



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC/Réception des soumissions
- TPSGC
See herein

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government
Services Canada**

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

**Proposition aux: Travaux Publics et Services
Gouvernementaux Canada**

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

Comments - Commentaires

Title - Sujet Health Services Remote Screening & Health Assessments by Telephone	
Solicitation No. - N° de l'invitation H1020-204062/A	Date 2021-03-19
Client Reference No. - N° de référence du client H1020-204062	
GETS Reference No. - N° de référence de SEAG PW-\$\$XS-007-39215	
File No. - N° de dossier 007xs.H1020-204062	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Eastern Daylight Saving Time EDT on - le 2021-04-08 Heure Avancée de l'Est HAE	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Gordon, Emily	Buyer Id - Id de l'acheteur 007xs
Telephone No. - N° de téléphone (613) 407-3881 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Business Operations Support Systems Division/Systèmes de
soutien des activités opérationnelles
Terrasses de la Chaudière 4th Floor
10 Wellington Street
Gatineau
Quebec
K1A 0S5

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

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PART 1 - GENERAL INFORMATION

National Security Exception (NSE) Notice

PSPC has invoked the National Security Exception under all of Canada's trade agreements and, as a result, the usual disciplines of the trade agreements do not apply to this procurement.

1.1 Introduction

The bid solicitation is divided into seven parts plus attachments 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 bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Checklist, the Insurance Requirements, and the Task Authorization Form.

The Attachments include the Bid Submission Form, the Electronic Payment Instruments, the Volumetric Data and the Federal Contractors Program for Employment Equity Certification.

1.2 Summary

- 1.2.1** The Public Health Agency of Canada (PHAC) requires a Contractor to provide resources for remote screening and nursing services for remote health assessment support via the Central Notification System (CNS) on an "as and when requested" basis. The resources include Screening Officers (non-medical), Clinical Screening Officers and Quarantine Officers. Clinical Screening Officers and Quarantine Officers are Registered Nurses (RNs) who are currently licensed and in good standing with the applicable provincial regulatory and professional bodies.
- 1.2.2** It is anticipated that one contract will be awarded as a result of this Request for Proposals (RFP).
- 1.2.3** The period of any resulting contract will be for one year from the date of contract award and will include four (4) option periods of six (6) months each to extend the terms and conditions of the contract.
- 1.2.4** There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security

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

- 1.2.5** This bid solicitation does not preclude Canada from using other methods of supply to fulfill the same or similar needs. The Bidder agrees that nothing in a resulting contract prevents Canada from arranging alternate services. Canada reserves the right to do so at its discretion whenever Canada is of the opinion that it would best serve the interest of Canada.
- 1.2.6** The requirement is subject to a preference for Canadian goods and/or services.
- 1.2.7** The national security exceptions provided for in the trade agreements have been invoked; therefore, this procurement is excluded from all of the obligations of all the trade agreements.
- 1.2.8** The Federal Contractors Program (FCP) for employment equity applies to this procurement; refer to Part 5 – Certifications and Additional Information, Part 7 - Resulting Contract Clauses and the attachment titled Federal Contractors Program for Employment Equity - Certification.
- 1.2.9** This bid solicitation requires bidders to use the epost Connect service provided by Canada Post Corporation to transmit their bid electronically. Bidders must refer to Part 2 entitled Bidder Instructions, and Part 3 entitled Bid Preparation Instructions, of the bid solicitation, for further information.

1.3 Debriefings

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

1.4 Phased Bid Compliance Process

The Phased Bid Compliance Process applies to this requirement.

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

The [2003](#) (2020-05-28) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

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

Delete: 60 days

Insert: 90 days

2.2 Submission of Bids

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

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

tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca

Note: Bids will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions [2003](#), or to send bids through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.

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

2.3 Former Public Servant

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

Definitions

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

- a. an individual;

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

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

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

Former Public Servant in Receipt of a Pension

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

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

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

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2019-01](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

- 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.

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 7 calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

2.5 Applicable Laws

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

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

2.6 Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least 7 working days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

2.7 Volumetric Data

The data described in Attachment 3 to Part 3 and the Pricing Schedule at Part 4 of this Request for Proposals has been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future usage of the services identified in this Request for Proposals will be consistent with this data. It is provided purely for information purposes.

2.8 Bid Challenge and Recourse Mechanisms

- (a) Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.
- (b) Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's [Buy and Sell](#) website, under the heading "[Bid Challenge and Recourse Mechanisms](#)" contains information on potential complaint bodies such as:
 - Office of the Procurement Ombudsman (OPO)
 - Canadian International Trade Tribunal (CITT)
- (c) Suppliers should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

The Bidder must submit its bid electronically in accordance with section 08 of the 2003 standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.

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

Section I: Technical Bid
Section II: Financial Bid
Section III: Certifications
Section IV: Additional Information

Bids transmitted by facsimile or hardcopy will not be accepted.

Section I: Technical Bid

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.

Bidders are requested to include the Bid Submission Form – Attachment 1 to Part 3 with their bids. It provides a common form in which Bidders can provide information required for evaluation and contract award, such as a contact name and the Bidder's Procurement Business Number, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.

Section II: Financial Bid

3.1.1 Bidders must submit their financial bid in accordance with the Pricing Schedule detailed below.

3.1.2 Electronic Payment of Invoices – Bid

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Attachment 2 - Electronic Payment Instruments, to identify which ones are accepted.

If Attachment 2 - Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

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

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3.1.3 Exchange Rate Fluctuation

The requirement does not offer exchange rate fluctuation risk mitigation. Requests for exchange rate fluctuation risk mitigation will not be considered. All bids including such provision will render the bid non-responsive.

Section III: Certifications

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

Section IV: Additional Information

3.1.4 Bidder's Proposed Sites or Premises Requiring Safeguarding Measures

- 3.1.4.1** As indicated in Part 6 under Security Requirements, the Bidder must provide the full addresses of the Bidder's and proposed individuals' sites or premises for which safeguarding measures are required for Work Performance:

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

- 3.1.4.2** The Company Security Officer must ensure through the [Contract Security Program](#) that the Bidder and proposed individuals hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.

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ATTACHMENT "1" to PART 3 OF THE BID SOLICITATION

BID SUBMISSION FORM

BID SUBMISSION FORM	
Bidder's full legal name	
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name
	Title
	Address
	Telephone #
	Fax #
	Email
Bidder's Procurement Business Number (PBN) [see the Standard Instructions 2003] [Note to Bidders: Please ensure that the PBN you provide matches the legal name under which you have submitted your bid. If it does not, the Bidder will be determined based on the legal name provided, not based on the PBN, and the Bidder will be required to submit the PBN that matches the legal name of the Bidder.]	
Jurisdiction of Contract: Province or territory in Canada the Bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)	
Former Public Servants See the Article in Part 2 of the bid solicitation entitled "Former Public Servant for a definition of "Former Public Servant".	<p>Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation? Yes ___ No ___</p> <p>If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant"</p> <p>Is the Bidder a FPS who received a lump sum payment under the terms of the Work Force Adjustment Directive? Yes ___ No ___</p> <p>If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant"</p>
Security Clearance Level of Bidder [include both the level and the date it was granted] [Note to Bidders: Please ensure that the security clearance matches the legal name of the Bidder. If it does not, the security clearance is not valid for the Bidder.]	

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On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:

1. The Bidder considers itself and its proposed resources able to meet all the mandatory requirements described in the bid solicitation;
2. This bid is valid for the period requested in the bid solicitation;
3. All the information provided in the bid is complete, true and accurate; and
4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.

Signature of Authorized Representative of Bidder

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ATTACHMENT "2" to PART 3 OF THE BID SOLICITATION

ELECTRONIC PAYMENT INSTRUMENTS

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

- VISA Acquisition Card;
- MasterCard Acquisition Card;
- Direct Deposit (Domestic and International);
- Electronic Data Interchange (EDI);
- Wire Transfer (International Only);
- Large Value Transfer System (LVTS) (Over \$25M)

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ATTACHMENT "3" to PART 3 OF THE BID SOLICITATION

VOLUMETRIC DATA

The volumetric data below, provided for informational purposes only, summarizes the Public Health Agency of Canada's call volume from an external provider for remote screening and nursing services and health assessment support via the Central Notification System (CNS) for Nursing Agency Services between September 1, 2020 and February 28, 2021.

Month	Call Volume Per Day (low-high)
September 2020	21-61
October 2020	21-44
November 2020	27-51
December 2020	14-62
January 2021	17-55
February 2021	21-188

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

Canada will use the Phased Bid Compliance Process described below.

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.
- (c) The evaluation team will determine if there are two (2) or more bids with a valid Canadian content certification with the bids coming from two or more Bidders that are not affiliated within the meaning used in the *Competition Act*, R.S.C., 1985, c. C-34. In that event, only those bids with a valid certification will be eligible to be awarded a contract; otherwise, all bids will be eligible. If at any point in the evaluation process it is found, whether by determination of invalidity of certifications, determination that bids are non-responsive or withdrawal of bids by Bidders, that there are no longer two (2) or more responsive bids with a valid certification, then all responsive bids will be eligible to be awarded a contract. Canada may conduct the validation of Canadian content certifications at any time in the evaluation process including doing so concurrently with other steps.

