessment Service of Canada (or similar and equivalent organization), **or** an equivalency assessment process done by the provincially or nationally regulated professional association of which the Professional Counsellor is a current member.

Professional counsellors must hold a current membership or registration in an applicable EAP-related or clinical counselling organization that has a code of ethics and means of investigating complaints and imposing disciplinary measures or legal sanctions (e.g. provincial or national licencing association, college or order of social workers, psychologists or clinical counsellors).

**d) Professional Counsellors for Critical Incident Stress Management (CISM) Services**

Qualifications of Professional Counsellors providing CISM services are the same as the qualifications for professional counsellors in section 16 (c), in addition to having successfully attended a Basic or Level 1 type course as described in section 4 (j), or a Basic or Level 1 type course and an Advanced or Level 2 type course as described in section 4 (k).

**e) Professional Counsellors for Advisory Services**

Qualifications of Professional Counsellors providing Advisory Services are the same as the qualifications for Professional Counsellors in section 16 (c) in addition to 3 years of experience providing advisory services to managers, supervisors, HR professionals and union representatives in an EAP context.

**f) Professional Counsellors for Online Counselling Services**

Qualifications of Professional Counsellors providing Chat, E-mail and Counselling by Video Conference are the same as the qualifications for Professional Counsellors in section 16 (c). In addition to these requirements, they must have a minimum of twenty (20) hours of online-counselling training, **OR** a certification or diploma in online-counselling, covering topics including netiquette (a way of talking in shorthand and using symbols to indicate emotion), gender and cultural issues, interpreting tone, mindset, and mental constructs and delivering clinically appropriate messages to clients.

**Should the Contractor retain new counsellors, they must meet the above requirements to provide services to the CRA.**

**g) Facilitators**

The Facilitators must have a minimum Bachelor's Degree in Social Work, Psychology or in another discipline related to counselling with a minimum of 3 years' experience providing clinical counselling services or delivering learning solutions on wellness related topics.

The education must be from a recognized Canadian university or the equivalent as established by a recognized Canadian academic credentials assessment service, if obtained outside Canada. The list of



recognized organizations can be found under the Canadian Information Centre for International Credentials web site at <http://www.cicic.ca/2/home.canada>

CRA reserves the right to request evidence of the compliance with the above mandatory *Resource Qualifications* at any time during the contract period. The response timeline will be specified within the written notification.



**Appendix A-1 : EXTERNAL CONTRACTOR STATS TEMPLATE**

See attachment to the Solicitation Documents.



**Appendix A-1b : DEFINITIONS to STATS TEMPLATE**

See attachment to the Solicitation Documents.



### Annex B - Basis of Payment

For fulfilling all of its obligations as specified under the Contract, the Contractor will be paid a firm all-inclusive prices for the Employee Assistance Program services as set out in the Tables below. Goods and Services Tax or Harmonized Sales Tax is extra, if applicable, in accordance with the Method of Payment and Invoicing clauses identified herein.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

**NOTE TO BIDDERS: TABLES TO BE COMPLETED AT TIME OF AWARD BASED ON THE SUCCESSFUL BIDDER'S PROPOSAL.**

<b>Table 1 – Initial Contract Period - June 1<sup>st</sup>, 2021 to March 31<sup>st</sup>, 2023</b>			
<b>Task/Deliverable</b>	<b>As per Annex A SOW</b>	<b>Unit of Issue</b>	<b>Rate</b>
A	<b>Intake services</b>	Each	\$_____per booked appointment
B (i)	<b>Short-term counselling services</b>		
	Face-to-face counselling	Hour	\$_____per hour
	Online counselling	Hour	\$_____per hour
	Telephone counselling	Hour	\$_____per hour
B (ii)	<b>Counselling no-show or cancellation with less than 24 hours notice</b>	Each	\$_____per occurrence
C	<b>Crisis Intervention Counselling</b>	Hour	\$_____per hour
D (i)	<b>Specialized Consultation Services</b>		
	Legal Services	Hour	\$_____per hour
	Financial Services	Hour	\$_____per hour
	Other Specialized Consultation Services on request	Hour	\$_____per hour
D (ii)	<b>Specialized Consultation no-show or cancellation with less than 24 hours notice</b>	Each	\$_____per occurrence
E (i)	<b>Advisory Services</b>		
	Face to Face Advisory Services	Hour	\$_____per hour
	Virtual Advisory Services (telephone or videoconference)	Hour	\$_____per hour
E (ii)	<b>Advisory Services no-show or cancellation (with less than 24 hours notice)</b>	Each	\$_____per occurrence
F	<b>Critical Incident Stress Management (CISM)</b>		
	Virtual CISM Services (telephone or videoconference)	Hour	





