



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

Bid Receiving - PWGSC / Réception des  
soumissions - TPSGC  
11 Laurier St. / 11, rue Laurier  
Place du Portage , Phase III  
Core 0B2 / Noyau 0B2  
Gatineau, Québec K1A 0S5  
Bid Fax: (819) 997-9776

**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**

<b>Title - Sujet</b> Nutrition North Canada Food Subsidy	
<b>Solicitation No. - N° de l'invitation</b> A7101-194661/A	<b>Date</b> 2021-03-22
<b>Client Reference No. - N° de référence du client</b> A7101-194661	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZG-428-39234	
<b>File No. - N° de dossier</b> 428zg.A7101-194661	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> Eastern Daylight Saving Time EDT <b>on - le 2021-05-03</b> Heure Avancée de l'Est HAE	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Fournel, Karine	<b>Buyer Id - Id de l'acheteur</b> 428zg
<b>Telephone No. - N° de téléphone</b> (613) 858-8698 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> INDIGENOUS AND NORTHERN AFFAIRS CANADA 14TH FL., ROOM 1427B 25 EDDY STREET GATINEAU Quebec K1A0H4 Canada	

**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 Management and Consulting Services Division /  
Division des services de gestion des affaires et de  
consultation  
Terrasses de la Chaudière 5th Floor  
Terrasses de la Chaudière 5e étage  
10 Wellington Street  
10, rue Wellington  
Gatineau  
Québec  
K1A 0S5

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

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## TITLE

Bid solicitation A7101-194661 for the provision of the following professional services: **Nutrition North Canada Food Subsidy Claims Processing Support Services - Crown-Indigenous Relations and Northern Affairs Canada.**

## PART 1 – GENERAL INFORMATION

### 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 Attachments include Pricing Schedule, Technical Criteria, Certifications Precedent to Contract Award.

The Annexes include the Statement of Work and Basis of Payment

### 1.2 Summary

PSPC has a requirement for the Crown-Indigenous Relations and Northern Affairs Canada (CIRNAC) to establish a Contract with a qualified Claims Processor to verify claims made for the Nutrition North Canada (NNC) subsidy, provide related support services (including all initial set-up, training and Recipient assistance) and support food subsidy information collection, retention, and required reporting from the claims and supporting invoices, waybills, manifest documents, road shipping receipts, or packing lists and any other related shipment documents, for use by CIRNAC in performance measurement, forecasting and planning activities related to the NNC program.

The Claims processor will also be required to provide access to an online portal where program recipients can submit their claims on a monthly basis.

The period of the Contract will be for five (5) years from date of Contract with an irrevocable option to extend the period of the Contract by two (2) additional one (1) year periods plus a two (2) month transition period under the same terms and conditions.

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### **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.

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## 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 3.a) of Section 01, Integrity Provisions - Bid, of Standard Instructions: 2003 incorporated by reference above is deleted in its entirety and replaced with the following:

Subsection 4 of Section 05, Submission of Bids, of Standard Instructions 2003 incorporated by reference above, is amended as follows:

Delete: 60 days

Insert: 120 calendar 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 on page 1 of the bid solicitation.

**Note:** For bidders needing to register with epost Connect the email address is: [tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca](mailto:tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca).

**Interested Bidders must register a few days prior to solicitation closing date.**

**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.

#### 1. Facsimile

- a. Unless specified otherwise in the bid solicitation, bids may be submitted by facsimile.
  - i. PWGSC, National Capital Region: The only acceptable facsimile number for responses to bid solicitations issued by PWGSC headquarters is 819-997-9776 or, if applicable, the facsimile number identified in the bid solicitation.
  - ii. PWGSC regional offices: The facsimile number for responses to bid solicitations issued by PWGSC regional offices is identified in the bid solicitation.
- b. For bids transmitted by facsimile, Canada will not be responsible for any failure attributable to the transmission or receipt of the faxed bid including, but not limited to, the following:
  - i. receipt of garbled, corrupted or incomplete bid;
  - ii. availability or condition of the receiving facsimile equipment;
  - iii. incompatibility between the sending and receiving equipment;
  - iv. delay in transmission or receipt of the bid;
  - v. failure of the Bidder to properly identify the bid;
  - vi. illegibility of the bid; or
  - vii. security of bid data.
- c. A bid transmitted by facsimile constitutes the formal bid of the Bidder and must be submitted in accordance with section 05.

2. epost Connect

- a. Unless specified otherwise in the bid solicitation, bids may be submitted by using the [epost Connect service](#) provided by Canada Post Corporation.
  - i. PWGSC, National Capital Region: The only acceptable email address to use with epost Connect for responses to bid solicitations issued by PWGSC headquarters is: [tpsgc.dgareceptiondessoumissions-abbidReceiving.pwgsc@tpsgc-pwgsc.gc.ca](mailto:tpsgc.dgareceptiondessoumissions-abbidReceiving.pwgsc@tpsgc-pwgsc.gc.ca), or, if applicable, the email address identified in the bid solicitation.
  - ii. PWGSC regional offices: The only acceptable email address to use with epost Connect for responses to bid solicitations issued by PWGSC regional offices is identified in the bid solicitation.
- b. To submit a bid using epost Connect service, the Bidder must either:
  - i. send directly its bid only to the specified PWGSC Bid Receiving Unit, using its own licensing agreement for epost Connect provided by Canada Post Corporation; or
  - ii. send as early as possible, and in any case, at least six business days prior to the solicitation closing date and time, (in order to ensure a response), an email that includes the bid solicitation number to the specified PWGSC Bid Receiving Unit requesting to open an epost Connect conversation. Requests to open an epost Connect conversation received after that time may not be answered.
- c. If the Bidder sends an email requesting epost Connect service to the specified Bid Receiving Unit in the bid solicitation, an officer of the Bid Receiving Unit will then initiate an epost Connect conversation. The epost Connect conversation will create an email notification from Canada Post Corporation prompting the Bidder to access and action the message within the conversation. The Bidder will then be able to transmit its bid afterward at any time prior to the solicitation closing date and time.
- d. If the Bidder is using its own licensing agreement to send its bid, the Bidder must keep the epost Connect conversation open until at least 30 business days after the solicitation closing date and time.
- e. The bid solicitation number should be identified in the epost Connect message field of all electronic transfers.
- f. It should be noted that the use of epost Connect service requires a Canadian mailing address. Should a bidder not have a Canadian mailing address, they may use the Bid Receiving Unit address specified in the solicitation in order to register for the epost Connect service.
- g. For bids transmitted by epost Connect service, Canada will not be responsible for any failure attributable to the transmission or receipt of the bid including, but not limited to, the following:
  - i. receipt of a garbled, corrupted or incomplete bid;
  - ii. availability or condition of the epost Connect service;
  - iii. incompatibility between the sending and receiving equipment;
  - iv. delay in transmission or receipt of the bid;
  - v. failure of the Bidder to properly identify the bid;
  - vi. illegibility of the bid;
  - vii. security of bid data; or,
  - viii. inability to create an electronic conversation through the epost Connect service.
- h. The Bid Receiving Unit will send an acknowledgement of the receipt of bid document(s) via the epost Connect conversation, regardless of whether the conversation was initiated by the supplier using its own license or the Bid Receiving Unit. This acknowledgement will confirm only the receipt of bid document(s) and will not confirm if the attachments may be opened nor if the content is readable.
- i. Bidders must ensure that that they are using the correct email address for the Bid Receiving Unit when initiating a conversation in epost Connect or communicating with the Bid Receiving Unit and should not rely on the accuracy of copying and pasting the email address into the epost Connect system.
- j. A bid transmitted by epost Connect service constitutes the formal bid of the Bidder and must be submitted in accordance with section 05.

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

2.2.1 Confidential Information for Bidding

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In order to prepare a bid in response to the bid solicitation, suppliers must have access to information that is confidential or proprietary to Canada or a third party. It is a condition of the bid solicitation that bidders sign a Confidentiality Agreement substantially in the form set out in Attachment 1 to Part 2, Confidentiality Agreement, before being given access to such information.

The Supplier must submit a signed confidentiality agreement, substantially in the form set out below, before being given access to the bid solicitation, as it contains information that is confidential or proprietary to Canada or a third party.

### 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 FPS, bidders must provide in writing before contract award for each question below, the answer and, as applicable, the information required.

If the Contracting Authority has not received the answer to the question and, as applicable, the information required by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the answer and, as applicable, the information required. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

#### Definitions

For the purposes of this clause,

"former public servant" is any former member of a department as defined in the [Financial Administration Act](#), R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the

Royal Canadian Mounted Police. A former public servant may be:

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

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

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

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

As per the above definitions, is the Bidder a FPS in receipt of a pension?

Yes ( ) No ( )

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

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

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

### Work Force Adjustment Directive

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

Yes ( ) No ( )

If so, the Bidder must provide the following information:

- 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; and
- g) number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000.00, including Applicable Taxes.

### 2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than **seven (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.

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## 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 **seven (7) days** before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

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## ATTACHMENT 1 TO PART 2, CONFIDENTIALITY AGREEMENT

TO: HER MAJESTY THE QUEEN IN RIGHT OF CANADA ("CANADA"), AS REPRESENTED  
BY THE MINISTER OF PUBLIC WORKS AND GOVERNMENT SERVICES

The description of the requirement of bid solicitation No. \_\_\_\_\_ contains information that is confidential or proprietary to Canada or to a third party (the Confidential Information) that is not to be disclosed or used in any way other than as set out below.

Insert the Supplier's legal name: \_\_\_\_\_ (the Supplier) agrees that:

- (a) it must not, without first obtaining the written permission of the Contracting Authority, disclose to anyone, other than an employee or a proposed subcontractor with a need to know, the Confidential Information;
- (b) it must not make copies of the Confidential Information or use it for any purpose other than for the preparation of a bid in response to the bid solicitation identified above; and
- (c) at close or early termination of the bid period, it must immediately deliver the Confidential Information to the Contracting Authority as well as every draft, working paper and note that contains any information related to the Confidential Information.

The Supplier must require any proposed subcontractor referred to in (a) above to execute a Confidentiality Agreement on the same conditions as those contained in this agreement.

The Supplier acknowledges and agrees that it will be liable for any and all claims, loss, damages, costs, or expenses incurred or suffered by Canada caused by the failure of the Supplier, or by anyone to whom the Supplier discloses the Confidential Information to comply with these conditions.

Nothing in this Confidentiality Agreement should be construed as limiting the Supplier's right to disclose any information to the extent that such information:

- (a) is or becomes in the public domain through no fault of the Supplier or any proposed subcontractor;
- (b) is or becomes known to the Supplier from a source other than Canada, except any source that is known to the Supplier to be under an obligation to Canada not to disclose the information;
- (c) is independently developed by the Supplier; or
- (d) is disclosed under compulsion of a legislative requirement or any order of a court or other tribunal having jurisdiction.

Insert the Supplier's legal name:

\_\_\_\_\_  
Supplier's legal name

\_\_\_\_\_  
Signed by its authorized representative

\_\_\_\_\_  
Date

## PART 3 – BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

#### (a) Epost Connect Bid Submission

- (i) Canada requires that the Bidder submit their electronic bid 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.
- (ii) The bid must be gathered per section and separated as follows:
  - (A) Section I: Technical Bid
  - (B) Section II: Financial Bid
  - (C) Section III: Certifications
- (iii) Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

For further information please refer to article 08 - Transmission by facsimile or by epost Connect at <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/25#transmission-by-facsimile>

#### Section I: Technical Bid

In their technical bid, bidders should demonstrate and describe in a thorough, concise and clear manner and in sufficient depth how it meets 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.

Part 4, Evaluation Procedures, contains additional instructions that bidders should consider when preparing their technical bid.

#### Section II: Financial Bid

- A. Bidders must submit their financial bid in Canadian funds and in accordance with the pricing schedule detailed in Attachment 1 to Part 3.
- B. Bidders must submit their prices FOB destination; Canadian customs duties and excise taxes included, as applicable; and Applicable Taxes excluded.
- C. When preparing their financial bid, Bidders should review clause 4.1.3, Financial Evaluation, of Part 4 of the bid solicitation; and article 7.6, Payment, of Part 7 of the bid solicitation.

Bidders should include the following information in their financial bid:

1. Their legal name;
2. Their Procurement Business Number (PBN); and
3. The name of the contact person (including this person's mailing address, phone and facsimile numbers and email address) authorized by the Bidder to enter into communications with Canada with regards to:
  - a. their bid; and
  - b. any contract that may result from their bid.

#### D. SACC Manual Clauses

C3011T (2013-11-06) Exchange Rate Fluctuation

#### E. Electronic Payment of Invoices - Bid

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Canada requests that bidders:

1. select option 1 or, as applicable, option 2 below; and
2. include the selected option in Section II of their bid.

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

**Option 1:**

The Bidder accepts to be paid by 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)

**Option 2:**

- The Bidder does not accept to be paid by Electronic Payment Instruments.

**Section III: Certifications**

In Section III of their bid, bidders should provide the certifications required under Part 5 and, as applicable, any associated additional information.

**Section IV: Additional Information**

In Section IV of their bid, bidders should provide:

1. their legal name;
2. their Procurement Business Number (PBN);
3. the name of the contact person (provide also this person's mailing address, phone and facsimile numbers and email address) authorized by the Bidder to enter into communications with Canada with regards to their bid, and any contract that may result from their bid;
4. for Part 2, article 2.3, Former Public Servant, of the bid solicitation: the required answer to each question; and, if the answer is yes, the required information;
5. for Part 6, article 6.1, Security Requirement, of the bid solicitation:
  - a) for each individual who will require access to classified or protected information, assets or sensitive work sites:
    - 1) the name of the individual;
    - 2) the date of birth of the individual; and
    - 3) if available, information confirming the individual meets the security requirement as indicated in Part 7 - Resulting Contract Clauses;

and

- b) for each proposed location of work performance or document safeguarding, the address containing the information below.

Address:

Street Number / Street Name, Unit / Suite / Apartment Number

City, Province, Territory / State

Postal Code / Zip Code

Country

### ATTACHMENT 1 TO PART 3, PRICING SCHEDULE

The inclusion of volumetric data in this document does not represent a commitment by Canada that Canada's future usage of the services described in the bid solicitation will be consistent with this data.

The Bidder should complete this pricing schedule and include it in its financial bid. As a minimum, the Bidder must respond to this pricing schedule by inserting in its financial bid for each of the periods specified below its quoted all-inclusive fixed rate (in Cdn \$) for the categories identified.

The rates specified below, when quoted by the Bidder, include the total estimated cost of all travel and living expenses that may need to be incurred for:

- a) work described in Part 7, Resulting Contract Clauses, of this bid solicitation required to be performed within the National Capital Region (NCR). The NCR is defined in the National Capital Act, R.S.C. 1985, c. N-4, S.2. The National Capital Act is available on the Justice Website (<http://laws.justice.gc.ca/eng/acts/N-4/>) ;
- b) travel between the successful bidder's place of business and the NCR; and the relocation of resources to satisfy the terms of any resulting contract. These expenses cannot be charged directly and separately from the fees to any contract that may result from the bid solicitation.

#### Calculation of the Bidder's evaluated responsive bid (Pi)

The Bidder's proposed prices (including firm fixed costs, per unit (i.e. claim line) rates and per diem rates) within the Bidder's Financial Proposal, provided in accordance with the Basis of Payment, Annex "B" (as verified by the Contracting Authority) for the entire period of the Contract including the Option Period(s), will be utilized to derive the evaluated price (P) of each responsive bid (i) (Pi) for each compliant Bidder, for evaluation purposes only, as calculated within Table 1 below:

TABLE 1: Bidder Pi

TABLE A: Bidder Total Assessed Pi Calculation				
Item	Description of Cost Item	Bidder Price (\$CAD)	Multiplier *	Total Price for Evaluation Purposes (\$CAD)
(i)	Price for Deliverable 1 Fixed Cost (from Table 1 of the Fee Schedule)	\$ _____	N/A	\$ _____
(ii)	Price of Deliverable 2 Fixed Cost (from Table 2 of the Fee Schedule)	\$ _____	N/A	\$ _____
(iii)	Price of Deliverable 4 Fixed Cost (from Table 3 of the Fee Schedule)	\$ _____	N/A	\$ _____
(iv)	Price of Total Annual Yearly Operations and Support Cost (from Table 4 of the Fee Schedule)	\$ _____/year	5 years	\$ _____
(v)	Price Per Line Fee (from Table 5 of the Fee Schedule)	\$ _____/ line	6,000 lines/month x 60 months	\$ _____
Bidder's Pi **				\$ _____

\* Values used are for the purposes of establishing the Bidder's Total Assessed Price for the Financial Evaluation ONLY. Any actual payment values will be as a result of services rendered and invoices submitted by the Contractor.

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\*\* Bidder's Pi is calculated as the sum of all the Bidder's prices [as provided within the respective tables in the Basis of Payment, Annex "B", and reproduced herein] adjusted by the provided multiplier value, to result in the Pi for the purposes of establishing a Pi for each Bidder.

### **Formula in Pricing Tables**

If the pricing tables provided to bidders include any formulae, Canada may re-input the prices provided by bidders into a fresh table, if Canada believes that the formulae may no longer be functioning properly in the version submitted by a bidder.

## **PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **4.1 Evaluation Procedures**

Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.

An evaluation team composed of representatives of Canada will evaluate the bids.

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 General**

- (a) Canada will conduct the Phased Bid Compliance Process (PBCP) described below for this requirement ONLY if Canada receives 4 or fewer Bids by the bid solicitation closing date.
- (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 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 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 or decrease 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 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 Technical Evaluation**

#### **4.1.2.1 Joint Venture Experience**

- a) Where the Bidder is a joint venture with existing experience as that joint venture, it may submit the experience that it has obtained as that joint venture.

Example: A bidder is a joint venture consisting of members L and O. A bid solicitation requires that the bidder demonstrate experience providing maintenance and help desk services for a period of 24 months to a customer with at least 10,000 users. As a joint venture (consisting of members L and O), the bidder has previously done the work. This bidder can use this experience to meet the requirement. If member L obtained this experience while in a joint venture with a third party N,

however, that experience cannot be used because the third party N is not part of the joint venture that is bidding.