4.1.1 Phased Bid Compliance Process

4.1.1.1 (2018-07-19) General

- a) Canada is conducting the PBCP described below for this requirement.
- b) Notwithstanding any review by Canada at Phase I or II of the PBCP, Bidders are and will remain solely responsible for the accuracy, consistency and completeness of their Bids and Canada does not undertake, by reason of this review, any obligations or responsibility for identifying any or all errors or omissions in Bids or in responses by a Bidder to any communication from Canada.

THE BIDDER ACKNOWLEDGES THAT THE REVIEWS IN PHASE I AND II OF THIS PBCP ARE PRELIMINARY AND DO NOT PRECLUDE A FINDING IN PHASE III THAT THE BID IS NON-RESPONSIVE, EVEN FOR MANDATORY REQUIREMENTS WHICH WERE SUBJECT TO REVIEW IN PHASE I OR II AND NOTWITHSTANDING THAT THE BID HAD BEEN FOUND RESPONSIVE IN SUCH EARLIER PHASE. CANADA MAY DEEM A BID TO BE NON-RESPONSIVE TO A MANDATORY REQUIREMENT AT ANY PHASE.

THE BIDDER ALSO ACKNOWLEDGES THAT ITS RESPONSE TO A NOTICE OR A COMPLIANCE ASSESSMENT REPORT (CAR) (EACH DEFINED BELOW) IN PHASE I OR II MAY NOT BE SUCCESSFUL IN RENDERING ITS BID RESPONSIVE TO THE MANDATORY REQUIREMENTS THAT ARE THE SUBJECT OF THE NOTICE OR CAR, AND MAY RENDER ITS BID NON-RESPONSIVE TO OTHER MANDATORY REQUIREMENTS.

- c) Canada may, in its discretion, request and accept at any time from a Bidder and consider as part of the Bid, any information to correct errors or deficiencies in the Bid that are clerical or administrative, such as, without limitation, failure to sign the Bid or any part or to checkmark a box in a form, or other failure of format or form or failure to acknowledge; failure to provide a procurement business number or contact information such as names, addresses and telephone numbers; inadvertent errors in numbers or calculations that do not change the amount the Bidder has specified as the price or of any component thereof that is subject to evaluation. This

shall not limit Canada's right to request or accept any information after the bid solicitation closing in circumstances where the bid solicitation expressly provides for this right. The Bidder will have the time period specified in writing by Canada to provide the necessary documentation. Failure to meet this deadline will result in the Bid being declared non-responsive.

- d) The PBCP does not limit Canada's rights under Standard Acquisition Clauses and Conditions (SACC) 2003 (2020-05-28) Standard Instructions – Goods or Services – Competitive Requirements nor Canada's right to request or accept any information during the solicitation period or after bid solicitation closing in circumstances where the bid solicitation expressly provides for this right, or in the circumstances described in subsection (c).
- e) Canada will send any Notice or CAR by any method Canada chooses, in its absolute discretion. The Bidder must submit its response by the method stipulated in the Notice or CAR. Responses are deemed to be received by Canada at the date and time they are delivered to Canada by the method and at the address specified in the Notice or CAR. An email response permitted by the Notice or CAR is deemed received by Canada on the date and time it is received in Canada's email inbox at Canada's email address specified in the Notice or CAR. A Notice or CAR sent by Canada to the Bidder at any address provided by the Bidder in or pursuant to the Bid is deemed received by the Bidder on the date it is sent by Canada. Canada is not responsible for late receipt by Canada of a response, however caused.

4.1.1.2 (2018-03-13) Phase I: Financial Bid

- a) After the closing date and time of this bid solicitation, Canada will examine the Bid to determine whether it includes a Financial Bid and whether any Financial Bid includes all information required by the solicitation. Canada's review in Phase I will be limited to identifying whether any information that is required under the bid solicitation to be included in the Financial Bid is missing from the Financial Bid. This review will not assess whether the Financial Bid meets any standard or is responsive to all solicitation requirements.
- b) Canada's review in Phase I will be performed by officials of the Department of Public Works and Government Services.
- c) If Canada determines, in its absolute discretion that there is no Financial Bid or that the Financial Bid is missing all of the information required by the bid solicitation to be included in the Financial Bid, then the Bid will be considered non-responsive and will be given no further consideration.
- d) For Bids other than those described in c), Canada will send a written notice to the Bidder ("Notice") identifying where the Financial Bid is missing information. A Bidder, whose Financial Bid has been found responsive to the requirements that are reviewed at Phase I, will not receive a Notice. Such Bidders shall not be entitled to submit any additional information in respect of their Financial Bid.
- e) The Bidders who have been sent a Notice shall have the time period specified in the Notice (the "Remedy Period") to remedy the matters identified in the Notice by providing to Canada, in writing, additional information or clarification in response to the Notice. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the Notice.
- f) In its response to the Notice, the Bidder will be entitled to remedy only that part of its Financial Bid which is identified in the Notice. For instance, where the Notice states that a required line item has been left blank, only the missing information may be added to the Financial Bid, except that, in those instances where the addition of such information will necessarily result in a change to

other calculations previously submitted in its Financial Bid, (for example, the calculation to determine a total price), such necessary adjustments shall be identified by the Bidder and only these adjustments shall be made. All submitted information must comply with the requirements of this solicitation.

- g) Any other changes to the Financial Bid submitted by the Bidder will be considered to be new information and will be disregarded. There will be no change permitted to any other Section of the Bidder's Bid. Information submitted in accordance with the requirements of this solicitation in response to the Notice will replace, in full, **only** that part of the original Financial Bid as is permitted above, and will be used for the remainder of the bid evaluation process.
- h) Canada will determine whether the Financial Bid is responsive to the requirements reviewed at Phase I, considering such additional information or clarification as may have been provided by the Bidder in accordance with this Section. If the Financial Bid is not found responsive for the requirements reviewed at Phase I to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.
- i) Only Bids found responsive to the requirements reviewed in Phase I to the satisfaction of Canada, will receive a Phase II review.

4.1.1.3 (2018-03-13) Phase II: Technical Bid

- a) Canada's review at Phase II will be limited to a review of the Technical Bid to identify any instances where the Bidder has failed to meet any Eligible Mandatory Criterion. This review will not assess whether the Technical Bid meets any standard or is responsive to all solicitation requirements. Eligible Mandatory Criteria are all mandatory technical criteria that are identified in this solicitation as being subject to the PBCP. Mandatory technical criteria that are not identified in the solicitation as being subject to the PBCP, will not be evaluated until Phase III.
- b) Canada will send a written notice to the Bidder (Compliance Assessment Report or "CAR") identifying any Eligible Mandatory Criteria that the Bid has failed to meet. A Bidder whose Bid has been found responsive to the requirements that are reviewed at Phase II will receive a CAR that states that its Bid has been found responsive to the requirements reviewed at Phase II. Such Bidder shall not be entitled to submit any response to the CAR.
- c) A Bidder shall have the period specified in the CAR (the "Remedy Period") to remedy the failure to meet any Eligible Mandatory Criterion identified in the CAR by providing to Canada in writing additional or different information or clarification in response to the CAR. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the CAR.
- d) The Bidder's response must address only the Eligible Mandatory Criteria listed in the CAR as not having been achieved, and must include only such information as is necessary to achieve such compliance. Any additional information provided by the Bidder which is not necessary to achieve such compliance will not be considered by Canada, except that, in those instances where such a response to the Eligible Mandatory Criteria specified in the CAR will necessarily result in a consequential change to other parts of the Bid, the Bidder shall identify such additional changes, provided that its response must not include any change to the Financial Bid.
- e) The Bidder's response to the CAR should identify in each case the Eligible Mandatory Criterion in the CAR to which it is responding, including identifying in the corresponding section of the original Bid, the wording of the proposed change to that section, and the wording and location in the Bid of any other consequential changes that necessarily result from such change. In respect of any such consequential change, the Bidder must include a rationale explaining why such

consequential change is a necessary result of the change proposed to meet the Eligible Mandatory Criterion. It is not up to Canada to revise the Bidder's Bid, and failure of the Bidder to do so in accordance with this subparagraph is at the Bidder's own risk. All submitted information must comply with the requirements of this solicitation.

- f) Any changes to the Bid submitted by the Bidder other than as permitted in this solicitation, will be considered to be new information and will be disregarded. Information submitted in accordance with the requirements of this solicitation in response to the CAR will replace, in full, **only** that part of the original Bid as is permitted in this Section.
- g) Additional or different information submitted during Phase II permitted by this section will be considered as included in the Bid, but will be considered by Canada in the evaluation of the Bid at Phase II only for the purpose of determining whether the Bid meets the Eligible Mandatory Criteria. It will not be used at any Phase of the evaluation to increase any score that the original Bid would achieve without the benefit of such additional or different information. For instance, an Eligible Mandatory Criterion that requires a mandatory minimum number of points to achieve compliance will be assessed at Phase II to determine whether such mandatory minimum score would be achieved with such additional or different information submitted by the Bidder in response to the CAR. If so, the Bid will be considered responsive in respect of such Eligible Mandatory Criterion, and the additional or different information submitted by the Bidder shall bind the Bidder as part of its Bid, but the Bidder's original score, which was less than the mandatory minimum for such Eligible Mandatory Criterion, will not change, and it will be that original score that is used to calculate any score for the Bid
- h) Canada will determine whether the Bid is responsive for the requirements reviewed at Phase II, considering such additional or different information or clarification as may have been provided by the Bidder in accordance with this Section. If the Bid is not found responsive for the requirements reviewed at Phase II to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.
- i) Only Bids found responsive to the requirements reviewed in Phase II to the satisfaction of Canada, will receive a Phase III evaluation.