			\$_____ per hour
	Onsite CISM Services	Hour	\$_____ per hour
G	<b>Orientation Sessions, Learning Solutions and Promotional Activities</b>		
	Delivering EAP Orientation sessions	Hour	\$_____ per session
	Delivering Learning Solutions	Each	\$_____ per one hour session (onsite)
		Each	\$_____ per one hour session (virtual)
		Each	\$_____ per two-hour session (onsite)
		Each	\$_____ per two-hour session (virtual)
		Each	\$_____ per half-day session (onsite)
		Each	\$_____ per half-day session (virtual)
		Each	\$_____ per Full-day session (onsite)
		Each	\$_____ per Full-day session (virtual)
	Co-delivering training sessions for union/management representatives (developed by CRA) upon request. Hourly rate is to include any and all preparation time.	Hour	\$_____ per hour
Organisation / Participation in Wellness Fairs	Each	\$_____ per occurrence	
Developing customized Learning Solutions	Hour	\$_____ per hour	
H	<b>Additional Promotional and Information Materials</b>	Each	\$_____ per item
I	<b>Production of the national EAP newsletter(s)</b>	Each	\$_____ per occurrence
N	<b>Well-being Documentation</b>	Each	\$_____ per package
O	<b>Multi-media Library</b>		
	Firm all inclusive per employee full-time equivalent (FTE)**	Each	\$_____ per FTE
	Firm all inclusive monthly rate	Each	\$_____ per month
	Firm all inclusive annual rate	Each	\$_____ per year



<b>Costs for the following services are to be included in the pricing above and the services are to be delivered at no additional charge:</b>		
Program Monitoring and Quality Control Services	Each	N/A
Participate in National Well-being Advisory Committee meetings	Each	N/A
Provide monthly EAP statistics***	Each	N/A
Provide annual EAP statistical summary report	Each	N/A
Provide annual client satisfaction summary reports	Each	N/A
Promotional Item	Each	N/A

**Table 2 – Contract Option year 1 - April 1<sup>st</sup>, 2023 to March 31<sup>st</sup>, 2024**

Task/Deliverable	As per Annex A SOW	Unit of Issue	Rate
A	<b>Intake services</b>	Each	\$_____per booked appointment
B (i)	<b>Short-term counselling services</b>		
	Face-to-face counselling	Hour	\$_____per hour
	Online counselling	Hour	\$_____per hour
	telephone counselling	Hour	\$_____per hour
B (ii)	<b>Counselling no-show or cancellation with less than 24 hours notice</b>	Each	\$_____per occurrence
C	<b>Crisis Intervention Counselling</b>	Hour	\$_____per hour
D (i)	<b>Specialized Consultation Services</b>		
	Legal Services	Hour	\$_____per hour
	Financial Services	Hour	\$_____per hour
	Other Specialized Consultation Services on request	Hour	\$_____per hour
D (ii)	<b>Specialized Consultation no-show or cancellation with less than 24 hours notice</b>	Each	\$_____per occurrence
E (i)	<b>Advisory Services</b>		
	Face to Face Advisory Services	Hour	\$_____per hour
	Virtual Advisory Services (telephone or videoconference)	Hour	\$_____per hour