- b) A joint venture bidder may rely on the experience of one of its members to meet any given technical criterion of this bid solicitation.

Example: A bidder is a joint venture consisting of members X, Y and Z. If a solicitation requires: (a) that the bidder have 3 years of experience providing maintenance service, and (b) that the bidder have 2 years of experience integrating hardware with complex networks, then each of these two requirements can be met by a different member of the joint venture. However, for a single criterion, such as the requirement for 3 years of experience providing maintenance services, the bidder cannot indicate that each of members X, Y and Z has one year of experience, totaling 3 years. Such a response would be declared non-responsive.

- c) Joint venture members cannot pool their abilities with other joint venture members to satisfy a single technical criterion of this bid solicitation. However, a joint venture member can pool its individual experience with the experience of the joint venture itself. Wherever substantiation of a criterion is required, the Bidder is requested to indicate which joint venture member satisfies the requirement. If the Bidder has not identified which joint venture member satisfies the requirement, the Contracting Authority will provide an opportunity to the Bidder to submit this information during the evaluation period. If the Bidder does not submitted this information within the period set by the Contracting Authority, its bid will be declared non-responsive.

Example: A bidder is a joint venture consisting of members A and B. If a bid solicitation requires that the bidder demonstrate experience providing resources for a minimum number of 100 billable days, the bidder may demonstrate that experience by submitting either:

- o Contracts all signed by A;
- o Contracts all signed by B; or
- o Contracts all signed by A and B in joint venture, or
- o Contracts signed by A and contracts signed by A and B in joint venture, or
- o Contracts signed by B and contracts signed by A and B in joint venture.

that show in total 100 billable days.

- d) Any Bidder with questions regarding the way in which a joint venture bid will be evaluated should raise such questions through the Enquiries process as early as possible during the bid solicitation period.

#### **4.1.2.2 Mandatory Technical Criteria**

Refer to Attachment 1 to Part 4.

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

#### **4.1.2.3 Point Rated Technical Criteria**

Refer to Attachment 1 to Part 4. Point-rated technical criteria not addressed will be given a score of zero.

#### **4.1.3 Financial Evaluation**

- 4.1.3.1** For bid evaluation and Contractor selection purposes only, the evaluated price of a bid will be determined in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.

#### **4.1.3.2 Mandatory Financial Criteria**

Refer to Attachment 1 to Part 4.

## 4.2 Basis of Selection

### 4.2.1. Basis of Selection – Highest Combined Rating of Technical Merit (70%) and Price (30%)

4.2.1.1 To be declared responsive, a bid must:

- (a) comply with all the requirements of the bid solicitation;
- (b) meet all the mandatory evaluation criteria; and
- (c) obtain the required minimum number of points specified in Attachment 1 to Part 4 for the point rated technical criteria.

4.2.1.2 Bids not meeting 4.2.1.1 (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid obtaining the highest number of points nor the one with the lowest evaluated price will necessarily be accepted.

4.2.1.3 The lowest evaluated price (LP) of all responsive bids will be identified and a pricing score (PS), determined as follows, will be allocated to each responsive bid (i):  $PS_i = LP / P_i \times 30$ .  $P_i$  is the evaluated price (P) of each responsive bid (i).

4.2.1.4 A technical merit score (TMS), determined as follows, will be allocated to each responsive bid (i):  $TMS_i = OS_i \times 70$ .  $OS_i$  is the overall score (OS) obtained by each responsive bid (i) for all the point rated technical criteria specified in Attachment 1 to Part 4, determined as follows: total number of points obtained / maximum number of points available.

4.2.1.5 The combined rating (CR) of technical merit and price of each responsive bid (i) will be determined as follows:  $CR_i = PS_i + TMS_i$ .

4.2.1.6 The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract. In the event two or more responsive bids have the same highest combined rating of technical merit and price, the responsive bid that obtained the highest overall score for all the point rated technical criteria detailed in Attachment 1 to Part 4 will be recommended for award of a contract.

4.2.1.7 The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 70/30 ratio of the technical merit and price, respectively.

<b>Basis of Selection – Highest Combined Rating of Technical Merit (70%) and Price (30%)</b>			
<b>Bidder</b>	<b>Bidder 1</b>	<b>Bidder 2</b>	<b>Bidder 3</b>
<b>Overall Score for All the Point Rated Technical Criteria</b>	OS1: 120/135	OS2: 98/135	OS3: 82/135
<b>Bid Evaluated Price</b>	P1: C\$60,000	P2: C\$55,000	<b>LP</b> and P3: C\$50,000
<b>Calculations</b>	<b>Technical Merit Score (OS<sub>i</sub> x 70)</b>	<b>Pricing Score (LP/P<sub>i</sub> x 30)</b>	<b>Combined Rating</b>
Bidder 1	120/135 x 70 = 62.22	50/60 x 30 = 25.00	87.22
Bidder 2	98/135 x 70 = 50.81	50/55 x 30 = 27.27	78.08

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Bidder 3	82/135 x 70 = 42.52	50/50 x 30 = 30.00	72.52
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## ATTACHMENT 1 TO PART 4, TECHNICAL CRITERIA AND FINANCIAL CRITERIA

### Mandatory Technical Criteria

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Bids which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

Each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. All elements of the bid solicitation that are mandatory requirements are identified specifically with the words “must” or “mandatory”. Bids that do not comply with each and every mandatory requirement will be considered non-responsive and be disqualified.

<b>Mandatory Technical Criteria (MT)</b>		
For the purpose of the mandatory technical criteria specified below the experience of the Bidder and its subcontractors, affiliates and suppliers will be considered.		
<b>CORPORATE</b>		
Number	Mandatory Technical Criterion	Cross Reference to Proposal / Resume
<b>NOTE:</b> Each project <b>MUST</b> have taken place during the period specified in each criteria and calculated as of the closing date of this Request for Proposal.		
<b>MT1</b>	<p>The Bidder <b>MUST</b> provide a corporate profile demonstrating:</p> <ul style="list-style-type: none"> <li><b>1.1</b> The full legal name of the entity submitting the Proposal and identification of all parties to the Proposal, including, as applicable, all joint venture or consortia members, partners or subcontractors;</li> <li><b>1.2</b> That the Bidder has been in business in the provision of Claims Processing services for the past five (5) years, at a minimum;</li> <li><b>1.3</b> An organizational chart and brief description of the Bidder’s management structure as it relates to this requirement, including decision-making processes, accountabilities and reporting relationships between the Bidder’s operating divisions; and</li> <li><b>1.4</b> A brief discussion of the Bidder’s Business Continuity Plan (BCP) as it relates to both internal IT-systems and business process continuity.</li> </ul>	
<b>MT2</b>	<p>The Bidder <b>MUST</b> provide two (2) distinct and unrelated project summaries describing its experience that is comparable to the requirements for claims processing support stated in the SOW for implementation, training, operation, and support.</p> <p>For proposals submitted as a joint venture or consortia members, partners or subcontractors, the combined experience of the Parties will be considered in the evaluation of the experience of the Bidder.</p>	

	<p><b>2.1</b> Each project <b>MUST</b> have taken place during the past five (5) years, calculated as of the closing date of this Request for Proposal. Projects may be on-going.</p> <p><b>2.2</b> Projects provided <b>MUST</b> have included at a minimum all of the following Service Elements:</p> <ul style="list-style-type: none"><li>a) Claims Processing and Adjudication;</li><li>b) Call Centre and/or Service desk;</li><li>c) User Training delivery; and</li><li>d) Training or Communications Materials development and delivery.</li></ul> <p><b>2.3</b> Projects provided <b>MUST</b> each be valued at \$750,000.00 or greater (to the Contractor).</p> <p><b>2.4</b> Within each project summary provided, the Bidder <b>MUST</b> indicate the following:</p> <ul style="list-style-type: none"><li>a) The name of the client organization;</li><li>b) Project duration, including start and finish dates (dates should be identified by month and year – for example March 2004 – February 2007);</li><li>c) A brief description of the type and scope of services provided (such as requirements definition, process design, transition and data migration, adjudication and follow-up audit, training, and support);</li><li>d) The number of claimants supported and the average size of the claims processed (in terms of number of individual claim line items); and</li><li>e) Name, title, and valid contact information (a telephone number or e-mail) of a Client Reference within the client organization who possessed oversight or approval authority over the Bidder's work for the cited project.<ul style="list-style-type: none"><li>i. The named individual identified as a project Client Reference <b>MUST</b> be a resource affiliated with the identified client organization to which the work was delivered, and not a member or affiliate of the Bidder's organization or Joint Venture Partner organization, or of a sub-Contractor of the Bidder.</li></ul></li></ul> <p>The named individual identified as a project Client Reference <b>MUST</b> have held a position of authority within the client organization for the work undertaken by the Bidder in relation to the referenced project.</p>	
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<p><b>MT3</b></p>	<p><b><u>Claims Processing Services</u></b></p> <p><b>3.1</b> The Bidder <b>MUST</b> provide a description of the Bidder's claims processing and reporting abilities, including the following information at a minimum:</p> <ul style="list-style-type: none"> <li>a) The Bidder's ability to adapt its existing internal tools and business processes to meet CIRNAC's requirements for verification of the Nutrition North Canada (NNC) Food Subsidy Claims within fifty (50) working days after Contract Award;</li> <li>b) The Bidder's ability to update and maintain operational currency of its internal and Claim- ant-available tools, given the requirement to regularly update various claim eligibility factors, as described in the SoW;</li> <li>c) The Bidder's ability to accept and process hardcopy claim forms;</li> <li>d) The Bidder's ability to accept Claimant electronic data files containing claim form information;</li> <li>e) The Bidder's ability to develop custom outputs and reports, based on input information;</li> </ul> <p><b>3.2</b> The Bidder's ability to allow a Claimant (user) to prepare and submit NNC Food Subsidy Claims forms in either of Canada's Official Languages (English and French), as selected by the user.</p> <p>The Bidder <b>MUST</b> describe its typical turn-around time in working days for processing a submitted claim that is similar in type or format and complexity to that described within the SOW.</p>	
<p><b>MT4</b></p>	<p><b><u>Project Plan and Work Breakdown</u></b></p> <p><b>4.1</b> The Bidder <b>MUST</b> provide a proposed Project Plan and Work Breakdown for undertaking the work required for Deliverable 1 through to the end of the first quarter of Deliverable 3 (i.e. three months), as described in section 6.0 of the SOW (in accordance with the deliverables and milestone dates indicated in section 7.0).</p> <p><b>4.2</b> The Project Plan and Work Breakdown <b>MUST</b> be accompanied by a narrative which explains the overarching rationale and provides descriptive text for each major activity and milestone, outlining the Bidder's anticipated resource allocation, level of effort and timeline to complete the work.</p> <p><b>4.3</b> The Work Plan <b>MUST</b> provide a project schedule structured in weeks, reflecting milestone dates and deliverables, including the planned start and completion dates to complete each task, and the estimated level of effort (i.e. person days) needed to complete each deliverable. The proposed Work Plan may include a matrix and / or time line chart (i.e. Gantt chart).</p>	

	<p>Note: Bidders are reminded that rates <b>MUST</b> appear in the financial proposal <b>ONLY</b> and therefore no pricing is to be included with the Project Plan and Work Breakdown. The Bidder's failure to comply with this condition will result in the Bidder's Proposal being declared non-compliant and being given no further consideration.</p> <p>The Bidder's proposed Project Plan and Work Breakdown and accompanying narrative should address the evaluation factors included within Point Rated Criterion, Section 3.0.</p>	
<p><b>MT5</b></p>	<p><b>Bidder Service Level Agreement</b></p> <p><b>5.1</b> The Bidder <b>MUST</b> describe its offered Service Level Agreement (SLA), that at a minimum, meets the expected service standards as described within section 10.0 the SOW. The SLA <b>MUST</b> not simply be a confirmation of the service standards below.</p> <p>a) The Bidder's SLA <b>MUST</b> address Help Desk / Support Services hours of availability and means to contact;</p> <p>i. This service offering <b>MUST</b> include toll-free help desk / support services, in both English and French, that are available to Claimants during CIRNAC regular office hours (09:00 to 18:00 EST);</p> <p>b) The Bidder's SLA <b>MUST</b> address Help Desk contacting methods and turnaround timeframes;</p> <p>i. During Core Hours:</p> <ul style="list-style-type: none"> <li>• Phone or VOIP Access: Initial call answered by live operator or voice mail. Follow-up within one (1) working day.</li> <li>• E-mail Access: Automated first response upon receipt of the query, follow-up within one (1) working day.</li> </ul> <p>ii. After Hours:</p> <ul style="list-style-type: none"> <li>• Phone or VOIP Access: Initial call answered by voice mail. Follow-up within one (1) working day.</li> <li>• E-mail Access: Automated first response upon receipt of the query, follow-up within one (1) working day.</li> </ul> <p>c) The Bidder's SLA <b>MUST</b> address the turnaround timeframes for the Claim Processing Service:</p> <p>i. Review Claim Data For Validity within 5 working days</p> <p>ii. Eligibility Check and Adjudication, Inspection and Escalation within 20 working days * for Recipients without Advance Payments and within 25 working days* for Recipients with Advance Payments ( * excluding time when the Contractor is waiting for information from Recipient)</p> <p>The Bidder <b>MUST</b> describe the process by which it monitors its SLA compliance and any remedies it offers in the event of non-performance with respect to SLA compliance.</p>	

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 File No. - N° du dossier  
**428zg. A7101-194661**

Buyer ID - Id de l'acheteur  
**428zg**  
 CCC No./N° CCC - FMS No./N° VME

**RESOURCE – MANDATORY**

The Bidder **MUST** provide the minimum qualified named Resource in each of the following Categories:

- a) One (1) Account Representative;
- b) One (1) Operational Project Manager/Claim adjuster; and
- c) Three (3) Claim Review Agents

An individual may not be proposed by more than one of the above Resource Categories.

<b>ACCOUNT REPRESENTATIVE</b>		
<b>Number</b>	<b>Mandatory Technical Criterion</b>	<b>Cross Reference to Proposal / Resume</b>
<b>MT6</b>	<p><b>6.1 Bidder Resources proposed MUST meet all of the minimum qualifications for the Resource Category in which they are proposed:</b></p> <ul style="list-style-type: none"> <li>a) At least one (1) of the following professional qualifications relevant to project management services:               <ul style="list-style-type: none"> <li>i. professional designation; or</li> <li>ii. degree(s), diploma(s), certificate(s) from a recognized post-secondary institution, and</li> </ul> </li> <li>b) The resource <b>MUST</b> demonstrate experience managing two (2) projects related directly to claims processing, each valued at \$750,000.00 or greater (to the Contractor).</li> <li>c) Five (5) cumulative years of experience during the past ten (10) years related directly to the provision of account management services; AND               <ul style="list-style-type: none"> <li>i. Projects provided above <b>MUST</b> have taken place during the past ten (10) years.</li> </ul> </li> </ul>	

<b>OPERATIONAL PROJECT MANAGER/CLAIM ADJUSTER</b>		
<b>Number</b>	<b>Mandatory Technical Criterion</b>	<b>Cross Reference to Proposal / Resume</b>
<b>MT7</b>	<p><b>7.1</b> At least one (1) of the following professional qualifications relevant to project management services:</p> <ul style="list-style-type: none"> <li>a) professional designation; or</li> <li>b) degree(s), diploma(s), certificate(s) from a recognized post-secondary institution; and</li> </ul> <p><b>7.2</b> A minimum of five (5) cumulative years of experience during the past ten (10) years related directly to the provision of project management services; and</p> <p><b>7.3</b> A minimum of five (5) cumulative years of experience during the past (10) years related directly to the provision of audit, accounting, risk management or forensic review services;</p> <p><b>7.4</b> The resource <b>MUST</b> demonstrate experience managing the implementation of two (2) Claims Processing Projects.</p> <ul style="list-style-type: none"> <li>a) Each project provided <b>MUST</b> have include a minimum of the following Service Elements: <ul style="list-style-type: none"> <li>i. Call Centre and/or Service desk;</li> <li>ii. User Training delivery; and</li> <li>iii. Communications Materials development and delivery.</li> </ul> </li> <li>b) Projects provided above may have been in either the public or private sector, and <b>MUST</b> each be valued at \$750,000.00 or greater (to the Contractor).</li> <li>c) Projects provided above <b>MUST</b> have taken place during the past ten (10) years</li> </ul> <p><b>7.5</b> Possession of one of the following:</p> <ul style="list-style-type: none"> <li>a) a Certified Internal Auditor certification from the Institute of Internal Auditors (IIA) in good standing; OR</li> <li>b) a Certified Fraud Examiner (CFE) certification awarded by the Association of Certified Fraud Examiners (ACFE), in good standing; OR</li> <li>c) Evidence of education in the area of Fraud Examination from an accredited educational program; OR</li> <li>d) a Chartered Professional Accountants (CPA) designation in good standing.</li> </ul>	

<b>CLAIM REVIEW AGENTS</b>		
<b>Number</b>	<b>Mandatory Technical Criterion</b>	<b>Cross Reference to Proposal / Resume</b>
<b>MT8</b>	<p>8.1 Bidder Resources proposed MUST meet all of the minimum qualifications for the Resource Category in which they are proposed:</p> <p>a) At least one (1) of the following qualifications:</p> <ul style="list-style-type: none"> <li>i. High School Diploma</li> <li>ii. CEGEP Diploma</li> <li>iii. General Education Diploma (GED)</li> </ul>	

**Point Rated Technical Criteria**

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive. Each point rated technical criterion should be addressed separately.

Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly.