4.1.1.4 (2018-03-13) Phase III: Final Evaluation of the Bid

- a) In Phase III, Canada will complete the evaluation of all Bids found responsive to the requirements reviewed at Phase II. Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- b) A Bid is non-responsive and will receive no further consideration if it does not meet all mandatory evaluation criteria of the solicitation.

4.1.2 (2017-07-31) Technical Evaluation

4.1.2.1 (2017-07-31) Mandatory Technical Criteria

The Phased Bid Compliance Process will apply to all mandatory technical criteria.

MTC#	Mandatory Technical Criteria (MTC)
MTC1	<p>Overall Corporate Experience providing Screening and Nursing Resources to provide Virtual Health Assessments</p> <p>The Bidder must provide 4 reference projects, each with a duration of at least 3 months, where the Bidder provided at least 5 nursing resources to perform nursing services on a daily basis within the last 5 years from the date of this solicitation. The reference projects can be concurrent. The health assessments must have been conducted over the telephone or online.</p> <p>“Online” is defined as computer-based involving a real-time exchange with an individual regarding their health status.</p> <p>For 1 of the reference projects, there must have been resources both on duty and on standby.</p> <p>For each project, the Bidder must demonstrate that the resources conducted:</p> <ol style="list-style-type: none"> 1) An evaluation of symptoms; and 2) An assessment to determine the individual’s health status and conditions <p>The Bidder must provide the following information:</p> <ol style="list-style-type: none"> a. The name of the client organization; b. The first and last names of the resources provided; c. Description of the services including the hours and dates that the work was conducted; d. The contact point for the client including name, title, email address and telephone number; e. The Contract number or reference number (if applicable); and f. The start and end dates for the provision of the services in Day/Month/Year format.
MTC2	<p>Corporate Capacity</p> <p>This criterion measures a Bidder's capacity to consistently provide and manage a Roster at a volume consistent with the requirement.</p> <p>The Bidder must demonstrate that they have a minimum of 12 calendar months of cumulative experience, within the last five years from the date of this solicitation, in the provision and management of a Roster of no less than 10 Healthcare Professionals within Canada. A minimum of 5 of the 10 Healthcare Professionals used to demonstrate compliance with this criterion must each have a minimum of 75 hours of billed service delivery per calendar month.</p> <p>In order to demonstrate its experience, the bidder must include the following:</p> <ol style="list-style-type: none"> a) start and end dates; b) name of Healthcare Professional; c) designation of Healthcare Professional (e.g. Registered Nurse (RN), Nurse Practitioner (NP), Doctor, etc.); d) the name of the client, and location where the services were performed; as well as the name, current email address and telephone number of the client representative who would be able to confirm the information provided by the Bidder; and, e) the number of hours of service delivery per month.

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4.1.3 Financial Evaluation

4.1.3.1 Mandatory Financial Criteria

SACC *Manual* Clause [A0220T](#) (2014-06-26), Evaluation of Price-Bid

4.1.3.2 Calculation of the Total Evaluated Price

FOR EVALUATION PURPOSES ONLY: Based on the firm rates provided by the Bidder in Annex B - Basis of Payment, the scenario below will be used to calculate the total evaluated cost of the financial proposal. This scenario is for evaluation purposes only and nothing shall be construed as an indicator of actual volumes of work requirements or cost to PHAC.

Table 1: Pricing Schedule

Resource	All-Inclusive Firm Hourly Rate	Estimated Level of Effort (Hours)	Estimated Number of Resources	Total Value (in CDN\$, taxes excluded)
(A)	(B)	(C)	(D)	(E)
Period: Initial Contract Period (12 months)				
Registered Nurse – Clinical Screening Officer		8,760	1	\$ -
Registered Nurse – Quarantine Officer		8,760	3	\$ -
Screening Officer		8,760	2	\$ -
Period: Option Period 1 (6 months)				
Registered Nurse – Clinical Screening Officer		4,380	1	\$ -
Registered Nurse – Quarantine Officer		4,380	3	\$ -
Screening Officer		4,380	2	\$ -
Period: Option Period 2 (6 months)				
Registered Nurse – Clinical Screening Officer		4,380	1	\$ -
Registered Nurse – Quarantine Officer		4,380	3	\$ -
Screening Officer		4,380	2	\$ -
Period: Option Period 3 (6 months)				
Registered Nurse – Clinical Screening Officer		4,380	1	\$ -
Registered Nurse – Quarantine Officer		4,380	3	\$ -
Screening Officer		4,380	2	\$ -
Period: Option Period 4 (6 months)				
Registered Nurse – Clinical Screening Officer		4,380	1	\$ -
Registered Nurse – Quarantine Officer		4,380	3	\$ -
Screening Officer		4,380	2	\$ -
Total Bid Price:				\$ -

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4.2 Basis of Selection

4.2.1 Mandatory Technical Criteria

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Required with the Bid

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences

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

5.1.2 Additional Certifications Required with the Bid

5.1.2.1 Canadian Content Certification

This procurement is conditionally limited to Canadian goods and Canadian services.

Subject to the evaluation procedures contained in the bid solicitation, bidders acknowledge that only bids with a certification that the goods and services offered are Canadian goods and Canadian services, as defined in clause [A3050T](#), may be considered.

Failure to provide this certification completed with the bid will result in the goods and services offered being treated as non-Canadian goods and non-Canadian services.

The Bidder certifies that:

() a minimum of 80 percent of the total bid price consist of Canadian goods and Canadian services as defined in paragraph 5 of clause [A3050T](#).

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

5.1.2.1.1 *SACC Manual* clause [A3050T](#) (2020-07-01) Canadian Content Definition

5.2 Certifications Precedent to Contract Award and Additional Information

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

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5.2.1 Integrity Provisions – Required Documentation

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

5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

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 available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

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.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the ["FCP Limited Eligibility to Bid"](#) list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed attachment titled Federal Contractors Program for Employment Equity - Certification, before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed attachment Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

5.2.3 Additional Certifications Precedent to Contract Award

5.2.3.1 Education and Experience

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

ATTACHMENT "1" to PART 5 OF THE BID SOLICITATION

FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\) – Labour's](#) website.

Date: _____ (YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
- A2. The Bidder certifies being a public sector employer.
- A3. The Bidder certifies being a [federally regulated employer](#) being subject to the [Employment Equity Act](#).
- A4. The Bidder certifies having a combined work force in Canada of less than 100 permanent full-time and/or permanent part-time employees.

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

- A5.1. The Bidder certifies already having a valid and current [Agreement to Implement Employment Equity](#) (AIEE) in place with ESDC-Labour.

OR

- A5.2. The Bidder certifies having submitted the [Agreement to Implement Employment Equity \(LAB1168\)](#) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- B1. The Bidder is not a Joint Venture.

OR

- B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirements

1. At the date of bid closing, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (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 - Resulting Contract Clauses;
 - (e) the Bidder must provide the addresses of proposed sites 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.
3. For additional information on security requirements, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

6.2 Financial Capability

SACC Manual clause [A9033T](#) (2012-07-16) - Financial Capability

6.3 Insurance Requirements

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex D.

If the information is not provided in the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

PART 7- RESULTING CONTRACT CLAUSES

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

This contract is being put in place by Canada as part of its response to the COVID-19 pandemic.

7.1 Statement of Work

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

7.1.1 Task Authorization

The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

7.1.1.1 Task Authorization Process

1. The Task Authorization Authority (TAA) will provide the Contractor with a description of the task using the Task Authorization form specified in Annex E.
2. The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis(bases) and methods of payment as specified in the Contract.
3. The Contractor must provide the TAA, within 3 working days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
4. The Contractor must not commence work until a TA has been authorized and issued in accordance with the Contract. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

7.1.1.2 Task Authorization Limit

The Project Authority or Task Authorization Authority may authorize individual task authorizations up to a limit of \$400,000.00, Applicable Taxes included, inclusive of any revisions.

Any task authorization to be issued in excess of that limit must be authorized by the Contracting Authority before issuance.

7.1.1.3 Minimum Work Guarantee - All the Work - Task Authorizations

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 a fixed value of \$5,000.00.
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.

7.1.1.4 Periodic Usage Reports - Contracts with Task Authorizations

The Contractor must compile and maintain records on its provision of services to the federal government under authorized Task Authorizations issued under the Contract.

The Contractor must provide this data in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "nil" report.

The data must be submitted on a quarterly basis to the Contracting Authority.

The quarterly periods are defined as follows:

- 1st quarter: April 1 to June 30;
- 2nd quarter: July 1 to September 30;
- 3rd quarter: October 1 to December 31; and
- 4th quarter: January 1 to March 31.

The data must be submitted to the Contracting Authority no later than 30 calendar days after the end of the reporting period.

Reporting Requirement- Details

A detailed and current record of all authorized tasks must be kept for each contract with a task authorization process. This record must contain:

For each authorized task:

- i. the authorized task number or task revision number(s);
- ii. a title or a brief description of each authorized task;
- iii. the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
- iv. the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
- v. the start and completion date for each authorized task; and
- vi. the active status of each authorized task, as applicable.

For all authorized tasks:

- i. the amount (exclusive of Applicable Taxes) specified in the contract (as last amended, as applicable) as Canada's total liability to the contractor for all authorized TAs; and
- ii. the total amount, exclusive of Applicable Taxes, expended to date against all authorized TAs.