E (ii)	<b>Advisory Services no-show or cancellation (with less than 24 hours notice)</b>	Each	\$_____per occurrence
F	<b>Critical Incident Stress Management (CISM)</b>		
	Virtual CISM Services (telephone or videoconference)	Hour	\$_____per hour
	Onsite CISM Services	Hour	\$_____per hour
G	<b>Orientation Sessions, Learning Solutions and Promotional Activities</b>		
	Delivering EAP Orientation sessions	Hour	\$_____per session
	Delivering Learning Solutions	Each	\$_____per one hour session (onsite)
		Each	\$_____per one hour session (virtual)
		Each	\$_____per two-hour session (onsite)
		Each	\$_____per two-hour session (virtual)
		Each	\$_____per half-day session (onsite)
		Each	\$_____per half-day session (virtual)
		Each	\$_____per Full-day session (onsite)
		Each	\$_____per Full-day session (virtual)
	Co-delivering training sessions for union/management representatives (developed by CRA) upon request. Hourly rate is to include any and all preparation time.	Hour	\$_____per hour
	Organisation / Participation in Wellness Fairs	Each	\$_____per occurrence
Developing customized Learning Solutions	Hour	\$_____per hour	
H	<b>Additional Promotional and Information Materials</b>	Each	\$_____per item
I	<b>Production of the national EAP newsletter(s)</b>	Each	\$_____per occurrence
N	<b>Well-being Documentation</b>	Each	\$_____per package



O	<b>Multi-media Library</b>		
	Firm all inclusive per employee full-time equivalent (FTE)**	Each	\$ _____ per FTE
	Firm all inclusive monthly rate	Each	\$ _____ per month
	Firm all inclusive annual rate	Each	\$ _____ per year
<b>Costs for the following services are to be included in the pricing above and the services are to be delivered at no additional charge:</b>			
	Program Monitoring and Quality Control Services	Each	N/A
	Participate in National Well-being Advisory Committee meetings	Each	N/A
	Provide monthly EAP statistics***	Each	N/A
	Provide annual EAP statistical summary report	Each	N/A
	Provide annual client satisfaction summary reports	Each	N/A
	Promotional Item	Each	N/A

<b>Table 3 – Contract Option year 2 - April 1<sup>st</sup>, 2024 to March 31<sup>st</sup>, 2025</b>			
Task/Deliverable	As per Annex A SOW	Unit of Issue	Rate
A	<b>Intake services</b>	Each	\$ _____ per booked appointment
<b>Short-term counselling services</b>			
B (i)	Face-to-face counselling	Hour	\$ _____ per hour
	Online counselling	Hour	\$ _____ per hour
	Telephone counselling	Hour	\$ _____ per hour
B (ii)	<b>Counselling no-show or cancellation with less than 24 hours notice</b>	Each	\$ _____ per occurrence
C	<b>Crisis Intervention Counselling</b>	Hour	\$ _____ per hour
<b>Specialized Consultation Services</b>			
D (i)	Legal Services	Hour	\$ _____ per hour
	Financial Services	Hour	\$ _____ per hour
	Other Specialized Consultation Services on request	Hour	\$ _____ per hour
D (ii)	<b>Specialized Consultation no-show or cancellation with less than 24 hours notice</b>	Each	\$ _____ per occurrence
E (i)	<b>Advisory Services</b>		



	Face to Face Advisory Services	Hour	\$_____per hour
	Virtual Advisory Services (telephone or videoconference)	Hour	\$_____per hour
E (ii)	<b>Advisory Services no-show or cancellation (with less than 24 hours notice)</b>	Each	\$_____per occurrence
F	<b>Critical Incident Stress Management (CISM)</b>		
	Virtual CISM Services (telephone or videoconference)	Hour	\$_____per hour
	Onsite CISM Services	Hour	\$_____per hour
G	<b>Orientation Sessions, Learning Solutions and Promotional Activities</b>		
	Delivering EAP Orientation sessions	Hour	\$_____per session
	Delivering Learning Solutions	Each	\$_____per one hour session (onsite)
		Each	\$_____per one hour session (virtual)
		Each	\$_____per two-hour session (onsite)
		Each	\$_____per two-hour session (virtual)
		Each	\$_____per half-day session (onsite)
		Each	\$_____per half-day session (virtual)
		Each	\$_____per Full-day session (onsite)
		Each	\$_____per Full-day session (virtual)
	Co-delivering training sessions for union/management representatives (developed by CRA) upon request. Hourly rate is to include any and all preparation time.	Hour	\$_____per hour
Organisation / Participation in Wellness Fairs	Each	\$_____per occurrence	
Developing customized Learning Solutions	Hour	\$_____per hour	
H	<b>Additional Promotional and Information Materials</b>	Each	\$_____per item