**Reference Checks:**

For reference checks, Upon request the Bidder shall supply Canada with two contact references in order of preference. Canada will conduct the reference check in writing by e-mail (unless the contact at the reference is only available by telephone). Canada will send all e-mail reference check requests to contacts supplied by all the Bidders on the same day. Canada will not award any points unless the response is received within 5 working days. On the third working day after sending out the mails, if Canada has not received a response Canada will notify the Bidder by e-mail, to allow the Bidder to contact its reference directly to ensure that it responds to Canada within 5 working days. Should the Bidder determine that the reference is no longer available (i.e. on leave, sick, etc.) they shall inform the CIRNAC Contracting Officer who will then conduct the reference check with the second contact provided. Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated. Points will not be allocated if the reference customer is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder). Nor will points be allocated if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder. Crown references will be accepted.

<b><u>No.</u></b>	<b><u>Criteria</u></b>	<b><u>Maximum Available Points</u></b>
R1	Previous experience of the Bidder (Project Summaries)	93
R2	Approach and Methodology	105
R3	Work Plan	85
R4	Proposed Quality	10
R5	Named Resources Project Manager and Account Representative	30
<b>Overall Score</b>		<b>323</b>

### **BID EVALUATION CRITERIA**

Technical proposals will be evaluated and scored in accordance with the following evaluation criteria (Mandatory and Rated Requirements).

The Bidder/Contractor must obtain a pass mark of 70% which equates to **226.10 points** out of a maximum of **323 points** under the overall Rated Resource Evaluation Criteria.

All criteria under Mandatory Resource Evaluation Criteria will be evaluated on a pass/fail (Met / Not Met) basis.

All criteria under Rated Resource Evaluation Criteria will be evaluated as follows:

- a) Enter a response in the response column that corresponds to the Rated Resource Evaluation Criteria to the left.
- b) Point award methodology: Points will be awarded for demonstrated experience for each of the rated resource evaluation criteria as noted based upon details provided in the proposal/resume. Maximum points are as noted.

When completing the grids, the specific information, which demonstrates the requested criteria and reference to the page number of the proposal/resume, should be incorporated so that the evaluator can verify this information. It is not acceptable that the tables should contain all the project information from the proposal/resume. Only the specific answer should be provided. Each project or months of experience provided must include the following information:

- 1) Client Organization Name;
- 2) Project description including objective, scope and outcome of the project;
- 3) Project duration, including start and end dates (months and years) and number of months;
- 4) Role, responsibility including a lists of tasks and an overview of the process performed (i.e. what was done and how was this accomplished); and
- 5) Project value - must be \$750,000.00 or greater.

Resumes must be structured to emphasize relevant qualifications and experience of the proposed re- sources in successfully completing projects of a similar size and scope to those required by this RFP. Resumes must include details clearly identifying the individual's previous experience in completing projects of a similar size and scope to those required by this RFP.

**Definitions**

<b>Professional Designation:</b>	A designation earned by a person to assure qualification to perform a job. Certifications are earned from a professional society, university, or from a private certifier, for some specific certifications (e.g. Microsoft, Cisco, etc.). The Professional Designation has to be relevant to Project Management. The Bidder must explain relevance.
<b>Project Management Services</b>	The process and activity of planning, organizing, motivating and controlling resources to achieve specific goals.

**Point Rated Technical Criteria (RT) and Scores**

**CORPORATE**

No.	Rated Requirement	Points Rated Evaluation Criteria	Maximum Points Available	Bidder Score
<b>RT1</b>	<b>Previous Experience of the Bidder (Project Summaries Mandatory M2) up to a maximum of 93 points</b>			
	a) The similarity and relevance of the reference client organization for which the Bidder provided services <b>(up to 5 points/project)</b>	5 points/project Federal level organization (e.g. department, agency or Crown Corporation)  3 points/project Other governmental organizations (e.g. at the municipal or provincial level)	<b>10</b>	
	b) The scope and complexity of services provided by the Bidder in terms of the setup, training, and support services provided by the Bidder <b>(up to 18 points/project)</b> .	Up to 3 points for each of the following service areas within each cited project:  i. Implementation – Bidder's claims process was adapted and undertaken in accordance with client's specific business requirements ii. Training – Bidder provided training to support the up-take of the new process by users iii. Claim Verification/Adjudication– Bidder was involved in the follow-up investigative process to confirm or reject claim items that were	<b>36</b>	

		<p>questionable or not immediately approvable</p> <p>iv. Claim Audit - Bidder was involved in a follow-up in-depth audit process to review claims, Claimant supporting documentation</p> <p>v. Support – Bidder provided bilingual (English and French) phone/email help desk support to Claimants/users</p> <p>vi. Cloud - Bidder has deployed a cloud solution.</p>		
	<p>c) Scope of training provided by the Bidder on previous projects (<b>up to 2.5 points/project</b>)</p>	<p>Up to 2.5 points for each of the following Training-related services within each cited project:</p> <p>i. Bidder provided training delivery in-person and on-site at designated location</p> <p>ii. Training was delivered in both English and French</p>	<b>5</b>	
	<p>d) The scope, range and complexity of the Bidder's Claims Processing and Reporting solution (<b>up to 21 points/project</b>);</p>	<p>Up to 3 points for each of the following functionalities implemented by the Bidder in the client's solution:</p> <p>i. Automated processing – capable of handling large (multi-1000 line) electronic claims</p> <p>ii. Reporting – Bidder developed customized outputs or reports specific to the client's unique requirements</p> <p>iii. Scanning / Digitization capabilities – to handle paper forms or supporting documentation</p> <p>iv. Claim-specific user support such as online forums or a knowledge base</p> <p>v. Cloud-based solution - allows documents to be uploaded and downloaded.</p>	<b>42</b>	

		vi. Portal – Allows for recipients and program team to access the solution		
		vii. Contact Log – a log of all contact (phone or email) between bidder and subsidy recipients.		
<b>Maximum Technical Points</b>		<b>93</b>		
<b>Minimal Technical Points</b>		<b>65.1</b>		
<b>Bidder's Technical Score</b>		<b>/93</b>		

**Point Rated Technical Criteria (RT) and Scores**

**APPROACH AND METHODOLOGY**

No.	Rated Requirement	Points Rated Evaluation Criteria	Maximum Points Available	Bidder Score
<b>RT2</b>	Up to a maximum of 105 points, based on the extent to which the Bidder's proposed approach and methodology is detailed, feasible, responsive and consistent with the requirement as expressed within the SOW			
	a) The Bidder's proposed operational activities supporting the core service of claim processing, including: <ul style="list-style-type: none"> <li>i. claim verification;</li> <li>ii. claim eligibility;</li> <li>iii. adjudication;</li> <li>iv. follow-up inspection and verification;</li> <li>v. training;</li> <li>vi. reporting; and</li> <li>vii. records retention requirements;</li> </ul>	<p><b>70 points</b> = All seven requirements addressed, and the activities are supported by descriptions and examples that demonstrate the services required in the SOW, presented in Annex A</p> <p><b>60 points</b> = All seven requirements addressed, and 6 of the activities are supported by descriptions and examples that demonstrate the services required in the SOW, presented in Annex A</p> <p><b>50 points</b> = All seven requirements addressed, and 5 of the activities are supported by descriptions and examples that demonstrate the services required in the SOW, presented in Annex A</p> <p><b>40 points</b> = All seven requirements addressed and 4 of the activities are supported by descriptions and examples that demonstrate the services</p>	<b>70</b>	

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		<p>required in the SOW, presented in Annex A</p> <p><b>30 points</b> = All seven requirements addressed and 3 of the activities are supported by descriptions and examples that demonstrate the services required in the SOW, presented in Annex A</p> <p><b>20 points</b> = All seven requirements addressed and 2 of the activities are supported by descriptions and examples that demonstrate the services required in the SOW, presented in Annex A</p> <p><b>10 points</b> = All seven requirements addressed and 1 of the activities are supported by descriptions and examples that demonstrate the services required in the SOW, presented in Annex A</p> <p><b>0 points</b> = Requirements not addressed or all seven requirements addressed, but none of the activities are supported by descriptions and examples that demonstrate the services required in the SOW, presented in Annex A</p>		
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	<p>b) The Bidder's established procedures described in its Business Continuity Plan (BCP);</p>	<p><b>10 points</b> = Details are precise and indicate sound strategies for both IT continuity and business continuity.</p> <p><b>5 points</b> = Details only provide overview processes and procedures indicating a moderately effective strategy, or some areas are lacking in detail or are missing.</p> <p><b>0 points</b> = Weak, ineffective strategy, insufficient detail to assess effectiveness or major omission of BCP details.</p>	<p><b>10</b></p>	
	<p>c) The Bidder's proposed Transition Strategy and the Bidder's previous experience in facilitating the transition of Claims Processing services delivery;</p>	<p><b>Up to 3 points</b> for each of the following objectives that are addressed in the Bidder's Transition Plan:</p> <ul style="list-style-type: none"> <li>i. Level of service delivery is maintained throughout transition period;</li> <li>ii. Knowledge transfer is facilitated;</li> <li>iii. All data is correctly formatted or cleansed, migrated, and available for use.</li> </ul>	<p><b>9</b></p>	
	<p>d) The Bidder's past experience in handling Claims Processing Transitions;</p>	<p><b>Up to 4.5 points</b> for the Bidder's previous experience within the past three years in: Transition of service delivery for a major client that meets one of the following:</p> <ul style="list-style-type: none"> <li>i. a project worth over \$750,000.00 to the Bidder</li> <li><b>OR</b></li> <li>ii. with a large (multi-1000) claimant base, OR a highly complex data conversion and migration requirement (with a large database, large amounts of data, or complicated data relationships);</li> </ul>	<p><b>4.5</b></p>	

		<p><b>Up to 2.5 points</b> for the Bidder's previous experience within the past three years in:</p> <p>Transition-out of service delivery (for reason (which <b>MUST</b> be indicated) not related to client dissatisfaction) for major client that meets one of the following:</p> <ul style="list-style-type: none"> <li>i. a project worth over \$750,000.00 to the Bidder or with a large (multi-1000) claimant base,</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>ii. A highly complex data conversion and migration requirement);</li> </ul>	<b>2.5</b>	
	e) The Bidder's approach to resource and sub-contractor availability and performance management.	<p><b>Up to 3 points</b> for each of the following:</p> <ul style="list-style-type: none"> <li>i. Ensures appropriate primary resources are in place and properly trained on any internal or client specific operational procedures;</li> <li>ii. Ensures appropriate backup resources are identified for resource replacement requirements;</li> <li>iii. Ensures timely and effective identification, and resolution of any performance issues.</li> </ul>	<b>9</b>	
<b>Maximum Technical Points</b>		<b>105</b>		
<b>Minimal Technical Points</b>		<b>73.5</b>		
<b>Bidder's Technical Score</b>		<b>/105</b>		

**Point Rated Technical Criteria (RT) and Scores**

**PROJECT PLAN AND WORK BREAKDOWN**

No.	Rated Requirement	Points Rated Evaluation Criteria	Maximum Points Available	Bidder Score
<b>R3</b>	Up to a maximum of 85 points, the Bidder's proposed Project Plan and Work Breakdown (provided in response to Mandatory Criterion M4) demonstrates that it meets the requirements as expressed in the SOW, presented in Annex A, with respect to the following specific factors			
	a) The Bidder provided a clear Project Plan and Work Breakdown, showing a linkage of project milestones / deliverables with the proposed resource allocation and expected outcomes and next steps;	<p><b>Up to 5 points</b> for each of the following areas:</p> <ul style="list-style-type: none"> <li>i. Critical paths and key milestones are clearly identified;</li> <li>ii. Milestones are linked to the expected deliverables;</li> <li>iii. Identified time frames and levels of resource allocation necessary to complete the work within CIRNAC's identified timeframe and meet the requirements expressed in the SOW;</li> </ul>	<b>15</b>	
	b) The Bidder's proposed schedule management and control processes;	<p><b>5 points</b> = Processes are in place to ensure key milestones and deadlines are met, and to prevent the occurrence of schedule slippage.</p> <p><b>0 points</b> = Does not demonstrate that adequate processes are in place to ensure key milestones and deadlines are met, and to prevent the occurrence of schedule slippage.</p>	<b>5</b>	
	c) The Bidder's proposed schedule and methods of communication;	<p><b>Up to 2.5 points</b> for each of the following areas:</p> <ul style="list-style-type: none"> <li>i. Processes to ensure that CIRNAC is kept informed of the progress of assigned work are clearly defined;</li> <li>ii. The Bidder's defined issue management and dispute resolution practices to</li> </ul>	<b>5</b>	

		handle problems as they arise are clearly outlined.		
	d) The Bidder's proposed quality assurance and control measures, to be implemented during the performance of the work;	<p><b>Up to 5 points</b> for each of the following areas:</p> <ul style="list-style-type: none"> <li>i. The Bidder's proposed quality assurance and control measures are clearly identified within the Project Plan and Work Breakdown.</li> <li>ii. The Bidder's identified quality assurance and control measures are rigorous and appropriate;</li> <li>iii. The Bidder's identified quality assurance and control measures address all of the specific deliverables required under each phase of the work covered by the Project plan.</li> </ul>	<b>15</b>	
	e) The Bidder's proposed approach to the performance of claim review and verification;	<p><b>Up to 5 points</b> for each of the following areas:</p> <ul style="list-style-type: none"> <li>i. The Bidder's proposed approach is clearly identified within the Project Plan and Work Breakdown;</li> <li>ii. The Bidder's defined claim review and inspection procedures are clearly described and are applicable to CIRNAC's requirement;</li> <li>iii. The Bidder's proposed approach addresses solutions for varying degrees of assurance, to periodic spot review and methods for selection of claims for such a periodic review process.</li> </ul>	<b>15</b>	

	<p>f) The Bidder's identification and assessment of two major risks or issues during the period covered by the Project Plan, including but not limited to time frame constraints for initiation of claims processing, and the Bidder's defined strategies to mitigate the identified risks <b>(up to 15 points per identified risk)</b>;</p>	<p>For each of the major risks identified under the Project Plan, <b>up to 5 points</b> per risk for the following factors:</p> <ul style="list-style-type: none"> <li>i. The issue or area of risk is clearly identified and is relevant to the project;</li> <li>ii. The risk is assessed in relation to its possible impact on services delivery and presents a major challenge to the success of the project;</li> <li>iii. The risk is clearly analyzed, and a feasible and effective strategy for risk mitigation or avoidance is presented;</li> </ul> <p>A maximum of two risks and associated mitigation strategies will be evaluated in the order presented in the Bidder's Technical Proposal.</p>	<b>30</b>	
Maximum Technical Points		85		
Minimal Technical Points		59.5		
Bidder's Technical Score		/85		

### Point Rated Technical Criteria (RT) and Scores

#### PROPOSAL QUALITY

No.	Rated Requirement	Points Rated Evaluation Criteria	Maximum Points Available	Bidder Score
<b>R4</b>	Proposal Quality			
	<p>Presenting the Proposal in a clear and logical fashion and in a manner which facilitates a clear and straightforward evaluation, based on the information requested in the RFP.</p>	<p><b>5 Points=</b>            Ordering/structuring the proposal to match the order and sequence of the Mandatory and Point-Rated Criteria in the RFP</p> <p><b>1 Point =</b> Including tabs between the sections of the Proposal.</p>	<b>10</b>	

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		<b>4 Points</b> = Overall quality of the proposal as it relates to presentation of information and ease-of-use.		
Maximum Technical Points			10	
Minimal Technical Points			7	
Bidder's Technical Score			/10	

### Point Rated Technical Criteria (RT) and Scores

#### **RESOURCE – POINT RATED**

No.	Rated Requirement	Points Rated Evaluation Criteria	Maximum Points Available	Bidder Score
<b>R5</b>	Operational Project Manager/Claim Adjuster and Account Representative			
	a) Extent of the named Operational <u>Project Manager/Claim Adjuster</u> resource's experience in managing project teams during the development, implementation and operations phases of electronics claims processing, including needs analysis, data cleansing / migration and systems integration;	<p><b>20 points</b> = 7 or more specific projects <b>OR</b> 10 or more years of relevant experience in the specified area;</p> <p><b>16 points</b> = 5-6 projects specific projects <b>OR</b> 8 or more years of relevant experience in the specified area;</p> <p><b>12 points</b> = 3-4 projects with relevant experience in the specified area <b>OR</b> 6 or more years of relevant experience in the specified area;</p> <p><b>10 points</b> = 2 or more projects with relevant experience in the specified area <b>OR</b> 5 or more years of relevant experience in the specified area;</p>	<b>20</b>	

		<p><b>0 points</b> = No relevant experience in the specified area beyond the minimum required to meet the mandatory experience qualifications.</p>		
	<p>b) Extent of the named <u>Account Representative</u> resource's experience in managing claims processing and other key areas such as operation of a toll-free call center and/or service desk, claims verification, and systems management;</p>	<p><b>5 points</b> = 7 or more specific projects <b>OR</b> 10 or more years of relevant experience in the specific area;</p> <p><b>4 points</b> = 5-6 projects specific projects <b>OR</b> 8 or more years of relevant experience in the specified area;</p> <p><b>3 points</b> = 3-4 projects with relevant experience in the specified area <b>OR</b> 6 or more years of relevant experience in the specified area;</p> <p><b>2 points</b> = 2 or more projects with relevant experience in the specified area <b>OR</b> 5 or more years of relevant experience in the specified area;</p> <p><b>0 points</b> = No relevant experience in the specified area beyond the minimum required to meet the mandatory experience qualifications.</p>	<b>5</b>	
	<p>c) Extent of the named <u>Account Representative</u> resource's experience in handling Contractor-client relations, Contract issues and disputes, including sub-Contractors.</p>	<p><b>5 points</b> = 7 or more specific projects <b>OR</b> 10 or more years of relevant experience in the specific area;</p> <p><b>4 points</b> = 5-6 projects specific projects <b>OR</b> 8 or more years of relevant</p>	<b>5</b>	

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		<p>experience in the specified area;</p> <p><b>3 points</b> = 3-4 projects with relevant experience in the specified area <b>OR</b> 6 or more years of relevant experience in the specified area;</p> <p><b>2 points</b> = 2 or more projects with relevant experience in the specified area <b>OR</b> 6 or more years of relevant experience in the specified area;</p> <p><b>0 points</b> = No relevant experience in the specified area beyond the minimum required to meet the mandatory experience qualifications.</p>		
Maximum Technical Points			30	
Minimal Technical Points			21	
Bidder's Technical Score			/30	

## 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 and Additional Information Required with the Bid

#### 5.1.1 Integrity Provisions - Declaration of Convicted Offences

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

### 5.2 Certifications and Information Required Precedent to Contract Award

The required certifications and additional information below should be submitted with the bid but may be submitted afterwards. If the required certifications and additional information are not submitted with the bid, the Contracting Authority will inform the Bidder of a time frame within which they must be submitted by the Bidder. Failure to provide the required certifications and additional information within the time frame specified will render the bid non-responsive.