7.2 Standard Clauses and Conditions

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

7.2.1 General Conditions

[2035](#) (2020-05-28), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

Article 8 of 2035 (2020-05-28), General Conditions - Higher Complexity - Services, is amended as follows:

Delete Article 8 in its entirety and replace it with the following:

Replacement of specific resources

- a) Once a qualified resource has been accepted by Canada as a Nurse to perform Work in accordance with article 1.2 of the Contract, the Contractor must make that resource available to complete the specified Work for the entire period as specified in the authorized Task Authorization, unless:
 - 1) the TAA agrees that the named resource may be replaced (in which case, the Nurse must be replaced in accordance with section (b) below) or specifies that the services provided by the Nurse are no longer required; or
 - 2) the Work specified in the Task Authorization is terminated, by Canada, in accordance with the Contract; or
 - 3) the Nurse is unable to due to death, sickness of the Nurse or their immediate family member only, resignation, dismissal for cause, in which case the Nurse must be replaced in accordance with section (b) below.
- b) Procedures for the Replacement of a Nurse
 - i. The Contractor must provide the TAA and the Technical Authority with a minimum of three working days' notice of its intent to replace any Nurse performing Work, or that has been accepted by Canada to perform Work under an authorized Task Authorization, pursuant to the Contract unless it is unable to do so for one of the reasons stated in section (a), (3) above, in which case the Contractor must provide the maximum notice possible.
 - ii. As part of the notice, the Contractor must provide a replacement plan to the TAA and the Technical Authority for approval. The Contractor's replacement plan must contain:
 - a. The name the proposed replacement Nurse and information demonstrating that the qualifications and experience of the proposed replacement Nurse meets all of the personnel requirements specified Annex A of the Contract;
 - b. If applicable, a travel itinerary demonstrating that the replacement Nurse will start Work prior to departure of the original Nurse, or if the Contractor is replacing the Nurse due to one of the reasons stated in section, (a), (3) above, a travel itinerary demonstrating that the replacement Nurse will start Work within 24 hours (or within any longer time period if specified in writing by the TAA); and

- c. a description of the process that the Contractor will use to familiarize the proposed replacement Nurse with respect to the Work being carried out by the incumbent Nurse to minimize any learning curve.
 - iii. The Contractor will not be reimbursed for any costs associated with replacement of a Nurse, including any costs associated with travel.
- c) Removal of a Nurse at the Discretion of Canada
 - i. In the event that the Technical Authority, in consultation with Public Health Agency of Canada staff, identifies concerns that require the removal of a Nurse, then the Technical Authority, or their delegate, will provide the Contractor written notice of such indicating the date by which the services of the Nurse must be withdrawn and specifying the reason.
 - ii. Based on such notice, the Contractor must cease providing the services of that Nurse on the date specified.
 - iii. The Contractor must provide a competent replacement Nurse within 24 hours (or within any longer time period if specified in writing by the TAA) that meets all of the personnel requirements specified Annex A of the Contract. The requirement for the Contractor to provide any replacement Nurse when requested by Canada will not result in any additional costs to Canada.
- d) The Contractor must not, in any event, allow performance of the Work by unauthorized replacement resources. The Contracting Authority may order that a replacement stop performing the Work. In such a case, the Contractor must immediately comply with the order and secure a further replacement in accordance with section (b) above. The fact that the Contracting Authority does not order that a replacement stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.

Article 24 of 2035 (2020-05-28), General Conditions - Higher Complexity - Services, is amended as follows:

Delete Article 24 in its entirety and replace it with the following:

Liability

1. The Contractor must indemnify, save harmless and defend (if requested by the Attorney General of Canada) Her Majesty the Queen in Right of Canada, any minister and their servants and agents from and against all claims, demands, liabilities, losses, damages, costs, expenses, legal fees and disbursements, actions and other proceedings, made, sustained, brought, prosecuted, threatened to be brought or prosecuted, in any manner based upon, occasioned by or attributable to any injury to or death of a person or damage to or loss of property arising from or related to any wilful or negligent act, omission or delay on the part of the Contractor, the Contractor's servants, agents or subcontractors in performing the Work or as a result of or in any way related to the Work.
2. The Contractor's liability to indemnify or reimburse Her Majesty the Queen in Right of Canada under the Contract must not affect or prejudice Her Majesty the Queen in Right of Canada from exercising any other rights under law.

3. The Contractor agrees that Her Majesty the Queen in Right of Canada is not and will not be liable for, and agrees to protect and indemnify Her Majesty the Queen in Right of Canada with respect to, any injury or damage (including death) to the Contractor or to the person of any officer, servant or agent of the Contractor or for the loss of or damage to the property of the Contractor or its officers, servants or agents in any manner based upon, occasioned by or in any way related to the performance of the Work unless the injury, loss or damage is caused by the negligence of an officer, servant or agent of Her Majesty the Queen in Right of Canada while acting within the scope of his or her employment.

7.2.2 Supplemental General Conditions

4008 (2008-12-12), Supplemental General Conditions – Personal Information, apply to and form part of the Contract.

7.3 Security Requirements

7.3.1 The following security requirements apply and form part of the Contract:

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

7.3.2 Contractor's Sites or Premises Requiring Safeguarding Measures

7.3.2.1 Where safeguarding measures are required in the performance of the Work, the Contractor must diligently maintain up-to-date the information related to the Contractor's and proposed individuals' sites or premises for the following addresses:

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

7.3.2.2 The Company Security Officer must ensure through the [Contract Security Program](#) that the Contractor and individuals hold a valid security clearance at the required level.

Solicitation No. - N° de l'invitation
H1020-204062/A
Client Ref. No. - N° de réf. du client
H1020-204062

Amd. No. - N° de la modif.
File No. - N° du dossier
007xs.H1020-204062

Buyer ID - Id de l'acheteur
007xs
CCC No./N° CCC - FMS No./N° VME

7.4 Term of Contract

7.4.1 Period of the Contract

The period of the Contract is from date of Contract award to *[Note: the initial contract period will be for a period of one year. The Contract end date will be inserted at Contract award.]* inclusive.

7.4.2 Option to Extend the Contract

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

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

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Emily Gordon
Title: Supply Team Leader
Public Works and Government Services Canada
Acquisitions Branch
Directorate: Major Projects Procurement Directorate
Address: 10 Wellington Street
Les Terrasses de la Chaudière
Gatineau, Québec K1A 0S5
Canada
Telephone: 613-407-3881
E-mail address : emily.gordon@pwgsc-tpsgc.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.

7.5.2 Project Authority

The Project Authority for the Contract is:

[to be determined]

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.

7.5.3 Task Authorization Authorities (TAAs)

The TAAs for the Contract are:

[to be determined]

The Task Authorization Authorities are responsible for the issuance and management of all Task Authorization Requests under this Contract. Only one TA Authority is required to issue any individual Task Authorization provided that the total TA value does not exceed the financial limitation specified in article 7.1.1.2 of the Contract.

7.5.4 Contractor's Representative

[to be determined]

Name: _____
Title: _____
Phone: _____
Email: _____

The Contractor's Representative has the authority to deal with Canada on behalf of the Contractor in regard to all matters related to this contract.

7.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2019-01](#) of the Treasury Board Secretariat of Canada.

[Note: The Proactive Disclosure of Contracts with Former Public Servants will be removed from the resulting contract if the winning Bidder is not a Former Public Servant]

7.7 Payment

7.7.1 Basis of Payment

The Contractor will be paid for the Work specified in the authorized task authorization, in accordance with the Basis of Payment at Annex "B".

Canada's liability to the Contractor under the authorized task authorization must not exceed the limitation of expenditure or ceiling price specified in the authorized task authorization. Custom duties are included and Applicable Taxes are extra.

No increase in the liability of Canada or in the price of the Work specified in the authorized task authorization resulting from any design changes, modifications or interpretations of the Work will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

7.7.2 Limitation of Expenditure - Cumulative Total of all Task Authorizations

1. Canada's total liability to the Contractor under the Contract for all authorized Task Authorizations (TAs), inclusive of any revisions, must not exceed the sum of \$ _____. 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.

7.7.3 Method of Payment

One, several or all of the following methods of payment will form part of the approved Task Authorization:

i. Single Payment

Canada will pay the Contractor upon completion and delivery of the Work in accordance with the payment provisions of the Task Authorization if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work delivered has been accepted by Canada.

ii. Monthly Payment

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the task authorization if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work performed has been accepted by Canada.

7.7.4 Electronic Payment of Invoices – Contract

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

[to be determined]

7.7.5 Discretionary Audit

SACC Manual Clause C0705C (2010-01-11), Discretionary Audit

7.8 Invoicing Instructions

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

Each invoice must be supported by:

- a. a copy of time sheets to support the time claimed;
 - b. a copy of the release document and any other documents as specified in the Task Authorization;
 - c. a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
2. Invoices must be distributed as follows:
 - a. One PDF copy must be forwarded to the following generic address : *[to be inserted at Contract award]*; and
 - b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

7.9 Certifications and Additional Information

7.9.1 Compliance

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

7.9.2 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.

7.9.3 SACC Manual Clauses

SACC Manual clause A3060C (2008-05-12), Canadian Content Certification

7.10 Applicable Laws

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

7.11 Priority of Documents

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

-
- a) the Articles of Agreement;
 - b) the supplemental general conditions 4008 (2008-12-12), Personal Information;
 - c) the general conditions 2035 (2020-05-28), Higher Complexity - Services,
 - d) Annex A, Statement of Work;
 - e) Annex B, Basis of Payment;
 - f) Annex C, Security Requirements Check List;
 - g) Annex D, Insurance Requirements;
 - h) the signed Task Authorizations (including all of its annexes, if any);
 - i) the Contractor's bid dated _____.