I	<b>Production of the national EAP newsletter(s)</b>	Each	\$_____per occurrence
N	<b>Well-being Documentation</b>	Each	\$_____per package
O	<b>Multi-media Library</b>		
	Firm all inclusive per employee full-time equivalent (FTE)**	Each	\$_____per FTE
	Firm all inclusive monthly rate	Each	\$_____per month
	Firm all inclusive annual rate	Each	\$_____per year
	<b>Costs for the following services are to be included in the pricing above and the services are to be delivered at no additional charge:</b>		
	Program Monitoring and Quality Control Services	Each	N/A
	Participate in National Well-being Advisory Committee meetings	Each	N/A
	Provide monthly EAP statistics***	Each	N/A
	Provide annual EAP statistical summary report	Each	N/A
	Provide annual client satisfaction summary reports	Each	N/A
	Promotional Item	Each	N/A

<b>Table 4 – Contract Option year 3 - April 1<sup>st</sup>, 2025 to March 31<sup>st</sup>, 2026</b>			
<b>Task/Deliverable</b>	<b>As per Annex A SOW</b>	<b>Unit of Issue</b>	<b>Rate</b>
A	<b>Intake services</b>	Each	\$_____per booked appointment
B (i)	<b>Short-term counselling services</b>		
	Face-to-face counselling	Hour	\$_____per hour
	Online counselling	Hour	\$_____per hour
	Telephone counselling	Hour	\$_____per hour
B (ii)	<b>Counselling no-show or cancellation with less than 24 hours notice</b>	Each	\$_____per occurrence
C	<b>Crisis Intervention Counselling</b>	Hour	\$_____per hour
D (i)	<b>Specialized Consultation Services</b>		
	Legal Services	Hour	\$_____per hour
	Financial Services	Hour	\$_____per hour
	Other Specialized Consultation Services on request	Hour	\$_____per hour



D (ii)	<b>Specialized Consultation no-show or cancellation with less than 24 hours notice</b>	Each	\$_____per occurrence	
<b>Advisory Services</b>				
E (i)	Face to Face Advisory Services	Hour	\$_____per hour	
	Virtual Advisory Services (telephone or videoconference)	Hour	\$_____per hour	
E (ii)	<b>Advisory Services no-show or cancellation (with less than 24 hours notice)</b>	Each	\$_____per occurrence	
<b>Critical Incident Stress Management (CISM)</b>				
F	Virtual CISM Services (telephone or videoconference)	Hour	\$_____per hour	
	Onsite CISM Services	Hour	\$_____per hour	
G	<b>Orientation Sessions, Learning Solutions and Promotional Activities</b>			
	Delivering EAP Orientation sessions	Hour	\$_____per session	
	Delivering Learning Solutions		Each	\$_____per one hour session (onsite)
			Each	\$_____per one hour session (virtual)
			Each	\$_____per two-hour session (onsite)
			Each	\$_____per two-hour session (virtual)
			Each	\$_____per half-day session (onsite)
			Each	\$_____per half-day session (virtual)
			Each	\$_____per Full-day session (onsite)
			Each	\$_____per Full-day session (virtual)
	Co-delivering training sessions for union/management representatives (developed by CRA) upon request. Hourly rate is to include any and all preparation time.	Hour	\$_____per hour	
Organisation / Participation in Wellness Fairs	Each	\$_____per occurrence		



	Developing customized Learning Solutions	Hour	\$_____per hour
H	<b>Additional Promotional and Information Materials</b>	Each	\$_____per item
I	<b>Production of the national EAP newsletter(s)</b>	Each	\$_____per occurrence
N	<b>Well-being Documentation</b>	Each	\$_____per package
O	<b>Multi-media Library</b>		
	Firm all inclusive per employee full-time equivalent (FTE)**	Each	\$_____per FTE
	Firm all inclusive monthly rate	Each	\$_____per month
	Firm all inclusive annual rate	Each	\$_____per year
	<b>Costs for the following services are to be included in the pricing above and the services are to be delivered at no additional charge:</b>		
	Program Monitoring and Quality Control Services	Each	N/A
	Participate in National Well-being Advisory Committee meetings	Each	N/A
	Provide monthly EAP statistics***	Each	N/A
	Provide annual EAP statistical summary report	Each	N/A
	Provide annual client satisfaction summary reports	Each	N/A
	Promotional Item	Each	N/A