#### 5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real 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.

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The Bidder must provide the Contracting Authority with a completed Federal Contractors Program for Employment Equity certification before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority before contract award with a completed Federal Contractors Program for Employment Equity certification for each member of the Joint Venture. Attachment 1 to Part 5, Additional Certifications Precedent to Contract Award, includes a copy of the certification to provide.

### **5.2.3 Additional Certifications Required Precedent to Contract Award**

The required additional certifications to provide are included in Attachment 1 to Part 5, Additional Certifications Required Precedent to Contract Award.

## ATTACHMENT 1 TO PART 5, ADDITIONAL CERTIFICATIONS REQUIRED PRECEDENT TO CONTRACT AWARD

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

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

Instructions to the Bidder: Complete both A and B.

A. Instructions to the Bidder: 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 certifies having a combined workforce in Canada of 100 or more permanent full-time and/or permanent part-time employees.
- 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. Instructions to the Bidder: Check only one of the following:

- B1. The Bidder is not a Joint Venture.

or

- B2. The Bidder is a Joint venture. **Instructions to the Bidder: Refer to the Joint Venture section of the Standard Instructions. If the Bidder is a Joint Venture, it must provide the Contracting Authority before contract award with a completed Federal Contractors Program for Employment Equity certification for each member of the Joint Venture.**

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## **2. Canadian**

### **2.1 Canadian Content Definition**

SACC Manual clause A3050T (2020-07-01) Canadian Content Definition

### **2.2 Canadian Content Certification**

This procurement is limited to Canadian services.

The Bidder certifies that:

( ) the service offered is a Canadian service as defined in paragraph 2 of clause A3050T.

## PART 6 – SECURITY, FINANCIAL AND OTHER REQUIREMENTS

### 6.1 Security Requirement

6.1.1 Before award of a contract, the following conditions must be met:

- a. the Bidder must hold a valid organization security clearance as indicated in Part 7 - 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 requirement 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; and
- e. the Bidder must provide the address of each proposed site or premise of work performance and document safeguarding as follows:

Address:

Street Number / Street Name, Unit / Suite / Apartment Number

City, Province, Territory / State

Postal Code / Zip Code

Country

If the information is not provided in or with 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.

6.1.2 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.

6.1.3 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 Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

## PART 7 – RESULTING CONTRACT CLAUSES

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

## 7.1 Statement of Work

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

## 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.

### 7.2.2 Supplemental General Conditions

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

## 7.3 Security Requirement

The following security requirement (SRCL and related clauses provided by the Industrial Security Program (ISP)) apply and form part of the Contract:

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, 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/Offeror 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/Offeror must comply with the provisions of the:
  - (a) Security Requirements Check List and security guide (if applicable), attached at Annex \_\_\_\_\_;
  - (b) *Contract Security Manual* (Latest Edition)

## 7.4 Term of Contract

### 7.4.1 Period of the Contract

The period of the Contract is from date of Contract to \_\_\_\_ inclusive

### 7.4.1 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional one (1) year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable

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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 at least thirty (30) calendar days 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 Termination on Thirty Days Notice

Canada reserves the right to terminate the Contract at any time in whole or in part by giving thirty (30) calendar days written notice to the Contractor.

In the event of such termination, Canada will only pay for costs incurred for services rendered and accepted by Canada up to the date of the termination. Despite any other provision of the Contract, there will be no other costs that will be paid to the Contractor as a result of the termination.

## 7.6 Authorities

### 7.6.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Karine Fournel  
Title: Supply Specialist  
Public Works and Government Services Canada  
Acquisitions Branch  
Directorate: Business Management and Consulting Services Division - ZG  
Address: 10 Wellington, Gatineau, Quebec K1A 0M5  
Telephone: 613-858-8698  
E-mail address: karine.fournel@tpsgc-pwgsc.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

### 7.6.2 Project Authority

The Project Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_ - \_\_\_ - \_\_\_  
Facsimile: \_\_\_ - \_\_\_ - \_\_\_  
E-mail address: \_\_\_\_\_

In its absence, the Project Authority is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_ - \_\_\_ - \_\_\_  
Facsimile: \_\_\_ - \_\_\_ - \_\_\_  
E-mail address: \_\_\_\_\_

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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.

### 7.6.3 Contractor's Representative

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_ - \_\_\_\_ - \_\_\_\_\_  
E-mail address: \_\_\_\_\_

## 7.7 Payment

### 7.7.1 Basis of Payment

#### 7.7.1.1 Limitation of Expenditures

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

### 7.7.2 Canada's Total Liability

- A. Canada's total liability to the Contractor under the Contract for authorized travel and living expenses must not exceed \$ \_\_\_\_\_. Customs duties are included and the Applicable Taxes are extra.
- B. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability for travel and living expenses being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
1. when it is 75 percent committed, or
  2. four (4) months before the Contract expiry date, or
  3. As soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.
- C. 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

SACC Manual Clause H1003C (2010-01-11), Progress Payment

### 7.7.4 SACC Manual Clauses

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

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### **7.7.5 Electronic Payment of Invoices - Contract**

The Contractor accepts to be paid using any of the following Electronic Payment Instruments:

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

### **7.7.6 Discretionary Audit**

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 the release document and any other documents as specified in the Contract; and
  - b. a copy of the invoices, receipts, vouchers for all direct expenses.
2. Invoices must be distributed as follows:
    - a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment; 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 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#). The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

#### **7.9.3 Canadian Content Certification**

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

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#### **7.9.4 Applicable Laws**

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

#### **7.10 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)
- (c) the general conditions 2035 (2018-06-21) , Higher Complexity - Services;
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment ;
- (f) the Contractor's bid dated \_\_\_\_\_ .

#### **7.11 Insurance**

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

## ANNEX A, STATEMENT OF WORK

### 1.0 TITLE

Nutrition North Canada Food Subsidy Claims Processing Support Services - Crown-Indigenous Relations and Northern Affairs Canada

### 2.0 BACKGROUND

Crown-Indigenous Relations and Northern Affairs Canada (CIRNAC) continues to renew the nation-to-nation, Inuit-Crown, government-to-government relationship between Canada and First Nations, Inuit and Métis; modernize Government of Canada structures to enable Indigenous peoples to build capacity and support their vision of self-determination; and lead the Government of Canada's work in the North.

CIRNAC's responsibilities are largely determined by numerous statutes, negotiated agreements and relevant legal decisions.

Nutrition North Canada (NNC) is a food subsidy program for isolated northern communities. The program subsidizes nutritious foods and other staple items shipped from the South and "country" or traditional foods commercially-processed in the North.

NNC provides the subsidy directly to retailers, suppliers, and country food processors (the recipients) that apply, meet the program's requirements and register with NNC by signing funding agreements with the Department. Funding Agreements with retailers and suppliers set out the responsibilities for program accountability and transparency. Community residents benefit from the subsidy via lower purchasing prices.

As part of this program, recipients submit monthly claims for a subsidy based on the weight of eligible items (see Food Eligibility List link below) shipped by air or seasonal surface transportation (winter road or sealift) to eligible communities. NNC also subsidizes the costs of shipping commercially produced northern ("country") foods, such as Arctic char, musk ox and caribou meat, to eligible communities.

Recipients are also required to submit information detailing the items shipped. This information must include the means of transportation, the shipping weight, the destination (which must be an eligible community) in order to provide a verification process by which to review, and approve or require correction of subsidy claims under the NNC program. Invoices and proof of shipment (air waybills, sealift manifest, bill of lading, or winter road transportation receipt) will be reviewed to establish the accuracy of submitted claims.

As of April 1<sup>st</sup>, 2019, there are 116 communities eligible for full subsidy. Other communities may be added or removed over time, depending on whether the community gains or loses year round road access. Subsidy rates differ for each eligible community, therefore subsidy claims are made on a per-community basis.

As a by-product of the claims verification process, CIRNAC requires the collection and compilation of information relating to the types and amounts of foods delivered to eligible communities. This information, in conjunction with other measures is used by CIRNAC to measure program performance and for planning purposes.

For additional information relating to the program, refer to:

Nutrition North Canada  
<https://www.nutritionnorthcanada.gc.ca/eng/1415385762263/1415385790537>

Nutrition North Canada Backgrounder  
<https://www.nutritionnorthcanada.gc.ca/eng/1415538638170/1415538670874>

Community Eligibility List and subsidy rates

Solicitation No. - N° de l'invitation  
 A7101-194661/A  
 Client Ref. No. - N° de réf. du client  
 A7101-194661

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
 428zg. A7101-194661

Buyer ID - Id de l'acheteur  
 428zg  
 CCC No./N° CCC - FMS No./N° VME

<https://www.nutritionnorthcanada.gc.ca/eng/1415540731169/1415540791407>

Food Eligibility List

<https://www.nutritionnorthcanada.gc.ca/eng/1415548276694/1415548329309>

### 3.0 OBJECTIVE

3.1 Canada is seeking to establish a Contract with a qualified Claims Processor to verify claims made for the NNC subsidy, provide related support services (including all initial set-up, training and Recipient assistance) and support food subsidy information collection, retention, and required reporting from the claims and supporting invoices, waybills, manifest documents, road shipping receipts, or packing lists and any other related shipment documents, for use by CIRNAC in performance measurement, forecasting and planning activities related to the NNC program.

The Claims processor will also be required to provide access to an online portal where program recipients can submit their claims on a monthly basis.

### 4.0 DEFINITIONS AND APPLICABLE DOCUMENTS

4.1 The following list of definitions and acronyms is relevant to and forms a part of this Statement of Work (SOW). The list is not exhaustive, but rather is intended to ensure clarity of understanding of critical terms used within this SOW. It is therefore imperative that questions of interpretation be directed to the Contracting Authority.

TERM ACRONYM	DEFINITION
<b>ADJUDICATION</b>	Within the context of Claims Processing, it is the multi-step process used to decide if a claim (or part thereof) should be approved or reimbursed.
<b>APPROACH</b>	A way of doing or thinking about something
<b>CONFIDENTIAL BUSINESS INFORMATION (CBI)</b>	Information whose disclosure may harm a business, including: Sales and marketing plans, new product plans, and notes associated with patentable inventions; Manufacturing or quality control processes; and Monetary value of sales and other financial and commercial information.
<b>CONTRACTOR</b>	The qualified Supplier selected pursuant to the competitive selection process, which under a valid Contract is eligible to do the work as detailed in the SOW.
<b>COUNTRY FOOD</b>	Also referred to as Traditional Foods. Foods that are obtained through local hunting, fishing or harvesting activities. Examples include caribou, ptarmigan, seal, Arctic char, shellfish and berries.
<b>CIRNAC</b>	Crown-Indigenous Relations and Northern Affairs Canada
<b>DEMONSTRATE</b>	To illustrate and explain (something) by showing examples or evidence
<b>DIRECT ORDERS</b>	A feature of the NNC program that allows individuals, social institutions (such as schools or daycares) and establishments (such as restaurants and hotels) located in eligible communities to buy subsidized items directly from a supplier in the South that is registered with the NNC program.
<b>GOC</b>	Government of Canada
<b>LINE</b>	Each individual row of data submitted by recipients
<b>INVOICE</b>	A commercial document that itemizes and records items, each item line will have an associated invoice number
<b>METHODOLOGY</b>	The general research strategy that outlines the way in which a project is to be undertaken and, among other things, identifies the methods to be used in it.
<b>NCR</b>	National Capital Region
<b>NNC</b>	Nutrition North Canada

<b>NNC FOOD SUBSIDY</b>	An amount of money per kg that the federal government transfers to eligible recipients to help reduce the cost of nutritious foods in eligible isolated northern communities.
<b>PROOF OF CONTENTS OF DELIVERY</b>	For the purposes of NNC Claim verification, documentation that clearly identifies the eligible food items. (See <a href="https://www.nutritionnorthcanada.gc.ca/eng/1415548276694/1415548329309">https://www.nutritionnorthcanada.gc.ca/eng/1415548276694/1415548329309</a> ) delivered by air or seasonal surface transportations (winter roads and sealifts) to one of the eligible Northern Communities. This documentation may be any one of an invoice, manifest, packing list, bill of landing, or potentially other forms of documentation, as reviewed and deemed acceptable by CIRNAC.
<b>PROOF OF DELIVERY</b>	For the purposes of NNC Claim verification, documentation that clearly demonstrates air or seasonal surface transportations (winter roads and sealift) of a cargo shipment to a location that falls within one of the eligible Northern Communities (see <a href="https://www.nutritionnorthcanada.gc.ca/eng/1415540731169/1415540791407">https://www.nutritionnorthcanada.gc.ca/eng/1415540731169/1415540791407</a> ). This documentation may be any one of a House Air Waybill, sealift manifest, bill of landing, or proof of ice road shipment. It could potentially come in various other forms, as reviewed and deemed acceptable by CIRNAC.
<b>PSPC</b>	Public Services Procurement Canada
<b>RECIPIENT</b>	Registered Northern Retailers, Suppliers and Country Food Processors involved in the NNC supply chain, who can submit a claim for a subsidy under the NNC program (i.e. authorized claimants). All Recipients involved in the program will have defined Funding Arrangements with CIRNAC that contain certain reporting and audit obligations tied to the receipt of payment of NNC subsidy amounts on a regular basis. Payments to Recipients are made directly by CIRNAC.
<b>SERVICE LEVEL AGREEMENT (SLA)</b>	An agreement concerning a measurable level of service between the Contractor and Canada, documenting the required minimum acceptable level of service that the Contractor is required to meet or exceed in order to fulfill its obligations under the Contract including, but not limited to, the levels of accessibility, availability, response time, etc.
<b>SOW</b>	Statement of Work

## 5.0 BUSINESS AND TECHNICAL ENVIRONMENT

### 5.1 Business Environment

5.1.1 CIRNAC's regular working hours are Monday to Friday, 08:00 to 17:00 Eastern Time (EST).

5.1.2 The Contractor is expected to be available for meetings and inquiries relating to the administration of this Contract and for progress and status updates during the initial setup phases of the work (as described in 6.0) within regular working hours (as specified in 5.1.1 above), at a minimum.

5.1.3 The Contractor's normal working and service delivery hours may extend beyond CIRNAC's normal hours of work, subject to the service delivery provisions contained within the Contractor's proposal, as accepted by Canada.

5.1.4 The Contractor must provide the Contractor's Help Desk phone and email support in accordance with the availability and accessibility standards defined in 10.1.4

### 5.2 CIRNAC Technical Environment

#### 5.2.1 Business Needs for Security

There are two aspects of the technical solution:

1. The service where recipients will electronically submit their claims, to be considered against the program requirements, in order to receive a subsidy.
2. The service or portal where the contractor can upload and host the required documents and reports.

These documents will be the required deliverables detailed. The environment will be used to store information with an informational security classification Protected A.

Key aspects of the proposed solution are:

- a) The bidder's proposed solution should be based on industry standard guidelines;
- b) The proposed solution availability
  - a. Must allow for recipients to upload their claim data
  - b. Must allow Nutrition North Canada staff to access the hosted reports;
- c) Access to the portal for the purposes of accessing the hosted data must be limited to Nutrition North Canada and identified resources;

The above are minimum requirements. Bidders are welcome to propose solutions that exceedsome or all.

- 5.2.2** It is the responsibility of the Contractor to ensure that all deliverables and services provided are in conformance with CIRNAC's departmental standard software for written deliverables, as defined in 7.3.
- 5.2.3** The contractor will have to provide access to an online platform (porta) that allows program recipients to access program templates and upload their data on a monthly basis. This portal will have to be accessible by CIRNAC for supplementary audits, data analysis and forecasting.
- 5.2.4** The Contractor must retain and store all electronic NNC-related records in a format acceptable to the Project Authority for the period of the Contract. The Contractor must back up all electronic data and records in accordance with the requirements outlined. The Contractor must not destroy any electronic records without the express written consent of the Project Authority.
- 5.2.5** Requests associated with the destruction of documentation and records which result from a request initiated by the Contractor will be considered "No cost requests" as the cost is included in the cost of the Contract and there will be no additional costs associated with them. These requests serve only to provide the Contractor with written consent to proceed.
- 5.2.6** The Project Authority has the right to access all electronic NNC-related records provided by the Contractor and its Subcontractors, including, but not limited to Client information, payments made to recipients, claims and input documents, recipient claim verification information and financial records.
- 5.2.7** Unless otherwise indicated, the Contractor must make available all NNC electronic records within 5 business days of the Project Authority's request for requests relating to electronic records from the prior 24 months, within 10 business days of request by the Project Authority for requests relating to electronic records from the prior 25 to 60 months and within 20 business days of request by the Project Authority for requests relating to electronic records for periods prior to the last 60 months.

The Contractor must provide a solution that is capable of being fully functional with the same network performance, application performance, database performance, and report performance for the life of the contract

**5.2.9** The Contractor must deliver a solution that provides the adequate storage capacity needs, or has an ability to scale. The Nutrition North Canada portal must be able hold (at minimum):

- a) monthly shipping reports,
- b) price reports from a select few recipients,
- c) weekly payment recommendations.
- d) supporting documentation from recipients relating to claims (invoices, waybills, etc)

**5.2.10** The Contractor must ensure that all data is available for Client history review purposes.

**5.2.11** Policy Compliance

The Contractor must ensure that all data systems, connectivity and telecommunication methods, data, transfers, reports, physical locations and individuals with access to systems and/or data, and handling of all 'PROTECTED A' information meets the following security policies and legislation:

- a) Policy on Government Security;
- b) Management of Information Technology Security;
- c) Industrial Security Manual (<http://iss-ssi.pwgsc-tpsgc.gc.ca/msi-ism/index-eng.html> ) including the Handling and Safeguarding of Classified and Protected Information and Assets (ISS Industrial Security Manual <https://www.tpsgc-pwgsc.gc.ca/esc-src/msi-ism/chap5-eng.html>) and other applicable Federal/Provincial/Territorial privacy and security legislation / regulations.