7.12 Foreign Nationals (Canadian Contractor)

SACC Manual clause [A2000C](#) (2006-06-16) Foreign Nationals (Canadian Contractor)

7.13 Insurance – Specific Requirements

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

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

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

7.14 Additional SACC Manual Clauses

SACC Manual Clause A9068C (2010-01-11), Government Site Regulations

7.15 Dispute Resolution

- (a) The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.
- (b) The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.
- (c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- (d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "[Dispute Resolution](#)".

ANNEX "A"

STATEMENT OF WORK – REMOTE SCREENING AND HEALTH ASSESSMENTS BY TELEPHONE

1. TITLE

Remote resources for Screening and Health Assessment Support for the Public Health Agency of Canada, Central Notification System (CNS).

2. SCOPE

2.1. Introduction

The Public Health Agency of Canada (PHAC) requires a Contractor to provide resources for remote screening and nursing services for remote health assessment support via the Central Notification System (CNS) on an "as and when requested" basis. The Contractor will also be required to provide facilities and all required computer hardware and telephone equipment.

The CNS is a Canada-wide call centre which uses a 1-800 number operating 24 hours a day, 7 days a week in both official languages. It is staffed by designated Quarantine Officers and Clinical Screening Officers who must be Registered Nurses (RNs), as well as non-medical Screening Officers.

2.2. Objectives of the Requirement

PHAC requires a Contractor to provide, via approved Task Authorizations, Screening Officers (non-medical), Clinical Screening Officers and Quarantine Officers. Clinical Screening Officers and Quarantine Officers are Registered Nurses (RNs) who are currently licensed and in good standing with the applicable provincial regulatory and professional bodies. Clinical Screening Officers may receive the designation of Quarantine Officer after receiving additional training from PHAC, which allows them to perform additional duties under the *Quarantine Act*. Screening Officers are non-medical resources. All resources will be trained by PHAC to provide remote screening and nursing services required.

2.3. Background

PHAC is responsible for providing screening and nursing health assessments on international Travelers arriving at all points of entry across Canada (specified in Appendix B) and on international travelers who are quarantining at a Designated Quarantine Site (DQS) or a Government Approved Accommodations (GAA). PHAC currently maintains an internal staff of RNs who act as Clinical Screening Officers and Quarantine Officers, as well as non-medical Screening Officers, but requires supplemental resources from a Contractor as it cannot handle the current volume of calls. The number of Travelers requiring screening and health assessments varies on a day to day basis. The resources will support the demand for screening and health assessments at the points of entry at the borders (in particular the land ones), to address surge issues at the DQS, and to perform follow-up on Travelers who have entered Canada.

All Travelers returning to Canada at an airport or any other point of entry (POE) across Canada will be first processed according to the rules and regulations of the Canada Border Services Agency (CBSA) and based on the CBSA assessment, will then be directed to a remote Screening Officer, Clinical Screening Officer, Quarantine Officer or a Designated Regional Contact at the POE site. The Screening Officer, Clinical Screening Officer, Quarantine Officer or Designated

Regional Contact will then determine if a health assessment is required and will then instruct the appropriate nursing resources to conduct the health assessment.

3. REQUIREMENTS

3.1. Operations

The CNS identified Representative, on an ongoing basis, will provide the Contractor with a two-week outlook of resourcing requirements based on a number of factors including, but not limited to availability of internal PHAC resources, anticipated volume, and training requirements. The Contractor will be required to submit in response a completed shift schedule on a monthly basis to the CNS identified Representative for final approval. There will be times that last minute requests due to illness may be requested. The Contractor must schedule resources to ensure availability in both official languages (English and French) at all times.

The Contractor must provide services on a 24 hour, 7 days per week basis (including statutory holidays), for the period of the Contract.

A 24 hour day is divided into three (3) ten (10) hour shifts (which may be subject to change), as follows:

Shift 1: 0800 a.m. – 1800 p.m. (EST);

Shift 2: 1400 p.m. – 2400 p.m. (EST); and

Shift 3: 2200 p.m. – 0800 a.m. (EST).

Peak hours are defined as Shift 1 and Shift 2.

3.2. Technical Environment

The Contractor must provide all facilities as well as all required computer hardware and telephone equipment. An up-to-date version of JAVA is required to operate VOCALLS. VOCALLS is an online portal accessed through Chrome and is a fully automatic solution for incoming calls.

3.3. Tasks

Specific tasks will be identified via approved Task Authorizations.

The tasks that must be performed include but are not limited to:

- a. Providing and setting up the hardware and telephony platforms to deliver assessments, and track and manage data.
- b. After the resources successfully complete a tiered training and mentoring program and designation process to become Screening Officers, Clinical Screening Officers or Quarantine Officers (including an exam), providing screening and nursing services and/or performing remote health assessments, 24 hours a day, 7 days a week, on asymptomatic or symptomatic Travelers by telephone through the Central Notification System 1-800 number, and determining suitability of, and/or compliance with, quarantine or isolation plans. It is anticipated that a minimum of 50 telephone calls/ health assessments/day will be required. The number of resources required, plus resources on standby, will be determined by the Project Authority and the Contractor via individual Task Authorizations.

-
- o Each remote screening or health assessment may include, the following elements:
 - i. Establishing through a series of questions/inquiries of the Traveler's health status and pre-existing conditions;
 - ii. Verifying the presence and type of symptoms that may be compatible with COVID-19 to assess for the possibility of whether a Traveler may be asymptomatic or symptomatic for COVID-19. Should there be any concerns or gaps in knowledge, the individual must be referred to a Quarantine Officer accordingly.
 - iii. Determining of the suitability of proposed quarantine plans (for asymptomatic individuals) or isolation plans (for symptomatic individuals), based on the planned accommodations and presence of other vulnerable individuals who are 65 years or older, have underlying medical conditions, or have compromised immune systems.
 - iv. Verifying a Traveler's compliance with pre-determined quarantine or isolation plans.
 - v. Triage or referral to other resources as necessary (eg. Referral from a Screening Officer to a Clinical Screening Officer or Quarantine Officer).
 - c. Inputting data online and/or providing daily data extract (in a password protected secure form) from the Quarantine Case Management System (QCMS) data collection system provided by PHAC for inclusion in PHAC data sets and for data validation purposes. The data extract should be in a protected Word format or another format approved by the Project Authority. Data may include personal information (as defined by s.4 of the Privacy Act) on asymptomatic or symptomatic individuals, details on quarantine or isolation plans, and/or actions taken. No data is to be retained or removed from the work site by the screening or nursing resources. The resources will have no access to PHAC's system and will not be allowed to retain any of the records upon completion of their shift.
 - d. Providing reporting information as described in section 3.7.
 - e. If required by the Project Authority, providing RNs to complete additional training to become designated Quarantine Officers. Whether RNs become trained as Quarantine Officers, and how many, will be at the discretion of the Project Authority.
 - f. Completing additional tasks at the discretion of the Project Authority or CNS Identified Representative who is the lead for the work period.

3.4. Assumptions

- a. PHAC will strive to provide the Contractor with as much advance notice as possible should additional resources be needed. However, it is anticipated that in extreme emergency cases, PHAC may only be able to provide less than 12 hours advance notification of the need for additional resources. In the event of a surge at the ports of entry, it is estimated that 20 or more resources could be required on a daily basis. It is also anticipated that the opening of land border crossings to non-essential travel would have a major impact on call volume.
- b. A standard screening or health assessment can take approximately 5 - 20 minutes (case dependent) including, if applicable, administrative tasks, data entry, and/or follow ups.
- c. Resources will be required to work on evenings, weekends and statutory holidays.

3.5. Contractor Resource Requirements

3.5.1. Clinical Screening Officer/Quarantine Officer (Registered Nurses) Qualifications

All work must be delivered in accordance with the Scope of Practice of the applicable provincial regulatory and professional bodies. All nursing resources must, at a minimum:

- i. Have graduated from a Registered Nursing Program by the Council of the College of Nurses;
- ii. Have graduated from a Registered Nursing Program.
- iii. Have an unrestricted license and in "good standing" with the Provincial or Territorial regulatory body in the province/territory of practice;
- iv. They have a Certificate of Standard First Aid and Basic Life Support (BLS) to Healthcare Provider or equivalent such as Cardio-pulmonary Resuscitation / Automated External Defibrillator (CPA/ AED) Level C; and
- v. Have a minimum of 1 year of work experience providing nursing services.

3.5.2. Screening Officer Qualifications

All work must be delivered in accordance with the CNS Standard Operating Procedures. All resources must possess, at a minimum:

- i. A secondary school diploma;
- ii. At least 12 months of experience in each of the following:
 - a. Experience working with the public; and
 - b. Experience in reporting or providing information concisely and accurately.
- iii. Experience in health promotion and compliance of public health measures is considered an asset.