Annex C - Security Requirements Check List (SRCL)



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat 1000355036
Security Classification / Classification de sécurité

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

<b>PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE</b>		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Canada Revenue Agency (CRA)	2. Branch or Directorate / Direction générale ou Direction Human Resources Branch	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail The CRA requires the services of a national Contractor to provide external Employee Assistance Program (EAP) Services, according to the Statement of Work for EAP External Service Providers. Contractor personnel must each hold a valid Reliability status screening. Security requirements (reliability status) for professional counsellors employed or retained by the Contractor are to be waived and replaced with the Contractor's confirmation that the counsellor's current membership and/or license are in good standing with an applicable provincial or national regulatory body that regulates the profession of counselling, social work or psychotherapy.		
5. a) Will the supplier require access to Controlled Goods? / Le fournisseur aura-t-il accès à des marchandises contrôlées?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? / Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? / Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) / (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)	<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. / Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	
Foreign / Étranger <input type="checkbox"/>		
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable / À ne pas diffuser <input checked="" type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>



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**PART A (continued) / PARTIE A (suite)**

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui  
If Yes, indicate the level of sensitivity:  
Dans l'affirmative, indiquer le niveau de sensibilité :

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

Short Title(s) of material / Titre(s) abrégé(s) du matériel :  
Document Number / Numéro du document :

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

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

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

Special comments:  
Commentaires spéciaux : \_\_\_\_\_

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.  
REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

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

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

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

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

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

**PRODUCTION**

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

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

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

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

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

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.  
Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.  
Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.
12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

Security Classification / Classification de sécurité
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**PART D - AUTHORIZATION / PARTIE D - AUTORISATION**

**13. Organization Project Authority / Chargé de projet de l'organisme**

Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
[Redacted]		[Redacted]	[Redacted]
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
[Redacted]	[Redacted]	[Redacted]	[Redacted]

**14. Organization Security Authority / Responsable de la sécurité de l'organisme**

Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
[Redacted]		[Redacted]	[Redacted]
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
[Redacted]	[Redacted]	[Redacted]	[Redacted]

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?  
Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?

No / Non      Yes / Oui

**16. Procurement Officer / Agent d'approvisionnement**

Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
[Redacted]		[Redacted]	[Redacted]
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
[Redacted]	[Redacted]	[Redacted]	[Redacted]

**17. Contracting Security Authority / Autorité contractante en matière de sécurité**

Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
[Redacted]		[Redacted]	[Redacted]
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
[Redacted]	[Redacted]	[Redacted]	[Redacted]



## Appendix A-2 to Annex C - Security Requirements Check List (SRCL)

### Information Security Requirements

The Contractor must ensure that:

- access to CRA Protected information and systems containing CRA Protected information is provided to cleared personnel and only on a need-to-know basis only;
- protected CRA information is not stored on cloud-based systems;
- computer systems have up-to-date anti-virus, anti-malware, anti-spyware, and security safeguards;
- computer systems storing CRA Protected information must be set with access control (as a minimum User Identification and password are to be used);
- screen savers pop-up after 15 minutes of session inactivity and require passwords to continue the session;
- all CRA Protected information is to be deleted or destroyed at the end of the Contract. Hard drives must be wiped, Portable Data Storage Devices (PDS) such as USB/CD, must be sent back to CRA, and paper documents are to be shredded using a Cross cut shredder (2mm x 15mm)

Information Security Requirements for **Standalone workstation**:

Standalone dedicated equipment (such as laptop) can be used to store and perform work on CRA Protected information;

The Contractor must ensure that:

- equipment storing CRA Protected information is fully encrypted to CRA standards (MS BitLocker is the CRA standard to fully encrypt hard drive of the standalone equipment);
- CRA Protected information must be stored on encrypted PDS (Portable Data Storage Device):
  - USB devices must use
    - MS BitLockerToGo (BTG) is the CRA standard to encrypt USB devices;
  - CD devices must use
    - McAfee File and Removable Media Protection is one of the CRA standard to encrypt CD devices or;
    - WinZip is the other CRA standard to encrypt CD devices;
- PDSs may not contain a mix of CRA and non-CRA data;
- Protected information sent via email is contained in encrypted attachments (WinZip is one of CRA standard to encrypt attachments (using the CRA standard) – see below for additional security rules for using WinZip).