**5.2.12** Malware protection is required for the solution and contractor devices accessing the solution.

**5.2.13** The Contractor must ensure that all environments and facilities, including backup facilities, where PROTECTED A information is handled and stored, adhere to the security requirements defined in the Contract, including the SOW.

**5.2.14** The Contractor must monitor all its systems, environments, and facilities for compliance with security requirements and ensure that all upgrades, replacements, patches and all operational functions maintain the security requirements. The Contractor must also:

- Implement a periodic vulnerability scanning process for the solution
- Implement a periodic penetration testing process for the solution
- Implement a vulnerability and patch management process for the solution.

**5.2.15** The Contractor must prevent, detect, respond, and restore from electronic data processing errors and omissions, technical failures, sabotage, and cyber-attacks. The Contractor must use layered security, which must include at a minimum, a Firewall and an Intrusion Detection System (IDS) with appropriate rules, port filtering, and monitoring to defend against attacks and to alert the Contractor to unauthorized network traffic. In the event of a breach in security, the Contractor must inform the Project Authority immediately. The Contractor must assume financial responsibility for all impacts and restitution resulting from a breach in the Contractor's security.

**5.2.16** Access Control & Account Management

The Contractor must:

- a. Implement a mechanism for uniquely identifying and authenticating organizational users, non-organizational users (if applicable), and processes (e.g. username/password).
- b. Implement a multifactor authentication mechanism for privileged accounts.
- c. Implement a multifactor authentication mechanism for externally-facing interfaces.
- d. Implement a process for managing accounts, access privileges, and access credentials for organizational users, non-organizational users (if required), and processes based on the principles of separation of duties and least privilege.
- e. Implement a mechanism for enforcing access authorizations.

#### **5.2.17 Security of Electronic Data Interchange**

- a. The Contractor must ensure that claims submitted via EDI and the Internet portal comply with all established GOC security requirements
- b. Contractor computer facilities must secure transmission of information between and among Recipients and Contractor, and among NNC and the Contractor.
- c. The Contractor must safeguard the integrity and authenticity of personal and financial data from corruption and inadvertent or malicious changes by employing hashing, digital certificates, encryption, or similar technology.
- d. The Contractor must ensure that technical security services are implemented as contractually required to defend against unauthorized disclosure and modification of PROTECTED A information and to defend against the forgery of financial data.
- e. The Contractor must ensure that security and privacy of information is maintained throughout any data conversion or loading exercise.

#### **5.2.18 System Backups**

The Contractor must:

- a. not destroy any data without the written consent of the Project Authority. All data stored on back-up media is the property of Canada;
- b. erase all back-up media and render the data contained therein unrecoverable prior to destruction;
- c. never sell, auction, donate, or discard media that contained PROTECTED A data;
- d. Requests associated with the destruction of data stored on back-up media which result from a request initiated by the Contractor are considered "No cost requests" as the cost is included in the cost of the contract and there must be no additional costs associated with them. These requests serve only to provide the Contractor with written consent to proceed.
- e. Implement a backup and restore process to restore the solution's service or services within required objectives.
- f. Implement a transaction recovery mechanism, where applicable.
- g. Implement a contingency plan for the IT solution

#### **5.2.19 Data Protection**

The Contractor must provide a solution that includes the following:

- a. An encryption mechanism to protect the confidentiality and integrity of data while in transit to and from your solution.
- b. Implement an encryption mechanism to protect the confidentiality and integrity of data while it is at rest in your solution's storage.
- c. Implement key management procedures.

#### **5.2.20 Security Audit**

The Contractor must:

- a. Identify the events within the solution that must be audited.
- b. Implement an audit process for the auditable events that have been identified
- c. Configure or leverage an authoritative time source for the timestamp of the audit records generated by your solution components.
- d. Protect audit information by controlling access to the audit log tools.

### **5.3 Food Subsidy Claim Format and Submission of Supporting Documents**

- 5.3.1** Some recipients in the program have the capability to adapt their internal electronic systems (already used to track and store purchasing and inventory information) to produce the required data as an output in an electronic format (such as in MS Excel format or as a comma separated values (CSV) text file).
- 5.3.2** However, some recipients do not have advanced information management capabilities to produce the required reports and claims manually in MS Excel. In addition to accepting claims in MS Excel format, the Contractor must create a web application that hosts the report templates, claims submission forms, certifications, detailed reports and enables recipients to upload their own reports.
- 5.3.3** Recipient submission of the claim forms, detailed reports and supporting documentation must be sent via a portal provided by the Contractor that allows large files to be submitted.
- 5.3.4** Recipient will use cloud service as a document repository, up to Government of Canada standards.
- 5.3.5** Recipient price reports to be uploaded through this service.

### **5.4 Food Subsidy Claim Volumes**

- 5.4.1** The forecasted volume of claim data is being provided purely for information purposes. Although it represents the best information currently available to CIRNAC about the anticipated volume of NNC Claims, Canada does not warrant or represent that the data is complete or free from error.
- 5.4.2** Most of the time, there is more than one (1) invoice per recipient per community per shipment. In addition, the subsidy-eligible items from a single invoice might be shipped in separate shipments (e.g. on different planes).
- 5.4.3** In addition, recipients may utilize both air and seasonal surface transportation (winter roads and sealifts) for subsidy-eligible items in the same time period.
- 5.4.4** Approximately 100,000 lines of shipment data are submitted each month by all recipients combined.
- 5.4.5** The Contractor must perform duties listed in 6.10.1b) to 6.10.1c) ii inclusive, on an average of 4,000 to 5,000 lines per month (as determined by the Project Authority). The remainder of the duties in 6.10 are to be performed on all lines of shipment data submitted.

### **5.5 Food Subsidy Business Rules**

- 5.5.1** Program Manual in Annex "E" represents the business rules related to the Nutrition North Canada program.

**5.5.2** These business rules may be subject to change in the future based upon any changes to the implementation of the program required by CIRNAC, as a result of legislation, operational lessons learned, outcomes of the data collection related to the program, or other factors.

**5.5.3** Subsidy rates may be subject to change. The contractor must promptly update rates on the online claim submission portal and maintain a record of historical rates for claim calculation purposes.

## **6.0 DESCRIPTION AND SCOPE OF WORK**

**6.1** The Contractor is not responsible for actual payment of NNC subsidy amounts to Recipients. However the Contractor must be responsible for recommending the amounts to be paid by CIRNAC according to the Reporting schedules defined in 6.8.7.

**6.2** CIRNAC's requirement for service has been divided into four (4) deliverables. Each deliverable must be carried out by the Contractor subject to Departmental acceptance and authorization. The four (4) deliverables are as follows:

- a) Deliverable 1 – Business Process Confirmation
- b) Deliverable 2 – Claims Process Setup and Training
- c) Deliverable 3 – Ongoing Claims Processing Operations and Support
- d) Deliverable 4 – Contract Phase Out

**6.3** The Contractor will be required to undertake specific work for Deliverables 1 through 3, as required by the Project Authority, and as authorized by CIRNAC for Deliverable 4, each of which is expected to build on lessons learned from the experience gained through the completion of the previous deliverables of the work.

**6.4** The work performed by the Contractor within each deliverable of the project must be found to be acceptable to Canada, and the outcomes of the previous deliverables must be in-line with Canada's objectives related to the Nutrition North Canada program, in order for the Contractor to be authorized by Canada to begin work on the next deliverable of the project.

**6.5** The work will, at a minimum, consist of specific and defined deliverables within deliverables 1 through 3, as required by the Project Authority, which involve a combination of one-time/limited time only undertakings (including establishment of the business process and workflow requirements), plus ongoing/recurring components (including claims processing and any necessary follow-up or adjudication processes, Recipient support, etc.).

### **6.6 Deliverable 1 – Business Process Confirmation**

**6.6.1** During Deliverable 1, the Contractor must effectively undertake the activities described below, as required by the Project Authority, to complete the review and confirmation of the Nutrition North Canada business processes and establish CIRNAC's specific needs for claims processing and related metrics compilation services in a timely and compliant manner.

**6.6.2** The main objectives of Deliverable 1 are:

- a) Establish process of claim validation, including reasons for claim rejection, validation parameters and business logic, and adjudication procedures;
- b) Refine reporting requirements and report structure(s);
- c) Confirm methodology to allow all recipients access to the Contractor's updated Claim forms or automated systems;
- d) Confirm the requirements for the portal or online tool to be developed to facilitate data entry and claim production for recipients; and
- e) Confirm training requirements and locations.

### 6.6.3 Contractor Work Plan and Methodology

The Contractor must participate in initial Project Coordination Meeting(s) with the Project Authority to identify appropriate contacts and stakeholders, to confirm any required adjustments to the Contractor's proposed preliminary Work Plan, as provided within the Contractor's Proposal (refer to 7.0 Deliverables), to finalize timelines and identify and resolve other related project start-up issues.

It is anticipated that regular status meetings will be required throughout Deliverable 1 and Deliverable 2, until the Contractor's Claims Processing system has commenced regular processing of NNC Claims.

According to the timeline identified in 7.0, the Contractor must present to CIRNAC the Work Plan detailing:

- i. The proposed timeframes for the Requirements Definition (RD) process;
- ii. The schedule for delivery of the NNC Claim Verification Workflow; and
- iii. The proposed timeframes, number of attendees and locations ( in-person or through web conferencing) for any necessary training delivery to be provided to Recipients on the correct completion of any Claims Forms or online interfaces, as deemed necessary by CIRNAC .

### 6.6.4 Requirements Definition (RD) Analysis

The Contractor must undertake a RD process to complete the following:

- i. Meet with program officials to confirm operational requirements;
- ii. Identify and define the business rules or administrative needs of the Nutrition North Canada subsidy program (beyond or in addition to what has been described in Annex "E");
- iii. Identify and confirm all of the business events and subsequent responses that the Contractor must support and any necessary anti-fraud tests or procedures to incorporate into the claims review process;
- iv. Identify any unique elements specific to NNC claim validation, including reasons for claim rejection, validation parameters and NNC business logic, and adjudication and escalation procedures;
- v. Confirm all data to be compiled and reported to CIRNAC (as Performance Metrics Data Reports) for the purposes of developing program performance metrics and measuring program uptake, including final report format and content, and timing of report delivery.
- vi. Maintain a system where all interactions and conversations with recipients are logged and documented.

The Contractor must provide an NNC Claim Validation Process Report document that describes the results of this process to CIRNAC for review and acceptance prior to undertaking any changes to the Contractor's internal work processes or tools.

## 6.7 Deliverable 2 – Claims Process Setup and Training

### 6.7.1 The main objectives of Deliverable 2 are:

- a) To prepare internal Contractor processes for the verification of NNC claims;
- b) Train internal adjudication resources how to properly assess NNC claims (as required);
- c) Training existing (as of contract award) subsidy Recipients (approximately 50) on the online tool (claim submission portal) provided by the Contractor (5.3.3) 6.7.1, b) is an ongoing requirement throughout the life of the contract.

#### **6.7.2 Contractor Work Plan**

The Contractor must present, as required by the Project Authority, to CIRNAC the updated Work Plan detailing:

- i. The updated project plan and timeline for Deliverables 2 and 3;
- ii. The steps and schedule required to move from business process requirements definition, through to training delivery and commencement of NNC Claims processing, and the first quarter of operational use by Recipients, including the submission of required deliverables (as described in 7.0 below); and
- iii. Any identified risks to the provision of deliverables on time and within budget, and how the Contractor plans to mitigate these risks.

#### **6.7.3 NNC Operations Procedures Documentation**

Using the information acquired during the Requirements Definition process in Deliverable 1, the Contractor must provide as required by CIRNAC to the Project Authority a deliverable (in a format in accordance with CIRNAC's Technical Environment) that clearly identifies the following information:

- i. The Contractor's Recipient support processes (including escalation procedures for Recipient problems), as determined in consultation with the CIRNAC Project Authority; and
- ii. The Contractor's defined Service Level Agreement for:
  - turn-around time for claims processing;
  - responding to Recipient support requests.

#### **6.7.4 Recipient User Support, Tools and Training Materials**

The Contractor must provide soft copies in both English and French of the Contractor's training and user support material including tutorials, and user guides on how to submit NNC Claims and how to request additional information or assistance from the Contractor.

The Contractor must provide access to an online portal (or other cloud-based government approved service) capable of handling large files (up to 2G) being transferred between the Recipients, the Contractor and CIRNAC.

Within 45 working days of award date, the contractor must present to CIRNAC a timeline for the implementation of the claim submission portal, which allows for the submission of NNC monthly claims. At the same time, the contractor will have to provide soft copies of its training material and user support material, including tutorials and user guides.

#### **6.7.5 Training Delivery**

The Contractor must provide all necessary training to their internal resources related to the correct procedures for reviewing and verifying the submitted NNC Claim information including escalation paths and criteria for Claim rejection or requesting supporting documentation (as required) as well as training on the systems (6.7.4 c) ;

The Contractor must provide training delivery related to the submission of NNC Claims in English and French (as specified at the time of request) to authorized Recipient representatives and CIRNAC resources (as requested by the CIRNAC Project Authority).

The Contractor must provide a plan on how training will be delivered for their cloud-based service.

## **6.8 Deliverable 3 – On-going Claims Processing Operations and Support**

**6.8.1** The main objectives for Deliverable 3 are:

- a) Accept, input, and review submitted subsidy claims against established eligibility criteria.
- b) Perform an eligibility check and adjudication on subsidy claims.
- c) Answer questions from program recipients and CIRNAC representatives (via phone / email) in relation to subsidy claims.
- d) Collect and compile related information from the submitted claims forms, to provide detailed information necessary for validation of claims and to support program performance measurement objectives.
- e) Train program Recipient on how to properly submit claims (as required).
- f) Train program Recipients on how to properly use the online tool/portal provided by the Contractor (as required) (5.3.3).
- g) Retain comprehensive backups of all claims and operations performed under this contract. CIRNAC may request copies of these records at any time.

**6.8.2** The Contractor must hold itself in an audit-ready state at all times during the execution of the work during Deliverable 3, such that should CIRNAC chose to exercise its right to Audit the work of the Contractor, or as part of a larger audit of the NNC Program, it will be able to do so with minimal advance notification.

### **6.8.3 Contractor Work Plan**

The Contractor must present to CIRNAC the updated Work Plan detailing:

The updated project plan and timeline for Deliverable 3 (beyond the first quarter) including the timing of delivery of the required operational reports (see 6.8.7 below).

### **6.8.4 Commencement of Operations**

The Contractor must provide ongoing Claims Processing and Related Support Services (as described in detail in 6.10).

### **6.8.5 Commencement of Operational Reporting**

The Contractor must confirm with the CIRNAC Project Authority the timing and final contents and format of all Operational Reports (see described in 6.8.7).

The Contractor must commence compilation and delivery of these reports (as set out in 6.8.7 below) according to a schedule of reporting determined in consultation with the CIRNAC Project Authority.

### **6.8.6 Update of Subsidy Rates and Eligibility Lists**

The Contractor must be able to update any internal tools to reflect the most recent Subsidy Rates, as released by CIRNAC. Updated tools must be available for internal Contractor and Recipient on the day the new rates go into effect.

The Contractor must update any internal tools made available to Recipients to reflect changes to the list of eligible communities and the list of eligible foods and staple non-food items. Updated tools must be available for internal Contractor and Recipient use on the day the new lists go into effect.

The contractor must make sure the tools allow the past rates and past eligible items to be available if some program recipients want to submit claims on months pertaining to the period before program changes were implemented.

### 6.8.7 Operational Reporting

The Contractor must submit the following electronic reports to CIRNAC according to the defined reporting schedule, including:

Report Name	Description	Format	Frequency
NNC Claims Summary Report	Duly attested NNC Subsidy Statements for <u>each</u> active Recipient, showing a detailed review of the most recently submitted claim (showing any rejected claim items), including the total payment recommendation for each claim, and any corrections for previous monthly claim (for corrections as a result of follow up inspection and rejection of in-eligible items).	Excel as per format provided by CIRNAC.	Weekly as per schedule provided by CIRNAC.
Claims Reception Status Report	Report detailing all the Reception Dates of the claims per Recipient (showing three dates: reception of claim, reception of backup documents, complete claim received).	Excel as per format provided by CIRNAC.	Monthly as per schedule provided by CIRNAC.
Weekly Issues Report	Report on various issues encountered during the evaluation process to be discussed during the weekly meeting between NNC officials and the Contractor.	Word / Excel as per format provided by CIRNAC.	Weekly as per schedule provided by CIRNAC.
Compiled Shipment Report	Compilations of itemized claim information into a merged dataset to support the development of performance measurement indicators of the NNC program (by CIRNAC).	Excel as per CIRNAC's specifications	Monthly The first working day of every month.
NNC Price Report	Compilation of itemized prices from select price reporting recipients.	Excel as per CIRNAC's specifications	Monthly
Recipient Performance Report	Record of each recipient's ability to meet deadlines and responsiveness to inquiries.	Excel as per CIRNAC's specifications	Quarterly
SLA Reports	Verification of the Contractor's performance against the established Service Level Agreement (SLA), including items such as claim validation timeframes, responsiveness to Recipient support re- quests (by phone and by email) as described in 10.0	Excel/ Word/ PDF	Quarterly Within 25 days of the end of the quarter.