3.6. Quality Assurance & Acceptance

The Project Authority will meet regularly virtually at a mutually agreed upon time with the Contractor over the course of the Contract period and will outline any deficiencies that need to be addressed. Deficiencies must be dealt within the prescribed timelines and any corrective measures must be to the satisfaction of the Project Authority. Deficiencies may include, but are not limited to:

- Unprofessional conduct of screening or nursing resources, including complaints from call recipients;
- Ability of the screening or nursing resources to maintain discussions within the provided scripts;
- Ability of the screening or nursing resources to follow Standard Operating Procedures (to be provided upon Contract award). The Contractor must ensure that its resources respond to Travelers with the highest degree of courtesy, professionalism, and proper etiquette, using the traveler's preferred language of communication. These service standards must be achieved through one-on-one mentoring of resources, attendance at required training, and regular monitoring of communications. Should the services not be to the satisfaction of the Project Authority, and found not to be in accordance with the performance and quality standards reasonably expected and specified herein, the Project Authority will have the right to require correction and/or modifications, or request that the resource(s) be replaced, before payment will be authorized.

3.7. Reporting Requirements

- a. The Contractor will provide regular updates to the Project Authority or its delegate on the status of assessments for the duration of the Contract period. Additional data elements that may be added, at the discretion of the Project Authority.
- b. The Contractor must ensure that its resources complete and sign individual timesheets indicating the total number of hours worked per day. The Contractor must review and certify the individual timesheets and retain the original submission for the Project Authority on a monthly basis. Incomplete timesheets will be returned to the Contractor before processing.

3.8. Project Management Control Procedures

Regular scheduled meetings mutually agreed upon either in person or virtually will be held with the designated Project Authority or a delegate identified by PHAC to monitor and review the work performed by the Contractor. This will be scheduled weekly to start to ensure training and onboarding is progressing; then bi-weekly as training progresses and performance assessed, and finally followed by monthly check in meetings to ensure consistency.

4. ADDITIONAL INFORMATION

4.1. Canada's Obligations

At the time of Contract award, the Contractor will be provided with:

- Access to the data collection tool, Quarantine Central Management System (QCMS);
- Access to the VOCALLS portal which requires JAVA to operate;
- Health assessment script to use for assessment or consultation calls and supporting reference tools and materials including frequently asked questions;
- Required training and/or designations related to the work;
- Copy of the current Order in Council related to quarantine;
- Access to the PHAC Project Authority, a Quarantine Officer or a delegate identified by PHAC to provide guidance and direction, and to respond to questions;
- Screening Worksheet Template for reporting;
- A shift schedule template provided by the CNS team which outlines areas that require additional screening and nursing support;
- A copy of the Standard Operating Procedures.

4.2. Contractor's Obligations

- Unless otherwise specified, the Contractor must use its own equipment (telephones, computers) for the performance of the work.
- The Contractor will be required to provide resources to be available for work on standby. Standby duty is when PHAC pays for a resource to be available between certain hours to either be called or to come into work, if required. All resources committing to standby duty must be available during their period of standby at a known telephone number and be readily able to return for duty as quickly as possible, if called.
- The Contractor's resources will be required to successfully pass through an initial tiered training and mentoring program and designation process to become Screening Officers or Clinical Screening Officers. Additional training may be required to be designated as Quarantine Officers under the *Quarantine Act* in order to perform additional duties. Specific training requirements will be confirmed via individual Task Authorizations, if and when required. All training will be provided by PHAC.

- The Contractor will be trained by PHAC to implement a “train the trainer” model for onboarding of new nursing resources.
- The Contractor must ensure the security of personal information collected in its data collection systems.
- The Contractor is responsible to provide occupational health and safety advice to their nurses assigned to this work based on the nature of their duties.
- In the event of an investigation of nursing malpractice or conduct involving the Contractor's nursing resource, the Contractor and their nursing resource, as required, must participate and aid in the investigative process, including but not limited to, speaking with the Project Authority and the PHAC investigators, submitting written statements, and appearing at any reviews. The cooperative participation of the Contractor and its nursing resource will be at no cost to PHAC.

4.3. Location of Work, Work site and Delivery Point

The work will be undertaken at the Contractor's site. In order to ensure the security of Protected information, resources may only work from the Contractor's approved facilities which meet all security requirements as defined in the Contract, unless written approval is received in advance by the Contracting Authority.

4.4. Language of Work

The Contractor must provide the services in both official languages (French and English); however, the majority of the work will be conducted in English.

5. INFORMATION MANAGEMENT

5.1. Ownership of Personal Information and Records

To perform the work, the Contractor will be provided with, and will be collecting Information from Travelers. The Contractor acknowledges that it has no rights in the Personal Information and the Records.

5.2. Use of Personal Information

The Contractor agrees to create, collect, receive, manage, access, use, retain, and dispose of the Personal Information and the Records only to perform the Work in accordance with the Contract.

5.3. Collection of Personal Information

5.3.1. If the Contractor must collect Personal Information from a third party (Canada Labour Code, Part II <https://laws-lois.justice.gc.ca/eng/acts/L-2/page-23.html#h-341197>) to perform the Work, the Contractor must only collect Personal Information that is required to perform the Work. The Contractor must collect the Personal Information from the Traveler to whom it relates and the Contractor must inform that Traveler (at or before the time when it collects the Personal Information) of the following:

- a. that the Personal Information is being collected on behalf of PHAC;
- b. that reports containing only general information limited to functional information;
- c. how that Personal Information will be used;
- d. that the disclosure of the Personal Information is voluntary or, if there is a legal requirement to disclose the Personal Information as per section 8 of the Privacy Act, the basis of that legal

requirement;

- e. the consequences, if any, of refusing to provide the information; and
- f. that the Traveler has a right to access and have his or her own Personal Information corrected through a formal request to PHAC.

5.3.2. The Contractor, its subcontractors, and their respective employees must identify themselves to the Traveler from whom they are collecting Personal Information and must provide those Travelers with a way to verify that they are authorized to collect the Personal Information under a Contract with PHAC.

5.3.3. If required, the Contractor must develop a request for consent form to be used when collecting Personal Information, or a script for collecting the Personal Information by telephone. The Contractor must not begin using a form or script unless the CNS designated representative first approves it in writing. The Contractor must also obtain the CNS designated representative approval before making any changes to a form or script.

5.3.4. At the time it requests Personal Information from any Traveler, if the Contractor doubts that the Traveler has the capacity to provide consent to the disclosure and use of its Personal Information, the Contractor must ask the CNS designated representative for instructions.

5.4. Maintaining the Accuracy, Privacy and Integrity of Personal Information

The Contractor must ensure that the Personal Information is as accurate, complete, and up to date as possible. The Contractor must protect the privacy of the Personal Information. To do so, at a minimum, the Contractor must:

- a. maintain Records containing hard or soft copy data of all documents relative to all instances for each Traveler;
- b. not use any personal identifiers (e.g., social insurance number) to link multiple databases containing Personal Information;
- c. segregate all Records from the Contractor's own information and records;
- d. restrict access to the Personal Information and the Records to people who require access to perform the Work (for example, by using passwords or biometric access controls);
- e. ensure training is provided to anyone to whom the Contractor will provide access to the Personal Information regarding the obligation to keep it confidential and use it only to perform the Work. The Contractor must ensure this training is provided before giving an individual access to any Traveler Personal Information and the Contractor must keep a record of the training and make it available to the CNS designated representative if requested;
- f. if requested by the CNS designated representative, before providing anyone with access to the Personal Information, require anyone to whom the Contractor provides access to the Personal Information to acknowledge in writing (in a form approved by the Project Authority) their responsibilities to maintain the privacy of the Personal Information;
- g. keep a record of all requests made by an individual to review his or her Personal Information, and any requests to correct errors or omissions in the Personal Information (whether those requests are made directly by an individual or by Canada on behalf of an individual);
- h. include a notation on any Record(s) that an individual has requested be corrected if the Contractor has decided not to make the correction for any reason. Whenever this occurs, the

Contractor must immediately advise the CNS designated representative of the details of the requested correction and the reasons for the Contractor's decision not to make it. If directed by the Project Authority to make the correction, the Contractor must do so;

- i. keep a record of the date and source of the last update to each Record;
- j. maintain an audit log that electronically records all instances of and attempts to access Records stored electronically. The audit log must be in a format that can be reviewed by the Contractor and Canada at any time; and
- k. secure and control access to any hard copy Records.
- l. should any individual no longer require access to the Personal Information (ie. resignation or transfer to another project), the Contractor must notify the Project Authority so that the individual's Screening Designation and access to QCMS and other data sharing mechanisms may be revoked immediately.

5.5 Safeguarding Personal Information

The Contractor must safeguard the Personal Information at all times by taking all measures reasonably necessary to secure it and protect its integrity and confidentiality. To do so, at a minimum, the Contractor must:

- a. store the Personal Information electronically so that a password (or a similar access control mechanism, such as biometric access) is required to access the system or database in which the Personal Information is stored;
- b. ensure that passwords or other access controls are provided only to individuals who require access to the Personal Information to perform the Work;
- c. not outsource the electronic storage of Personal Information to a third party (including an affiliate) unless the Contracting Authority has first consented in writing;
- d. safeguard any database or computer system on which the Personal Information is stored from external access using methods that are generally used, from time to time, by prudent public and private sector organizations in Canada in order to protect highly secure or sensitive information;
- e. maintain a secure back-up copy of all Records, updated at least weekly;
- f. implement any reasonable security or protection measures requested by the Contracting Authority from time to time; and
- g. notify in writing the Contracting Authority immediately of any security or privacy breaches; for example, any time an unauthorized individual accesses any Personal Information.

5.6 Appointment of Privacy Officer

The Contractor must appoint someone to be its privacy officer and to act as its representative for all matters related to the Personal Information and the Records. The Contractor must provide that person's name to the Contracting Authority within ten (10) days of the award of the Contract.