Information Security Requirements for **Network server**:

Use of a network server can be used to store and perform work on CRA Protected information;

The Contractor must ensure that:

- computer systems storing CRA Protected information is fully encrypted to CRA standards;
- network folder structure is created, permissions established, and access is restricted to only employees that has a need-to-know.
- network folder structure does not contain a mix of CRA and non-CRA data

### Additional security rules for sending zipped (WinZip) files via email:

The Contractor must ensure that:



- email subject lines do not contain any Protected information;
- protected data is not in the body text (description) of the email but within attached Zipped and Encrypted documents (in MS Word, Excel, or PowerPoint);
- the name of the Zipped file does not contain any Protected information;
- the encryption method is set to 256-bit AES;
- the password is not a word of the dictionary or a name;
- the password length is a minimum of 8 characters long;
- the password contains:
  - at least one lower case character (a-z),
  - at least one upper character (A-Z),
  - at least one numeric character (0-9), and
  - at least one symbol character (!, @, #, \$, %, ^, &, ...).
- the one time password is provided either via the telephone or within a second email message but only sent after receiving confirmation of reception of the message containing the Zipped/Encrypted file;
- the email is sent to one destination only (one email address).

**Additional security rules for McAfee File and Removable Media Protection :**

The Contractor must follow the following process to decrypt a CD/DVD:

- insert the encrypted CD/DVD into the optical drive. McAfee File and Removable Media Protection – Removable Media window will come up. If it does not automatically come up, navigate to the CD drive and run **MfeEERM.exe**.

**Physical Security Requirements**

The Contractor must:

- store CRA protected information in a locked container located in a locked room when not in use;
- store CRA protected waste in a locked container until it is returned to CRA to be destroyed;
- immediately report any actual or suspected loss, or unauthorized disclosure of information to CRA security official;
- immediately report any theft of CRA asset (laptop) to the Agency Operations Centre (AOC) of the Security and Internal Affairs Directorate at 1-866-362-0192 and to the functional authority for the contract.

**IN TRANSIT**

The Contractor must:

- exercise good judgment and ensure that every reasonable effort has been made to minimize the risk to CRA protected information or asset (laptop) at all times;
- secure CRA protected information and asset (laptop) in a locked briefcase when transporting the information. The briefcase must be tagged with a forwarding or return address and/or phone number of the contractors' office. While travelling by vehicle, the briefcase must be placed in a locked trunk, or out of sight in a locked vehicle;
- maintain control of the briefcase containing CRA protected information and are not to expose the material to others, while on public transit systems.



## Annex D – Insurance Requirements

### Commercial General Liability Insurance

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



n. Litigation Rights: Pursuant to subsection 5(d) of the [Department of Justice Act](#), S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

Director Business Law Directorate,  
Quebec Regional Office (Ottawa),  
Department of Justice,  
284 Wellington Street, Room SAT-6042,  
Ottawa, Ontario, K1A 0H8

For other provinces and territories, send to:

Senior General Counsel,  
Civil Litigation Section,  
Department of Justice  
234 Wellington Street, East Tower  
Ottawa, Ontario K1A 0H8

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.

### **Medical Malpractice Liability Insurance**

1. The Contractor must obtain Medical Malpractice Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$1,000,000 per loss and in the annual aggregate, inclusive of the defence costs.
2. Coverage is for what is standard in a Medical Malpractice policy and must be for claims arising out of the rendering or failure to render medical services resulting in injury, mental injury, illness, disease or death of any person caused by any negligent act, error or omission committed by the Contractor in or about the conduct of the Contractor's professional occupation or business of good samaritan acts.
3. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

**Notice of Cancellation: The Insurer will endeavor to provide the Contracting Authority thirty (30) days written notice of cancellation**