## 6.9 Deliverable 4 – Contract Phase Out

**6.9.1** Prior to the end of the Contract (or any extension thereof), at the exclusive option of the CIRNAC Project Authority, the Contractor must, in consultation with Canada and in accordance with 7.2.2.:

- a) Deliver a comprehensive Transition Plan during any transition of Claim data, claims processing and reporting services delivery to another Contractor or to Canada, to ensure a smooth, efficient and complete transition to the new arrangement without interruption;
- b) Provide knowledge transfer to CIRNAC or in-coming Contractor (as required) and otherwise provide assistance, to facilitate smooth transition of claims processing and reporting services;
- c) Provide all Recipient or Claim-related data back to the Department, such that no Recipient or Claim-related information is retained by the Contractor beyond the end date of the Contract.
- d) Provide detailed software specifications, or show the automated portal or online tool, if necessary, on the software used to facilitate data entry and claim production for the recipients).

**6.9.2** During any required Contract Phase Out process the continued provision of ongoing Claims Processing Operations and Support (including operational reporting) by the Contractor must remain unaffected.

## 6.10 Claims Processing and Related Support Services

The Contractor must perform duties listed in 6.10.1b) to 6.10.1c)ii inclusive, on an average of 5,000 and 6,000 lines per month (as determined by the Project Authority).

The remainder of the duties in 6.10 are to be performed on all lines of shipment data submitted.

### 6.10.1 Claims Processing Procedures

#### a) Step 1: Review Claim Data for Validity using Sampling Procedure Methodology

The Contractor must perform the following activities:

- i. Verify the Claim is from an authorized Recipient;
- ii. Check all mandatory fields to ensure that all necessary values have been submitted, in the correct format and with valid codes and valid combination of codes (e.g., valid communities, valid food subsidy items).
- iii. Check all mandatory backup documentation is provided.
- iv. Reject the claim if it does not meet these data validity requirements.
- v. Flag the rejected Claim to indicate the rejection reason and follow-up with the Recipient to correct or update any incorrectly entered data or invalid items, according to the escalation process. All recipient interaction will be recorded and logged.

#### b) Step 2: Eligibility Check

The Contractor must perform the following activities:

- i. Verify the match between the Food Item and the Subsidy Category;
- ii. Verify the validity of the Subsidy level, based on Food Item and Community;
- iii. Verify that the weight claimed is consistent with invoices;

- iv. Verify claimed items against other more complex business rules (e.g. particular items not shipped by air during particular seasons, as cross checked against date of invoice);
- v. Verify that client on invoice (for Southern suppliers and country food processors only) is a valid client as per the Nutrition North Canada guidelines and verify that the client is properly coded under Client Type (R: Retailer, S: Social, P: Personal, E: Establishment);
- vi. Verify that the proper subsidy has been passed on to the client in the form of a credit on the invoice (for suppliers and country food processors)
- vii. Verify any accompanying supporting Proof of Transit and Proof of Contents of Delivery documentation (e.g. receipted invoices, air waybills, manifest, packing list etc.) matches the submitted electronic claim form;
- viii. Reject the claim if it does not meet these data eligibility requirements;
- ix. Flag the rejected Claim to indicate the rejection reason and follow-up with the Recipient to correct or update any incorrectly entered data or invalid items;
- x. Compare amounts claimed versus amounts identified in the itemized report.
- xi. Compare the shopping rates on waybills per recipient, orders and communities
- xii. Verify that the order was shipped within the month it was claimed.
- xiii. Verify that subsidy rate claimed is accurate for the month it has been claimed in, as the program can increase/decrease rate.

### **c) Step 3: Adjudication, Inspection and Escalation**

The Contractor must perform the following activities:

- i. Communicate with the Recipient to correct or update any incorrectly entered data or invalid items (which caused the Claim or a portion thereof to be rejected);
- ii. Perform adjudication function on steps above (6.10.1 b) to 6.10.1 c) i);
- iii. Provide explanatory notes for adjusted or rejected claims or claim line items in Compiled Shipment Reports and Weekly Reports;
- iv. If deemed appropriate, flag adjusted or rejected claims for additional follow-up, which may include reviews of original Recipient information (e.g. receipts, invoices, air waybills, etc.) where not previously provided to substantiate the Claim information;
- v. If deemed appropriate, escalate rejected claims to the CIRNAC Project Authority with a suggestion for follow-up inspection by CIRNAC's identified Auditor responsible for audit of the Recipients' Funding Agreements with CIRNAC;
- vi. Attend weekly meetings (via teleconference wherever appropriate) with CIRNAC on various issues encountered during the claims verification process. The Contractor must provide toll-free telephone access for teleconference.

### **d) Step 4: Reporting of Subsidy Claims Results to CIRNAC**

The Contractor must perform the following reporting activities (see 6.8.7 for additional details about these reports):

- i. On a weekly basis, send electronic Claim Summary reports (excel format) to CIRNAC indicating:
- ii. All claims in dollar amounts and by subsidy level, received by recipients of the program.
- iii. A recommendation, for each period (P1 – P12), of the subsidy amount that CIRNAC should reimburse to the recipients. This includes any adjustments to the Recipients' claimed amounts as a result of rejection of ineligible items during the claims review process (including a detailed justification); and
- iv. Any adjustments of Recipients' Subsidy totals (including previous months' claim amounts) to correct for any rejection of in-eligible items identified during follow-up inspection

## **6.10.2 Claims Processing Service Desk**

- a) The Contractor must provide a Service Desk for responding to questions from Recipients. This could include questions regarding how to complete and submit proper claims, how to use the claims submission portal, and send claims and general information about NNC in a knowledgeable, helpful, and efficient manner (in English and French, as per the Recipient's preferred language). The solution must maintain a log of interactions between the Recipient and the contractor, and should allow Recipient to respond to questions regarding the claim errors and/or deficiencies raised by the Contractor.
- b) For Recipient inquiries outside of the scope of these service parameters (as defined in 6.10.2 a)), Recipients will be referred to a CIRNAC representative for additional information and assistance.
- c) The Contractor must provide toll-free telephone access to the Service Desk in accordance with the response times and availability identified in 10.1.
- d) The Contractor must provide phone-based Claims Processing Help Desk support services in both English and French; and
- e) The Contractor must provide Recipients with an email address as an alternate method of access to the Service Desk in accordance with the response times and availability identified in 10.1.
- f) The Contractor must maintain a log of all contact with recipients, and whether the interaction occurred by phone or email.

## **7.0 DELIVERABLES**

**7.1** The Contractor must submit to the Project Authority all deliverables/services as specified in each Project Deliverables.

### **7.2 Milestones and Dates**

**7.2.1** CIRNAC requires that NNC Claims Processing commence no later than 60 working days after contract award.

**7.2.2** Specific deliverables and service requirements include, but are not limited to, the following:

Deliverable	Date/Timeframe Required
<b>Deliverable 1 – Business Process Confirmation</b>	
Project Coordination Initial Meeting	Within five (5) working days of Contract Award, and as requested by the Project Authority
Project Plan and Schedule	Within two (2) weeks after Initial Meeting.
NNC Claim Verification Workflow	Within three (3) weeks after Initial Meeting.
CIRNAC's Review of NNC Claim Verification Workflow (attend review meeting)	Within four (4) weeks after Initial Meeting.
Progress Reports	Weekly or as requested by the Project Authority
<b>Deliverable 2 – Claims Process Setup and Training</b>	
Updated Work Plan	Within one (1) week after CIRNAC's approval of the NNC Claim Verification Workflow

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Client Ref. No. - N° de réf. du client  
A7101-194661

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. A7101-194661

Buyer ID - Id de l'acheteur  
428zg  
CCC No./N° CCC - FMS No./N° VME

Operations Procedures	As agreed upon within the Project Schedule
Recipient User Support, Tools and Training Materials	Within 2 weeks after CIRNAC's approval of the NNC Claim Verification Workflow
Claims Processing Training Delivery	Before commencement of Deliverable 3
Claims Processing Training Delivery (External)	Before commencement of Deliverable 3 or as required
Environment Testing	Before commencement of Deliverable 3 or as required
Progress Reports	Weekly or as requested by the Project Authority
<b>Deliverable 3 – On-going Claims Processing Operations and Support</b>	
Commencement of NNC Claim Processing	Within sixty (60) working days after Contract Award
Processed Claims	Daily
Adjudication for Rejected Claims	Daily
NNC Claims Summary Report	Weekly
Claims Reception Status	Monthly
Compiled Shipment Report	Monthly
NNC issues report	Weekly
SLA Reports	Quarterly
Quality of Claims Report	Update monthly; Can be requested on demand by CIRNAC.
Receive Updated Subsidy Rates and Eligibility Lists from CIRNAC	As released by CIRNAC
Updated Interfaces, to use the new rates and eligibility lists	Before effective date of changes
<b>Deliverable 4 – Contract Phase Out</b>	
Transition Plan	A minimum of 60 calendar days prior to contract expiry or as requested by the Project Authority
Knowledge Transfer	As requested by the Project Authority
Transfer of all NNC Data	Prior to contract end date or as requested by the Project Authority
Software Specifications	As requested by the Project Authority

### 7.3 Deliverable Format

- 7.3.1** It is the responsibility of the Contractor to ensure that all reports and document-based deliverables under this Contract are provided in a format compatible with CIRNAC's standard desktop processing software, currently, Microsoft Office Suite (Word, Excel, and PowerPoint) and MS Project.
- 7.3.2** Any functional, technical system and database diagrams (e.g. data flow diagrams, physical and logical data models, etc.) provided by the Contractor are to be compatible with CIRNAC's standard diagramming software, Microsoft Office Visio.

### 7.4 Deliverable Acceptance

- 7.4.1** Under the Contract, payment will be made upon receipt of an invoice, as accepted by the CIRNAC Project Authority, based on the terms of payment specified within the Contract, in accordance with the Basis of Payment of the Contract.
- 7.4.2** In meeting its obligations under the Contract, the Contractor must ensure that all deliverables submitted and services rendered are in conformity with the schedule identified in 7.2.2 (above), and in accordance with the 'Performance and Service Standards' as described in 10.1.
- 7.4.3** CIRNAC reserves the right to verify the accuracy and completeness of all deliverables and services submitted by the Contractor.
- 7.4.4** Should any deliverable or service provided not be to the satisfaction of the Project Authority, as submitted, the Project Authority will have the right to reject it or require correction by the Contractor before any payment will be made to the Contractor.

## **8.0 CONTRACTOR RESOURCE REQUIREMENTS**

### **8.1 Resource Categories**

- 8.1.1** While it is the responsibility of the Contractor to determine its own resourcing needs for the other phases of work, the following Resource Categories represent areas of functional and technical expertise which have been identified as necessary by Canada.
- 8.1.2** The Contractor must provide the services of qualified named resources within each of the following Resource Categories:
- a) Account Representative;
  - b) Operational Project Manager/Claims Adjuster.
- 8.1.3** At a minimum, deployed Resources must meet the required qualifications and experience, as defined herein, for the Resource Category in which they are to perform the work.

### **8.2 Resource Category Typical Role / Responsibility**

#### **8.2.1 Account Representative**

- a) Confirm with in writing, the receipt of all instructions issued by CIRNAC pursuant to the Contract;
- b) Monitor all resources (including subcontractors) that are providing services and/or deliverables pursuant to the Contract;
- c) Provide regular written and ad hoc verbal status updates and reports to the CIRNAC Project Authority, including updated timelines for project completion. During initial set-up deliverables (1-2) and any Transition period (Deliverable 4) this function must be supported by a designated Project Manager;
- d) Assist in resolving any Contract dispute issues;
- e) Negotiate any changes to the SLA with CIRNAC's Project Authority (as described in 10.1
- f) Negotiate any changes to the extent of Claims Processing services provided (as described in 6.10);
- g) Manage resource turnover to ensure no negative impact to service throughout the duration of the contract
- h) Monitor sub-Contractor relationships and performance;
- i) Maintain accurate and complete records of decisions for all stages/milestones of a Contract Phase; and

- j) Liaise with the Project Authority and stakeholders identified by the Project Authority for meetings, project reviews and other related project management activities.
- k) Must ensure that there exists a backup for key manager position at all times and that key delivery staff are properly trained.

### **8.2.2 Operational Project Manager/Claims Adjuster**

The Operational Project Manager/Claims Adjuster is engaged on a daily basis with CIRNAC and must:

- a) Manage the Contractor's associated project team during the initial implementation and operations start-up by ensuring that resources are made available and that the project is developed and is fully operational within previously agreed time, cost and performance parameters;
- b) Maintain the project schedule during crucial initial set-up deliverables (1-2) prior to commencement of subsidy claims processing;
- c) Liaise with the Project Authority and stakeholders identified by the Project Authority for meetings, project reviews and other related project management activities during initial set-up deliverables (1-2) and any Transition period (Deliverable 4);
- d) Assist in managing the transition of services to a new Claims Provider under any required Transition period (Deliverable 4);
- e) Provide status updates and reports to Project Authority during early project deliverables (implementation) and during any transition period;
- f) Participate in front-end reviews of proposed claims processes and claimant abilities to meet these processes;
- g) Assist in the development of risk-based audit plans;
- h) Perform a comprehensive series of audits and reviews designed to identify various claim error conditions for on-site analysis and validation;
- i) Identify systemic and non-systemic claims administrative weaknesses for corrective action;
- j) Evaluate practices and procedures to identify systemic vulnerabilities that invite fraudulent behaviour;
- k) Select claims for in-depth review;
- l) Participate in the in-depth review of claims and develop and finalize reports to reflect validated audit findings;
- m) Participate in third-party audits; and
- n) Manage the day to day audition work during the contract period.

## **9.0 APPROACH AND METHODOLOGY**

**9.1** The management by the Contractor of service delivery for the implementation, training, and ongoing claims processing operations and support must be undertaken in accordance with all applicable Acts, Codes, Departmental and/or federal government regulations, policies and procedures.

**9.2** The Contractor must ensure that all resources deployed in the provision of services under the Contract are properly trained and qualified to fulfil their responsibilities.

**9.3** In providing Services described herein, the Contractor must utilize an effective approach and methodology, in conformance with Government of Canada approved methodologies and approaches, within each of the following areas:

- a) Project management and control;
- b) Quality and compliance assurance; and

c) Information management.

## 10.0 PERFORMANCE AND SERVICE STANDARDS

### 10.1 Service Level Agreement (SLA)

**10.1.1** The work required during Deliverable 3 (6.8) must be subject to ongoing transactional client measurement, monitoring and/or enforcement over an extended period of time, in the form of an SLA.

**10.1.2** The Contractor's SLA for Claims Processing performance, including its defined Recipient support processes (as included within its Proposal and as accepted by CIRNAC) must form part of the basis for the definitions of the quality standards, minimum acceptable parameters, and performance remedies, to which the Contractor must adhere during the provision of work, or be subject to corrective penalties/remedies.

**10.1.3** In the provision of operation, support and maintenance services for the Contractor's Claims Processing and Reporting solution (online portal), the Contractor must, at a minimum, meet the following standards for accessibility, availability and support services described in 10.1.4 below.

#### 10.1.4 Service Standards

i. The Contractor must provide the following access and availability to Recipients, excepting during any CIRNAC approved scheduled changes or maintenance periods:

Support Hours of Access		
Access Periods	Days	Hours
Core Hours	Mon-Fri (excluding statutory holidays)	09:00 to 18:00 EST
After Hours	Mon- Fri	18:01 to 08:59 EST
	Sat-Sun	00:01- 24:00 EST
	Statutory Holidays	00:01- 24:00 EST

ii. The Contractor must provide the following timeframes and methods of contacting Contractor's Help Desk for Recipient support services (as identified in 6.10.2):

Support Service		
Access Periods	Access Method	Response
Core Hours	a) Phone Access	Initial call answered by live operator or voice mail. Follow-up within one (1) working day.
	b) E-mail Access	Automated response upon receipt of the query, follow-up within one (1) working day.
After Hours	a) Phone Access	Initial call answered by voice mail. Follow-up within one (1) working day.
	b) E-mail Access	Automated response upon receipt of the query, follow-up within one (1) working day.

- iii. The Contractor must respect the following resolution timeframes for the Claims Processing Services (as identified in 6.10.1):

Timeframes for Processing a Submitted Claim	
Step	Service Standard
Review Claim Data For Validity (6.10.1 a)	5 working days after reception of the claim
Eligibility Check and Adjudication, inspection and Escalation (6.10.1 b) to 6.10.1 c) iv.)	- 20 working days* after reception of the claim for Recipients <u>without</u> Advance Payments - 25 working days* after reception of the claim for Recipients <u>with</u> Advance Payments * excluding time when the Contractor is waiting for information from Recipient

## 10.2 Service Standard Measurement

- 10.2.1** Each quarter, the Contractor's performance in meeting the Service Standards requirements will be documented (see SLA Report in 10.1) and delivered to CIRNAC.

- 10.3** In the event that the Contractor fails to comply with the conditions of the Service Standards, as described above, the Contractor will be found to be in either Minor or Major breach.

- 10.3.1** For the purposes of determining the appropriate remedy or sanction for Non-Compliance with Service Standards, the following definitions must apply:

a. Minor Breach

- i. failure to submit reports to the Project Authority as required by 6.8.7, within thirty (30) calendar days of the time such reports are required;
- ii. failure to attain the service standards established above and in particular, a failure to meet
  - standards for responding to Recipient support requests, set out in 10.1.4 ii.;
  - and
  - standards for processing a submitted claim (as set out in 10.1.4 iii)
- iii. failure to meet the standards of quality established in 6.10.1a,b

b. Major breach:

- i. failure to protect the confidentiality of the information contained within Claims Forms (which include Confidential Business Information of the subsidy recipients);
- ii. breach of applicable federal law concerning the protection of personal information; and
- iii. failure to perform any condition or term contained in 7.2.2 where if capable of being remedied, is not remedied within thirty (30) calendars days of notice of such failure being given to Canada.

### 10.3.2 Remedies Applied in instances of Minor Breach

In the event of a Minor Breach, as defined above, the Contractor must be placed on notice that it has thirty (30) calendar days to remedy such a breach and must report the status of the item which generated the Minor Breach to the Project Authority on a weekly basis until Canada is satisfied that the item has been remedied.