5.7 Quarterly Reporting Obligations

Within thirty (30) calendar days of the end of each quarter (January-March; April-June; July-September; October-December), the Contractor must submit the following to the Contracting Authority:

- a. a description of any new measures taken by the Contractor to protect the Personal Information (for example, new software or access controls being used by the Contractor);
- b. a list of any corrections made to Personal Information at the request of an individual (including the name of the individual, the date of the request, and the correction made); and
- c. details of any complaints received from individuals about the way in which their Personal Information is being collected or handled by the Contractor.

5.8 Threat and Risk Assessment

Within ninety (90) calendar days of the award of the Contract and, if the Contract lasts longer than one year, within thirty (30) calendar days of each anniversary date of the Contract, the Contractor must submit to the Contracting Authority a threat and risk assessment, which must include:

- a. a copy of the current version of any request for consent form or script being used by the Contractor to collect Personal Information;
- b. a list of the types of Personal Information used by the Contractor in connection with the Work;
- c. a list of all locations where hard copies of Personal Information are stored;
- d. a list of all locations where Personal Information in machine-readable format is stored (for example, the location where any server housing a database including any Personal Information is located), including back-ups;
- e. a list of every person to whom the Contractor has granted access to the Personal Information or the Records;
- f. a list of all measures being taken by the Contractor to protect the Personal Information and the Records;
- g. a detailed explanation of any potential or actual threats to the Personal Information or any Record, together with an assessment of the risks created by these threats and the adequacy of existing safeguards to prevent these risks; and
- h. an explanation of any new measures the Contractor intends to implement to safeguard the Personal Information and the Records.

5.9 Audit

In relation to the Contractor's Management of Information, Canada may, at its discretion, audit the Contractor's compliance with the terms outlined in this Section 5 at any time. If requested by the Contracting Authority, the Contractor must provide Canada (or Canada's authorized representative) with access to its premises and to the Personal Information and Records at all reasonable times. If Canada identifies any deficiencies the Contractor must immediately correct the deficiencies at its own expense.

5.10 Statutory Obligations

5.10.1 The Contractor acknowledges that the Personal Information and the Records must be handled in accordance with the provisions of Canada's Privacy Act, Access to Information Act, R.S. 1985, c. A-1, and Library and Archives of Canada Act, S.C. 2004, c. 11. The Contractor agrees to comply with any requirement established by the Contracting Authority that is reasonably required to ensure that any obligation under these acts and any other legislation in effect from time to time are met.

5.10.2 The Contractor acknowledges that its obligations under the Contract are in addition to any obligations it has under the Personal Information Protection and Electronic Documents Act, S.C. 2000, c. 5, or similar legislation in effect from time to time in any province or territory of Canada. If the Contractor believes that any obligations in the Contract prevents it from meeting its obligations under any of these laws, the Contractor must immediately notify the Contracting Authority of the specific provision of the Contract and the specific obligation under the law with which the Contractor believes it conflicts.

5.11 Disposing of Records

On request by the Project Authority or the Contracting Authority, once the Work involving the Personal Information is complete, the Contract is complete, or the Contract is terminated, whichever of these comes first, the Contractor must transfer all Personal Information and Records (including all copies) to a Contractor identified by the Contracting Authority at no additional cost to PHAC, OR dispose of the records including personal information in a manner that safeguards the information.

5.12 Legal Requirement to Disclose Personal Information

Before disclosing any of the Personal Information pursuant to any applicable legislation, regulation, or an order of any court, tribunal or administrative body with jurisdiction, the Contractor must immediately notify the Project Authority and the Contracting Authority, in order to provide the Project Authority or the Contracting Authority with an opportunity to participate in any relevant proceedings.

5.13 Complaints

PHAC, Public Services and Procurement Canada (PSPC) and the Contractor each agree to notify the other immediately if a complaint is received under the Access to Information Act or the Privacy Act or other relevant legislation regarding the Personal Information. Each Party agrees to provide any necessary information to the other to assist in responding to the complaint and to inform the other immediately of the outcome of that complaint.

Appendix A – Glossary and Abbreviations

Term	Definition
Asymptomatic	When a disease exists without noticeable symptoms
CBSA	Canada Border Services Agency
Clinical Screening Officer	Clinical Screening Officers are trained health care professionals (such as nurses and paramedics), and are designated Screening Officers under the <i>Quarantine Act</i> . Delegated authorities for this new role are reflected in an Instrument of Delegation for the mandatory isolation Emergency Order. In addition to the Screening Officer powers authorized under the <i>Quarantine Act</i> , Clinical Screening Officers have the same powers as Quarantine Officers, with the exception of issuing orders. For example, they are authorized to respond to health-related questions, conduct health assessments, and determine whether a traveller has a suitable place in which to isolate (if symptomatic) or quarantine (if asymptomatic).
CNS Identified Representative	CNS Supervisor assigned to support Contractor with training, scheduling and liaison.
Designated Quarantine Sites (DQS)	Sites in which PHAC has set up a quarantine facility, such as in a hotel, to accommodate Travelers that cannot isolate at their home or do not have a credible quarantine plan. PHAC provides the Traveler at the site with accommodation and meals for those situations.
Designated Regional Contact	Regional Manager or Quarantine Officer associated with the Traveler at the Regional location.
Government Approved Accommodations (GAA)	Government Approved Accommodations (Hotels) that travelers must register in upon arrival into Canada for quarantine until negative test results are produced.
Nursing Resource	Registered Nurse
Screening Officer	Screening Officers have the authority to exercise all powers in the <i>Quarantine Act</i> specific to Screening Officers, and have been trained and designated to assist with COVID-19 screening of all Travelers upon entry into Canada. Their role includes referring Travelers who appear ill, or who have confirmed that they are ill or unwell, to Clinical Screening Officers or Quarantine Officers for assessment, and to provide compliance promotion information and mask kits (mask with instructions) to Travelers.
Quarantine Officer	PHAC may designate a person as a Quarantine Officer once a person has demonstrated they meet the minimum knowledge, skills, and ability acquired through training, experience and mentorship. This designation authorizes the Quarantine Officer to exercise all powers described in the <i>Quarantine Act</i> specific to Quarantine Officers, including the ability to conduct a health assessment, the power to require a Traveler to undergo a medical examination, the power to order a Traveler to comply with treatment or any other measure for preventing the introduction and spread of the communicable disease, the ability to disinfect a Traveler/baggage/place, the power to detain a Traveler under specified conditions, the power to transfer a Traveler to a public health authority, powers of inspection, the power to determine whether a Traveler has a suitable location in which to quarantine or isolate, the ability to compel the production of information, and the ability to exercise powers outside of Canada.

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Term	Definition
Symptomatic	When someone has the common symptoms associated with a disease or condition, they are considered symptomatic.
Traveler	Traveler means a person, including the operator of a conveyance, who arrives in Canada or is in the process of departing from Canada.

Appendix B – Ports of Entry (POEs)

Below is the expected list of POEs that may require support at the time of the bid solicitation. It is expected that additional POEs may be added during the duration of the Contract as identified at <https://www.cbsa-asfc.gc.ca/do-rb/menu-eng.html>

Ports of Entry	Airport/ Land	Hours of Operation
Vancouver (YVR)	Airport	24/7
Calgary (YYC)	Airport	24/7
Toronto Pearson (YYZ T1) Pearson (YYZ T3)	Airport	24/7
Montreal P. E. Trudeau (YUL)	Airport	24/7
Winnipeg Richardson (YWG)	Airport	24/7
Halifax Stanfield (YHZ)	Airport	24/7
Douglas, BC	Land	24/7
Pacific Highway, BC	Land	24/7
Aldergrove, BC	Land	0800-2400
Osoyoos, BC	Land	24/7
Coutts, AB	Land	24/7
Emerson, MB	Land	24/7
Sarnia, ON	Land	24/7
Windsor Tunnel, ON	Land	24/7
Ambassador, ON	Land	24/7
Queenston Bridge, ON	Land	24/7
Fort Erie, ON	Land	24/7
Niagara Falls, ON	Land	24/7
Landsdowne, ON	Land	24/7
Prescott, ON	Land	24/7
Fort Frances, ON	Land	24/7
Pigeon River, ON	Land	24/7
Sault Ste. Marie, ON	Land	24/7
St. Bernard-de-Lacolle, PQ	Land	24/7
Stanstead, PQ	Land	24/7
St.- Armand, QC	Land	24/7
St. Stephen, NB	Land	24/7
Edmunston, NB	Land	24/7
Woodstock, NB	Land	24/7
Edmonton (YEG)	Airport	24/7
Ottawa MCIA (YOW)	Airport	24/7
Billy Bishop – Toronto City (YTZ)	Airport	24/7
Quebec City J.L. (YQB)	Airport	24/7
Vancouver Harbour (CXH)	Airport	24/7

Appendix C – CNS Support Staff Streams & Training Requirements

Screening Officer	Clinical Screening Officer	Quarantine Officer (QO)
<p>This program is for Screening Officers (non-medical) assigned at points of entry or at the Central Notification System. It focuses on learning to assess a traveler’s ability to meet the requirements for quarantine, to educate Travelers on quarantine requirements and to triage Travelers who require referral to a Clinical Screening Officer or Quarantine Officer. It includes practicing the response to Travelers and learning about the completion of documentation requirements.</p> <p>Approximate time to complete on-line self-paced training and exam: 22-24 hours.</p>	<p>This program is for Clinical Screening Officers (health care professionals). It focuses on learning to perform health assessment at the border, to educate Travelers on quarantine and isolation requirements, to assess a Traveler’s ability to meet the requirements for quarantine or isolation including in situations where a vulnerable person is present at the place of quarantine or isolation, and to triage Travelers who require a referral to a Quarantine Officer.</p> <p>Approximate time to complete on-line, self-paced training and exam: 32-34 hours.</p>	<p>This program is for Quarantine Officer (nurses or doctors). Quarantine Officers work with PHAC partners, local health authorities, law enforcement and other stakeholders to protect public health by doing health assessments and risk assessments on Travelers at border points of entry. They take measures such as ordering Travelers to undergo medical exams, ordering people to report to local health authorities and in some cases arrest and detain Travelers to ensure public safety.</p> <p>Approximate time to complete on-line, self-paced training and exam: 35-40 hours.</p>

ANNEX “B”

BASIS OF PAYMENT

1.0 Professional Fees

During the period of the Contract, including any exercised option periods, for Work performed in accordance with the Contract, the Contractor will be paid as specified below.