In the event that the Contractor does not remedy the Minor Breach to the satisfaction of Canada within the thirty (30) calendar period, the Minor Breach must be deemed to be a Major Breach, and dealt with accordingly.

### **10.3.3 Remedies Applied in instances of Major Breach**

Any Major Breach of the Service Standards, by the Contractor, will cause damage to Canada which cannot be properly compensated in monetary damages.

Notwithstanding the above, Canada reserves the right to hold back up to 10% of the Yearly Operations and Support Fee (Annex B Table 4), until such time as the Contractor has demonstrated to the Project Authority's satisfaction that any Major Breach to the Performance Standards has been remedied and maintained in the remedied state for a period of not less than 60 calendar days.

In the event that the Contractor fails to comply with the conditions of the Contract or is found to be in Major Breach of the Performance Standards for an extended period of time without taking steps to remedy the breach, as identified in Canada's review of the Contractor's work, deliverables and reports, Canada reserves the right to terminate the Contract.

## **10.4 Service Standard Exceptions**

**10.4.1** Notwithstanding 10.3.1 through 10.3.3 above, Canada reserves the right to identify any exceptional circumstances pertaining to any specific service deliveries that, having been assessed as not having met the requirements of the Service Standards (defined above), are so deemed by Canada to be due to circumstances determined to have been outside of the Contractor's control (for example: extreme weather conditions), and which, in the absence of such exceptional circumstances Canada, in its sole discretion, determines that the delivery would have otherwise met the requirements of the Service Standard. In the event that Canada exercises this right, any delivery so identified will be deemed to have met the requirements of the Service Standard.

**10.4.2** Any such determinations are the sole jurisdiction of Canada.

## **11.0 REPORTING AND COMMUNICATION REQUIREMENTS**

**11.1** Reporting requirements (in addition to those reports described in 6.8.7) may include, but are not limited to, any of the following:

**11.1.1** Periodic timesheets reports;

**11.1.2** Invoicing reports;

**11.1.3** Status or progress reporting against the proposed (and agreed to) work schedule and identification of any outstanding issues; and

**11.1.4** Other related reporting.

**11.2** Notwithstanding what is already specified above and within 7.0 (Deliverables) concerning the timely submission of all deliverables and fulfilment of obligations specified within the Contract, it is the responsibility of the Contractor to facilitate and maintain daily communication with the Project Authority.

- 11.3** Communication is defined as all reasonable effort to inform all parties of plans, decisions, proposed approaches, implementation and results of work, to ensure that the work is progressing well and in accordance with expectations. Communication may include (but is not limited to) phone calls, electronic mail, faxes, mailings and meetings.
- 11.4** In addition, the Contractor must immediately notify the Project Authority of any issues, problems, or areas of concern that could adversely affect the ability of the Contractor to complete the work specified under the Contract, adhere to the schedule of deliverables specified in 7 Deliverables, or could adversely affect the Contractor's daily operation of claims processing and reporting services, as they arise.

## **12.0 RISKS AND CONSTRAINTS**

- 12.1** The following risks or constraints may impact the Contractor in fulfilling its obligations under the Contract:

- 12.1.1** The NNC claim process (as configured during this initial program delivery) may require future configuration of features and functionality or service offerings, to align to procedural updates over time as the NNC program evolves, based on lessons learned and stakeholder feedback.
- 12.1.2** Due to the short timeframe between Contract award and the commencement of Claims processing, it is expected that the Contractor will be required to work under tight deadlines and produce a number of deliverable on a highly compressed timeline to meet CIRNAC's requirement for operational NNC Claims processing and reporting.
- 12.1.3** The volume of accompanying documentation required with the monthly submission of NNC Claims and associated Data Reports is substantial. To reduce the reporting burden, some of the Recipients (based on the outcomes of a risk-based review) may be exempted from the requirement to provide specific supporting documentation at the time of claim submission, and will instead be required to retain it and submit only the documents requested by the Contractor for verification purposes.
- 12.1.4** The volume of claim information (i.e. number of line items per claim) is an estimate based upon historical NNC data, and may vary over time.
- 12.1.5** The number of Recipients can vary over time.
- 12.1.6** Subsidy rates and eligibility lists will be adjusted periodically. The Contractor's tools and systems must be updated in accordance with these changes, to avoid potential inaccuracies in the reporting of claimed subsidy amounts. The Contractor must also be able to maintain historical rates and eligibility lists in their system.

## **13.0 CONTRACTOR RESPONSIBILITIES**

- 13.1** In fulfilling the terms and conditions of the Contract, the Contractor agrees to:
- 13.1.1** Be in possession of all the required software and tools required to complete the work;
- 13.1.2** Ensure that all resources deployed in the provision of services are properly trained, and are qualified to fulfil their responsibilities;
- 13.1.3** Provide a mutually agreed-upon Account Representative (refer to 8.2.1 for minimum qualifications and typical activities for this resource), who must act as a principal Point of Contact for the Contractor, who will be actively involved in, and responsible for, all activities undertaken;

- 13.1.4 Provide a work plan, schedule and confirmation of any previously provided estimates of all costs/prices, prior to the commencement of work on each Phase of the project;
  - 13.1.5 Work in conjunction and close contact with GoC personnel, project stakeholders and any other Contractors required by Canada for the completion of the work;
  - 13.1.6 Complete assigned work according to pre-defined schedules and standards;
  - 13.1.7 Provide Quality Assurance monitoring on all deliverables; and
  - 13.1.8 Ensure an internal backup for the position of key manager.
- 13.2 It is the responsibility of the Contractor to, at all times, conduct itself and to ensure the performance of its deployed personnel in accordance with the terms and conditions of the Contract in the completion of all work, and in accordance with the Code of Conduct for Procurement (available for reference online at: <http://www.tpsgc-pwgsc.gc.ca/app-acq/cndt-cndct/index-eng.html>)

### 13.3 Confidentiality

The Contractor must keep in confidence and not use or disclose without the express written instruction of the CIRNAC Project Authority, any proprietary or confidential information provided by the NNC Recipients as part of the NNC Claim submission process. This information includes any Business information discovered as part of any evaluation or review of the Recipients' claim audits that the Contractor may take part in.

The Contractor must take the necessary security precautions to keep confidential all information deemed confidential and must not make unauthorized copies. The Contractor further undertakes to notify CIRNAC immediately upon discovery of any unauthorized use or disclosure of confidential material and must assist CIRNAC in regaining of such material and mitigating the loss to CIRNAC there from. The Contractor must ensure that its resources possess the appropriate clearance level.

The Contractor must deliver to CIRNAC whenever required to do so, or in any event at the termination of the Contract with CIRNAC, all documentation and data pertaining to the Recipients, the Claims and the supporting documents (in hardcopy and stored image files, as applicable).

### 13.4 Right to Audit

- 13.4.1 The Contractor must grant access to CIRNAC's identified Auditor (upon reasonable advance notice to the Contractor and subject to providing a reasonable and appropriate confidentiality agreement) to any of the Contractor's claims processing and reporting systems, files, and records which are directly related to the implementation, operation, adjudication and support services provided by the Contractor in the performance of work for this Contract. Such access must be for the purposes of determining compliance with the terms and conditions of the contract between CIRNAC and the Contract

## 14.0 GOVERNMENT SUPPORT

### 14.1 Canada will provide the following:

- a) Access to Canada 's facilities, the Project Authority, GoC personnel and other program stakeholders (i.e. Recipients) as required for the successful provision of requirements definition, functional analysis, or other related Professional Services (if requested by Canada), and training delivery;
- b) Access to relevant documentation and reference materials to which the Contractor would not otherwise have access;

- c) Review of reports and other submitted deliverables, as required, and the provision of comments and suggested revisions, in a timely manner; and
- d) Other assistance and support as appropriate.

## **15.0 LOCATION OF WORK AND TRAVEL**

### **15.1 Location of Work**

- 15.1.1** It is anticipated that the work will be conducted at the Contractor's work location(s), with requirements for work on-site at GoC facilities to support initial requirements definition and business analysis, and stakeholder consultation.

### **15.2 Travel Requirements**

- 15.2.1** As required, the Contractor must attend face-to-face meetings or via tele-presence, with the Project Authority at facilities within the National Capital Region (NCR), or at any of the Contractor's locations.
- 15.2.2** The Contractor must be responsible for its own travel and accommodation costs (i.e. no reimbursement) to attend meetings with the Project Authority at Departmental premises in the NCR or at any of the Contractor's locations.

## **16.0 LANGUAGE OF WORK**

- 16.1** Canada is required under the Official Languages Act to provide its services in both Official Languages of Canada (English and French).
- 16.2** The Contractor must ensure that all verbal and written progress reports and other communication with Canada are in the preferred language of the Project Authority.
- 16.3** The Contractor must provide all written internal deliverables and reports to CIRNAC in English or French at the direction of the Project Authority.
- 16.4** The Contractor must provide any Recipient User Support and Training Materials (as requested by CIRNAC) in both English and French.
- 16.5** The Contractor must provide phone-based Claims Processing Help Desk support services in both English and French; and
- 16.6** The Contractor must provide email correspondence in relation Claims Processing Help Desk support services in both English and French, with responses to questions returned in the preferred language of the questioner (as per the language used in the initial correspondence);
- 16.7** The Contractor must provide training delivery services in English and French (as requested by the CIRNAC Project Authority).

## **17.0 GREEN PROCUREMENT AND SERVICES**

- 17.1** The Contractor must ensure, where possible, that all materials employed and work methods utilized by both the Contractor and its deployed resources and sub-contractors accommodate CIRNAC's commitment to the GoC's Green Procurement Strategy.
- 17.2** The following website provides a link to the Green Procurement Policy:  
<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>

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A7101-194661/A  
Client Ref. No. - N° de réf. du client  
A7101-194661

Amd. No. - N° de la modif.  
File No. - N° du dossier  
428zg. A7101-194661

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## ANNEX B, BASIS OF PAYMENT

The GST/HST is extra and payable by the Contractor if applicable to the costs outlined below

**TABLE 1**

### Deliverable 1 (Business Process Confirmation) Fixed Costs

Item	Description of Fixed Costs	Firm Unit Price
1.1	Price for Deliverable 1 (as per SOW Section 6.6)	\$
<b>Total of Deliverable 1 Fixed Cost (Sum of item 1.1)</b>		\$

**TABLE 2**

### Deliverable 2 (Claims Process Setup and Training) Fixed Costs

Item	Description of Fixed Costs	Firm Unit Price
2.1	Price for Deliverable 2 Contractor Work Plan and Operations Procedures Documentation (as per SoW section 6.7.2 and 6.7.3)	\$
2.2	Price for Deliverable 2 Claimant User Support Tools and Training Materials (as per SoW section 6.7.4)	
2.3	Price for Deliverable 2 Training Delivery (as per SoW section 6.7.5)	
<b>Total of Deliverable 2 Fixed Cost (Sum of item 2.1 – 2.3)</b>		\$

**TABLE 3**

### Deliverable 4 (Contract Phase Out) Fixed Costs

Item	Description of Fixed Costs	Firm Unit Price
3.1	Price for Deliverable 4 Transition Plan (as per SoW section 6.9a))	\$
3.2	Price for Deliverable 4 Knowledge Transfer and Transition of NNC Data to DIAND (as per SoW section 6.9 a) and b))	
<b>Total of Deliverable 4 Fixed Cost (Sum of item 3.1 – 3.2)</b>		\$

## OPERATIONS AND SUPPORT COSTS

Solicitation No. - N° de l'invitation  
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Upon commencement of Deliverable 3 On-going Claims Processing Operations and Support the Contractor will be paid a firm all inclusive Yearly Operations and Support Fee for twelve (12) months of operational costs associated with the day to-day performance of NNC Food Subsidy Claims Processing and Reporting services as per the work and deliverables specified under Deliverable 3 in the SOW (section 6.8 ) inclusive of the completion of:

- i. all required ongoing Operations (including the services of the Contractor's designated Account Representative)
- ii. ongoing Operational Reporting (as per SoW section 6.8.7)
- iii. any required updates to the Contractor's tools and forms to incorporate revised Subsidy Rates, Eligible Community Lists and Eligible Food Lists,
- iv training subsidy Recipients on how to properly submit claims including training on systems (or in line tool) and
- v the operation of the Contractor's Service Desk for phone and email support.

The firm all inclusive annual rate for Phase 3 operational work shall also be inclusive of all other costs, materials, labour profit, and overhead required to complete the work

The Contractor shall invoice on a monthly basis one-twelfth (1/12) of the annual rate (see item 4.6 in Table 4 below) The twelfth billed amount in any Contract year shall be the firm annual rate for that year less the total of the eleven (11) previous billings

The Operations and Support Fee is exclusive of the costs for Claims Processing, which are itemized separately below as the Per Line Electronic Claim Processing rate (in Table 5 below)

<b>TABLE 4</b>							
<b>Firm All Inclusive Annual Operations and Support Fee (\$CAD)</b>							
<b>Coverage Period</b>							
<b>Item</b>	<b>Annual Service Fee</b>	<b>Initial Contract Period Year 1 (A)</b>	<b>Initial Contract Period Year 2 (B)</b>	<b>Initial Contract Period Year 3 (C)</b>		<b>Option Year 1 (D)</b>	<b>Option Year 1 (E)</b>
4.1	Operations and Reporting	\$	\$	\$		\$	\$
4.2	Updating Claims Process to us revised Subsidy Rates, Eligible Community Lists and Eligible Food Lists	\$	\$	\$		\$	\$
4.3	Training subsidy Recipients on how to properly submit claims	\$	\$	\$		\$	\$
4.4	Service Desk (phone and e-mail) Support	\$	\$	\$		\$	\$
4.5	Yearly Operations and Support Fee (\$CAD) (Sum of items 4.1 – 4.4)	\$	\$	\$		\$	\$
4.6	Monthly Operations and Support Fee (\$CAD) (1/12 of Annual Fee)	\$	\$	\$		\$	\$

\* For Financial Evaluation Purposes only, the firm all inclusive Yearly Operations and Support Fee (item 4.5) for each Contract Year (A C) including Option Periods (D-E) will be used in the calculation to determine the Total Assessed Price for evaluation purposes

### **ELECTRONIC CLAIM PROCESSING FEES**

The Contractor will be paid a fixed all inclusive fee per line for Claim processing for each year of the Contract (see Table 5) All fees must be in Canadian Dollars (\$) Prices must not be quoted as a range. Fees must exclude all taxes.

The fixed, all-inclusive Per Claim Line Processing Fee includes all costs related to claims processing, electronic claims processing system requirements and associated maintenance, and uploads of client claim data, as set out in the SOW (sections 6.8 and 6.1 )

Should it be necessary to establish fees for higher claim line volume ranges than those identified under the Contract, the Contractor agrees to negotiate in good faith with Canada to establish fair and reasonable fees for higher annual volume ranges.

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The volume of Claim Lines processed shall not include returned Claim Lines for Claims (or parts thereof) returned due to Contractor (or subcontractor) error

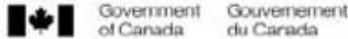
<b>TABLE 5</b>						
<b>Firm All Inclusive Per Line Fee for On-going Claim Processing (\$CAD)</b>						
<b>Maximum Monthly Claim Line Volume: 2,000 (see SW 5.4 4)</b>						
<b>Item</b>	<b>Initial Contract Period Year 1 (A)</b>	<b>Initial Contract Period Year 2 (B)</b>	<b>Initial Contract Period Year 3 (C)</b>	<b>Average Per Line Fee*</b>	<b>Option Year 1 (D)</b>	<b>Option Year 2 (E)</b>
<b>5.1</b>	\$_____/line	\$_____/line	\$_____/line	\$_____/line	\$_____/line	\$_____/line
<b>Overall Average Per Line Fee (\$CAD)</b>						<b>\$ (v)</b>

\* For Financial Evaluation Purposes only, the firm all inclusive Yearly Per Line Fees for each Contract Year (A C) including the Option Period(s) (D E) will be used in the calculation to determine the Total Assessed Price for evaluation purposes

The Contractor shall invoice at month end in accordance with its applicable rate. Canada retains the right to verify the actual volume of transactions processed each month vis à vis the Contractor's reported volume.