1.1 Regular and Stand-by Hourly Costs

The Contractor will be paid the all-inclusive firm hourly rates for Regular and Stand-by Work as follows:

Resource Category	Firm all-inclusive hourly rate				
	Initial Contract Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
Registered Nurse – Clinical Screening Officer	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Registered Nurse – Quarantine Officer*	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Screening Officer	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

** The Contractor will be permitted to charge the Quarantine Officer rate only for Registered Nurses who have completed additional training to become designated as Quarantine Officers under the Quarantine Act in order to perform additional duties. Whether or not a Registered Nurse receives training to become designated as a Quarantine Officer is at the sole discretion of PHAC.*

The Contractor will be paid in accordance with the firm all-inclusive hourly rates identified above and will form part of any resulting Task Authorization.

The firm all-inclusive per diem rates include the cost of labour, fringe benefits, general and administrative expenses, overhead, profit and the like, excepting only applicable taxes. All expenses reasonably and properly incurred for the provision of the services in accordance with the Contract (i.e. project office space [including Contractor’s hardware and software], word processing, work estimates, photocopying, courier and telephone charges, local travel and the like) are included in the firm all-inclusive hourly rates identified herein, and will not be permitted as direct charges under the Contract. The Contractor is not permitted to charge hourly rates to prepare work estimates or Task Authorizations.

Stand-by: The Contractor may be required to provide resources to be available for work on stand-by. Stand-by duty is when Canada pays for a contractor to be available between certain hours to either be called or to come into work, if required. For each person on stand-by duty, one half (1/2) hour may be invoiced at the Contractor’s firm all-inclusive hourly rate for each block of four (4) hours on call or part thereof. Resources committing to stand-by duty must be available during their period of stand-by at a known telephone number and be readily able to return for duty as quickly as possible, if called. No stand-by duty payment shall be granted if the Contractors designated stand by person(s) is unable to report for duty when required.

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If the Contractor's designated stand-by individual reports to work on-site, a minimum of three (3) hours may be invoiced as well as any time worked that exceeds the minimum. For example, resources on-call from 8:30 to 17:30 (9 hours) may invoice 1.5 hours. If they spend two (2) hours working on the phone or remotely, they would bill one (1) hours of stand-by for the seven (7) hours and two (2) hours of work-time. Stand-by time and work time cannot overlap.

2.0 Travel and Living Expenses

Travel and living expenses will only be reimbursed under exceptional circumstances at Canada's sole discretion.

Travel and living expenses will not be reimbursed for in-person meetings for general and regular communication and collaboration between the Contractor and PHAC staff.

In the event that the payment of travel and living expenses is approved by Canada, the Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, and private vehicle allowances specified in Appendices B, C and D of the [National Joint Council Travel Directive](#), and with the other provisions of the directive referring to "travellers", rather than those referring to "employees". Canada will not pay the Contractor any incidental expense allowance for authorized travel.

All travel subject to payment of travel and living expenses by Canada must have the prior authorization of the Project Authority.

All payments are subject to government audit.

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ANNEX "C"

SECURITY REQUIREMENTS CHECK LIST



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

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

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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 Yes
Non Oui
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? No Yes
Non Oui
Short Title(s) of material / Titre(s) abrégé(s) du matériel :
Document Number / Numéro du document :

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

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

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

Special comments:
Commentaires spéciaux : _____

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

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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

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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	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens Production		<input checked="" type="checkbox"/>														
IT Media / Support TI		<input checked="" type="checkbox"/>														
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED? No Yes
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED? No Yes
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

ANNEX "D"

INSURANCE REQUIREMENTS

1. Commercial General Liability Insurance

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

2. 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.
4. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority 30 days written notice of cancellation.

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H1020-204062/A
Client Ref. No. - N° de réf. du client
H1020-204062

Amd. No. - N° de la modif.
File No. - N° du dossier
007xs.H1020-204062

Buyer ID - Id de l'acheteur
007xs
CCC No./N° CCC - FMS No./N° VME

ANNEX "E"

TASK AUTHORIZATION FORM



TASK AUTHORIZATION FORM FORMULAIRE D'AUTORISATION DE TÂCHES

PART 1 (completed by the Technical/Project Authority) / PARTIE 1 (complété par le Responsable technique / Chargé du projet)

A. General Information / Informations générales

Contract Number / Numéro du contrat :

Contractor Name / Nom du Contracteur :

Task Authorization (TA) No. / N° de l'autorisation de tâches (AT) :	Commitment No. / N° de l'engagement :	Financial Coding / Code financier :	Date of Issuance / Date d'émission :	Response required by / Réponse requise par :
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

B. For Amendments Only / Aux fins de modification seulement

Amendment No. / N° de la modification :

Reason for the Amendment / Raison pour la modification :

C. TA Requirements / Exigences relatives à l'AT

Required Resource(s) / Ressource(s) requise(s)

Category / Catégorie	Level / Niveau	Estimated Level of Effort (days) / Niveau d'effort estimatif (jours)	Linguistic Profile / Profile linguistique	Required Level(s) of Security / Niveau(x) de sécurité requis

Statement of Work (tasks, deliverables, reports, etc.) / Énoncé des travaux (tâches, livrables, rapports, etc.)

Period of Services / Période de service:

Initial Start Date / Date de début initiale : Initial End Date / Date de fin initiale :

Extended End Date (See Reason for the Amendment) / Date de fin prolongée (voir Raison pour la modification) :

Option To Extend Initial End Date / Option pour prolonger la date de fin initiale

Travel Requirement(s) / Exigence(s) de voyage :

Work Location(s) / Lieu(x) de travail :

PART 2 (completed by the Contractor and/or the Technical/Project Authority) / PARTIE 2 (complété par le Contracteur et/ou le Responsable technique / Chargé du projet)

A. Contractor Resource(s) / Ressource(s) du Contracteur
Note: once approved, only the following resources may provide services under this TA. / Nota : une fois approuvée, seules les ressources suivantes peuvent fournir des services sous la présente AT.

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Amd. No. - N° de la modif.
File No. - N° du dossier
007xs.H1020-204062

Buyer ID - Id de l'acheteur
007xs
CCC No./N° CCC - FMS No./N° VME



TASK AUTHORIZATION FORM FORMULAIRE D'AUTORISATION DE TÂCHES

Name / Nom	Category / Catégorie	Level / Niveau	Linguistic Profile / Profil linguistique	Level of Security / Niveau de sécurité	PWGSC Security File No. / N° du dossier de sécurité TPSGC
+					
-					

B. Estimated Cost / Coût estimatif

Category / Catégorie	Level / Niveau	Per Diem Rate / Taux journalier	Estimated Level of Effort (days) / Niveau d'effort estimatif (jours)	Total Cost / Coût estimatif
Estimated Cost / Coût estimatif				
Total Estimated Travel and Living Cost / Estimé des frais de déplacement et de subsistance				\$0.00
Tax rate applied / Taux d'imposition appliqué (%)	14.975	Applicable Taxes / Taxes applicables		\$0.00
Total Estimated Cost / Coût total estimatif				\$0.00

PART 3 - TA APPROVAL BY CANADA / PARTIE 3 - APPROBATION DE L'AT PAR LE CANADA

By signing this TA, the authorized client authority and/or the PWGSC Contracting Authority certify (ies) that the content of this TA is in accordance with the conditions of the Contract. En apposant sa signature sur l'AT, le client autorisé et/ou l'autorité contractante de TPSGC atteste (nt) que le contenu de cette AT est conforme aux conditions du contrat.

The client's authorization limit is _____ . When the value of a TA and its amendments (including GST/HST) is in excess of this limit, the TA must be signed by the authorized client and forwarded to the PWGSC Contracting Authority for authorization.

La limite d'autorisation du client est _____. Lorsque la valeur de l'AT et ses modifications (incluant la TPS/TVH) dépasse cette limite, l'AT doit être signée par le client autorisé et transmise à l'autorité contractante de TPSGC pour autorisation.

Name of Authorized Client / Nom du client autorisé _____ Date _____

Name of Contracting Authority / Nom de l'autorité contractante _____ Date _____

Signature _____

Signature _____

PART 4 - CONTRACTOR SIGNATURE / PARTIE 4 - SIGNATURE DU CONTRACTEUR

Name and Title of individual authorized to sign on behalf of the Contractor / Nom et titre de la personne autorisée à signer au nom de l'entrepreneur _____

Signature _____ Date _____