## ANNEX C, SECURITY REQUIREMENTS CHECK LIST

 Government of Canada Gouvernement du Canada	Contract Number / Numéro du contrat <b>A7101-194661</b>
Security Classification / Classification de sécurité <b>Unclassified</b>	
<b>SECURITY REQUIREMENTS CHECK LIST (SRCL)</b> <b>LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)</b>	
<b>PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE</b>	
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine <b>CIRIAC</b>	2. Branch or Directorate / Direction générale ou Direction Northern strategic policy / Nutrition north canada
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 <b>Nutrition North Canada Cairns Processing</b>	
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 <input type="checkbox"/> Yes <input type="checkbox"/> Non <input type="checkbox"/> Oui <input type="checkbox"/>
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 <input type="checkbox"/> Yes <input type="checkbox"/> Non <input type="checkbox"/> Oui <input type="checkbox"/>
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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> Non <input type="checkbox"/> Oui <input type="checkbox"/>
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 <input type="checkbox"/> Yes <input type="checkbox"/> Non <input type="checkbox"/> Oui <input type="checkbox"/>
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 <input type="checkbox"/> Yes <input type="checkbox"/> Non <input type="checkbox"/> Oui <input type="checkbox"/>
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"/>  Not releasable / À ne pas diffuser <input type="checkbox"/>  Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>   Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:
No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>   Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information	
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/> PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/> PROTECTED C / PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> SECRET <input type="checkbox"/> TOP SECRET / TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/> NATO RESTRICTED / NATO DIFFUSION RESTREINTE <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"/>
PROTECTED A / PROTÉGÉ A <input type="checkbox"/> PROTECTED B / PROTÉGÉ B <input type="checkbox"/> PROTECTED C / PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> SECRET <input type="checkbox"/> TOP SECRET / TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	
TBS/SCT 350-103/2004/12	
Security Classification / Classification de sécurité <b>Unclassified</b>	



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

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

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

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

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

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITE	<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 : Contractor will be escorted at all time while on GoC premises

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

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

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

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

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

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

**PRODUCTION**

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

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

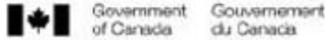
11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?  
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou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

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

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

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

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO	NATO	NATO	COMSEC TOP SECRET CONFIDENTIAL TOP SECRET	PROTECTED PROTÉGÉ			SECRET	TOP SECRET	
							RESTRICTED	CONFIDENTIAL	SECRET		A	B	C			
Information / Access Management / Base de données	X	X														
Production																
IT Media / Support TI	X	X														
IT LSA / Lien électronique																

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

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

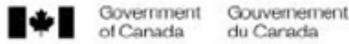
12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
 La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui

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

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Security Classification / Classification de sécurité Unclassified

PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) Lisa Faid	Title - Titre Research Officer	Signature <i>Lisa Faid</i>	
Telephone No. - N° de téléphone 819-934-1320	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel lisa.faid@canada.ca	Date 11/12/2020
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) Steven French	Title - Titre Contract Security Officer	Signature french, steven <small>Digitally signed by: french, steven Date: 2020.11.11 11:24:04 -0500</small>	
Telephone No. - N° de téléphone 819-934-2334	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel steven.french@canada.ca	Date
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées) Karine Fournel - Supply Specialist	Title - Titre	Signature Fournel, Karine <small>Digitally signed by: Fournel, Karine DN: CN = Fournel, Karine C = CA OU = GC OU = PWGSC-TPSGC Date: 2020.12.02 08:37:48 -0500</small>	
Telephone No. - N° de téléphone 613-858-8698	Facsimile No. - N° de télécopieur karine.fournel@tpsgc-pwgsc.gc.ca	E-mail address - Adresse courriel	Date
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées) Anik Farrell - CSO 613-946-5194 anik.farrell@tpsgc-pwgsc.gc.ca	Title - Titre	Signature Farrell, Anik <small>Digitally signed by Farrell, Anik Date: 2020.11.30 08:34:10 -05'00'</small>	
Telephone No.	Facsimile No.	E-mail address - Adresse courriel	Date

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité Unclassified
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# NUTRITION NORTH CANADA

## NATIONAL MANUAL

For Program Recipients

Last Updated: June 2020



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## Recent Updates

- COVID-19 temporary measures:
  - In response to the COVID-19 pandemic, the Government of Canada injected an additional \$25M to the Nutrition North Canada program. The program distributed the financial assistance by increasing the communities' High and Medium subsidy rates. This came into effect from May 1<sup>st</sup>, 2020 to March 31, 2021. The new subsidy rates are available in the [Appendix B](#), Table 1.
  - The program has made the items in the Category 3 and 4 (e.g. codes 3-A01, 4-X02) eligible for all communities. This was previously only eligible for the communities of Old Crow and Grise Fiord. This change is effective from April 1<sup>st</sup>, 2020 to March 31, 2021.
- The program has re-named some of the subsidy levels as it was found confusing for different stakeholders. Henceforth, i) the Targeted or the Highest subsidy is renamed as the High subsidy level, ii) the Higher subsidy is replaced with the Medium subsidy level, and iii) the Lower subsidy is replaced with the Low subsidy level. Please review the manual for better understanding of these changes.
- Seasonal Surface Transportation subsidy description is added to the manual.
- Criteria are developed to ensure that recipients are using the most effective and cost-effective supply chain arrangements and routes.
- Recipients responsibility to document the pricing methodology and profit margin policy is defined.

## Glossary

**Advance Payments** - Payments, specifically provided for in the Funding Agreement for a contribution, that are made before the performance obligations of the Funding Agreement that would justify payment of the contribution have been met.

**Applicant** - An entity that applies to become a registered recipient under the Nutrition North Canada (NNC) Program.

**CIRNAC** – Acronym for the Department of Crown-Indigenous Relations and Northern Affairs Canada, which is responsible for the Nutrition North Canada (NNC) Program. In the Funding Agreements, the Department is referred to as DIAND (Department of Indian Affairs and Northern Development), which represents the legal name of the Department as per the Act under which the Department was created in 1985. On July 15, 2019, legislation dissolving Indigenous and Northern Affairs Canada and formally establishing the mandates of 2 new departments, Crown-Indigenous Relations and Northern Affairs (CIRNAC) and Indigenous Services Canada (ISC), came into effect. CIRNAC and ISC will continue to work seamlessly together to ensure there are no interruptions to inquiries, delivery of services or relationships with partners.

**Claims Processor** - A third-party claims processor that handles the Program's subsidy claims system. The claims processor reviews the information provided in each claim submission for accuracy, completeness and issues weekly payment recommendations to the Program for processing.

**Compliance Audit/Review** – A third-party audit firm will conduct an independent assessment to provide the Department assurance on a recipient's compliance with their Funding Agreement. The scope of a recipient audit may address any or all financial and non-financial aspects of the Funding Agreement.

**Contribution (Subsidy)** - (also referred to as “funding”) - An amount of money that the federal government transfers to recipients to help reduce the cost of eligible items in eligible isolated northern communities.

**Country Foods** (also referred to as “Traditional Foods”) - Foods that are obtained through local hunting, fishing or harvesting activities. Examples include caribou, ptarmigan, seal, Arctic char, shellfish and berries

**Country Food Processor/Distributor** - A Country Food Processor/Distributor located in an eligible community, who possesses a Canada Revenue Agency issued Business Number, who supplies eligible items to eligible communities, who meets the Program's eligibility criteria as set by CIRNAC and who agrees to the terms and conditions of the agreement to be made with CIRNAC to govern the transfer of funds (the subsidy). There are three Country Food Processors that are recognized with the program and therefore eligible to the subsidy: Kitikmeot Food Ltd. (Cambridge Bay,

NU), Kivalliq Arctic Foods Ltd. (Rankin Inlet, NU) and Pangnirtung Fisheries Ltd. (Pangnirtung, NU).

**Direct Order** - The purchase of eligible items from Suppliers registered with the NNC program as a means to benefit from the subsidy. Direct orders can be made by Northern Retailers (i.e. northern retail orders); eligible commercial establishments (i.e. establishment orders by hotels, restaurants, etc.); eligible social institutions (i.e. institutional orders by daycares, schools, college); or individuals (i.e. personal orders).

**Eligible Community** - An isolated northern community without year-round marine or land access that is eligible for a subsidy under the NNC program. The list of eligible communities is posted on the NNC website and are subject to occasional revision by the Department:  
(<http://www.nutritionnorthcanada.gc.ca/eng/1415540731169/1415540791407>).

Note: A community which gains year-round surface access (road, rail, or marine) during the year is no longer isolated, and in such cases, recipients are no longer eligible to claim the retail subsidy in keeping with the purpose of the Program (whether or not the list has been updated on the website).

**Eligibility Criteria** - A set of characteristics or requirements that must be satisfied before an applicant can enter into a Funding Agreement (e.g., must possess a valid Business Number issued by the Canada Revenue Agency, must sell eligible items).

**Establishment Order** - A feature of the NNC program that allows establishments (hotels, restaurants, etc.) in eligible communities to benefit from the subsidy when buying eligible items directly from a Supplier that is registered with the NNC program.

**Funding Agreement** - A document containing terms and conditions by which a transfer payment is made by Canada for the delivery of programs, services and activities by the recipient.

**Indigenous People** - A collective name for the original peoples of North America and their descendants. The Constitution of Canada recognizes three groups of Indigenous people: Indians (commonly referred to as "First Nations"), Métis and Inuit. These are three distinct peoples with unique histories, languages, cultural practices and spiritual beliefs.

**Indigenous-Owned Business** - A band as defined by the Indian Act, a sole proprietorship, a limited company, a co-operative, a partnership, a not-for-profit organization in which Aboriginal persons have at least 51 percent ownership and control, OR a joint venture consisting of two or more Aboriginal businesses or an Aboriginal business and a non-Aboriginal business(es), provided that the Aboriginal business(es) has at least 51 percent ownership and control of the joint venture.

When an Aboriginal business has six or more full-time employees at the date of submitting their application, at least thirty-three percent of them must be Aboriginal persons, and this ratio must be maintained throughout the duration of the Funding Agreement.

**Institutional Order** - A feature of the NNC program that allows institutions (e.g. schools, college, daycares) in eligible communities to benefit from the subsidy when buying eligible items directly from a Supplier who is registered with the NNC program.

**Item Eligibility List** - A list of items that are eligible for subsidy under the NNC program. The list is posted on the NNC website and is subject to occasional revision by the Department

(<https://www.nutritionnorthcanada.gc.ca/eng/1415548276694/1415548329309>).

Eligible items are divided into five categories for the Program reporting purposes:

- i. Foods eligible under the **High** subsidy level (i.e. this was known as the Targeted or the Highest' subsidy), considered being nutritious and support families, receive the highest level of subsidy to furthermore reduce prices on basic staples. The items under this food category begin with the code **7** in the eligible food list for reporting purposes.
- ii. Foods eligible under the **Medium** subsidy level (i.e. this was known as the 'Higher' subsidy), considered being nutritious and perishable, receive a medium level of subsidy to encourage their consumption. The items under this food category begin with the **Code 1** in the eligible food list for reporting purposes.
- iii. Foods eligible under the **Low** subsidy level (i.e. this was know as the 'Lower' subsidy), receive a lower level of subsidy to reflect either a lower level of nutritional value or the fact that these foods can be shipped by other cost-effective modes of transportation than by air. The items under this food category begin with the **Code 2** in the eligible food list for reporting purposes.
- iv. Non-perishable foods and non-food items fall under the **Low** level of subsidy. For reporting purposes, items under this category begin with the '**Code 3 and 4** in the eligible food list. These items were previously only eligible to the community of Old Crow, Yukon or to a specific community defined by the Program. As of April 1<sup>st</sup>, 2020, items under this category become eligible for all NNC communities. This measure expires on March 31, 2021.
- v. The Seasonal Surface Transportation subsidy covers a variety of food and non-food items when shipped by sealifts and ice-roads to eligible communities. The items under this food category begin with the **Code 8** in the eligible food list for reporting purposes.

**Marine Service** - The transportation of food, non-food items or goods to communities through various means of sealift, ferry and barge.

**Northern Retailer** - A retailer who operates stores located in eligible communities, where eligible items are available for purchase, and who possesses a Business Number issued by the Canada Revenue Agency, who meets the Program's eligibility criteria as set by CIRANC and who agrees to the terms and conditions of the agreement to be made with the Department to govern the transfer of funds (the subsidy).

**Northern Retailer Order** - A feature of the NNC program that allows Northern Retailers in communities to benefit from the subsidy by buying eligible items directly from a Supplier that is registered with the NNC program.

**Packaged Weight** - Weight of items, including the weight of the product container (e.g. plastic jug containing milk) and the weight of the container in which a number of eligible items are packaged for shipment (e.g. cardboard box containing 12 jugs of milk).

**Perishable Food** - Food that spoils quickly, especially if it is not stored at the proper temperature. Perishable food can be fresh or frozen and has a shelf-life of less than one year. The shelf-life is determined by the food producer. Examples include meat, milk, bread, fresh vegetables and frozen fruit.

**Personal Order** - A feature of the NNC program allows individuals living in eligible communities to benefit from the subsidy by buying eligible items directly from a Supplier that is registered with the NNC program.

**Recipient** - An entity that has signed a Funding Agreement with CIRNAC to receive a contribution under the NNC program.

**Recipient General Risk Assessment (General Assessment (GA))** - The GA is a risk assessment tool that is applied to all recipients once per year in order to provide an assessment of a recipient's performance relative to its Funding Agreement. The GA will help determine the appropriate level of management support required for a recipient to control and mitigate risk in the management of its Funding Agreement.

**Seasonal Surface Transportation** – The Program has introduced new modes of transportation (sealift/barge and ice-road) to ship non-perishable food or non-food items to eligible communities to enhance the capabilities of recipients to use the most cost-effective mode of transportation. A specific list of non-perishable food and non-food items identifies the items eligible to a set subsidy rate under the surface transport subsidy (See items begin with code **8**).

- Sealift: Each year, sealift season in the North takes place between late June and end of October. The communities of the Quebec North Shore are not eligible to this subsidy.
- Winter road or Ice roads: Winter roads or ice roads connects isolated communities to a network comprised of highways, roads or railway system in the South and opening and closing dates are subject to changes in weather or road conditions.. For some items subsidized by the Program, winter roads are a more cost efficient way of resupplying the communities.

**Set Contribution Funding** – A set contribution is a transfer payment for a program, service or activity that is subject to conditions outlined in a funding agreement and subject to audit. Any unexpended funding or any ineligible expenditure must be reimbursed to Canada.

**Supplier** - A retailer and/or wholesaler who operates a business located in Canada, where eligible items are available for purchase, who possesses a Canada Revenue Agency issued Business Number, who sells eligible products to Northern Retailers, eligible institutions, establishments and individuals, who meet the Program's eligibility criteria as set by the Department and who agrees to the terms and conditions of the arrangement to be made with Government of Canada to govern the transfer of funds (the subsidy).

**Subsidy Levels and rates** - Subsidy rates for each community are classified into four levels if shipped by air and one level if shipped by seasonal surface transportation modes. There is also a separate level of subsidy (code **5**) for country foods. This is explained more in detail below.

The subsidy levels are High, Medium, Low and Country Food (CF) for air ship mode and Seasonal Surface Transportation for sealift and ice-road modes. Each food eligible in the NNC program falls under the defined food category codes. Food Codes (or Categories) begin with either 1, 2, 3, 4, 5, 7, or 8. As an example 'Apple' falls under the All Fresh Fruits food category, coded as 1-A26. Meaning Apple is eligible under Medium subsidy, because it is under a category that starts with 1.

Air shipment subsidy levels:

- **High** subsidy applies to foods in Category code 7.
- **Medium** subsidy applies to foods in Category code 1.
- **Low** subsidy applies to foods in Category code 2, 3 and 4
- **Country Food (CF)** subsidy applies to country foods in Category code 5.

Ship by surface transportation subsidy levels:

- **Seasonal Surface Transportation** subsidy applies to food in Category code 8 .

**Subsidy Rate** – Refers to the amount of money per kilogram that CIRNAC pays to a recipient for an eligible item shipped by air or shipped via other eligible surface transportation modes to eligible communities. This rate is different for each community and for each subsidy level. The rates are posted on the NNC website and are subject to occasional revision by the Department. (<https://www.nutritionnorthcanada.gc.ca/eng/1415540731169/1415540791407#tpc1>).

**Third Party Retailer** – A Northern Retailer in eligible communities that purchases subsidized items from a Supplier that is registered with the NNC program. Each Third Party Retailer is required to sign a contract with their registered NNC Supplier(s) to ensure they are held to the same terms and conditions of our registered Recipients. In doing so, the Program is enhancing the transparency and accountability of the subsidy.

## **1.0 Purpose and Scope**

### **1.1 Purpose**

To provide information necessary to support the delivery of Nutrition North Canada's (NNC) program funded by Crown-Indigenous Relations and Northern Affairs Canada (CIRNAC).

### **1.2 Scope**

- The primary intended users of the manual are recipients of the NNC subsidy. These include Suppliers, Northern Retailers and Country Food Processors/Distributors registered/or recognized with the Program.
- This manual is intended to be a public document. It may be copied and distributed without restrictions.
- This manual provides a glossary of terms pertaining to the Program. It provides a background on the Program, a summary of roles and responsibilities, a description of the Funding Agreement, condition of payments and guidance in reporting and claims processing.
- As the NNC program evolves, changes to the manual will be required from time to time. As changes are made, this manual will be updated and reissued.

## **2.0 Program Description**

### **2.1 History**

On April 1, 2011, the *Food Mail Program* (Food Mail) was replaced by Nutrition North Canada, a new Government of Canada food subsidy program. NNC provides improved access to healthy food for Northerners by applying a higher level of subsidy to the most perishable nutritious foods.

### **2.2 Program Objectives and Principles**

The objective of the NNC program is to make perishable, nutritious food more accessible and more affordable than it otherwise would be to residents of eligible isolated northern communities without year round surface (road, rail or marine) access. Specifically, the Program aims to reduce the cost of nutritious, perishable food that must be flown-in, thereby improving nutrition, health and well-being in isolated northern communities. In effort to make some items more affordable, the Program has introduced seasonal surface transportation to further reduce the cost of non-perishable items and non-food items.

Since the objective of the Program is to pass the subsidy onto the consumer, in the form of a price discount at the retail level, recipients of the contribution payments are required to distribute it to their clients at the time of purchase.

## 3.0 Roles and Responsibilities

### 3.1 Role of Program Recipients

Recipients are required to uphold the Program's purpose<sup>1</sup> and objectives<sup>2</sup> when they register with the Program.

Registered retailers and suppliers are responsible for managing their own supply chain and are accountable for passing the full savings associated with the subsidy along to their clients. The recipients need to ensure that they use the most efficient and cost-effective supply chain arrangement and routes to ship some eligible items with a longer shelf life. This streamlined approach improves efficiency and ensures Northerners get the maximum benefit from the subsidy.

Recipients are required to inform NNC officials of any changes to community surface access, which may impact community eligibility decisions. Where there is a planned change in surface access to the community, the recipients will work with NNC officials to communicate to the community that the subsidy will no longer be applicable once the community is connected.

Registered retailers and suppliers should develop a profit margin policy that details their business model, the food industry and how profit margins are implemented in their operations (on a daily basis). The profit margins should not erode the subsidy amounts in any shape or form, as this would go against the Program's objective to reduce the price of perishable, nutritious food.

Recipients should have a pricing methodology that supports the establishment of retail prices or will need to develop such pricing methodology. Due to varying business size, not all recipients have an IT infrastructure that upkeep a retail price system or methodology, but all recipients must be able to provide a rationale that supports the retail prices setting.

Registered retailers and suppliers must also follow and respect the requirements described in their respective Funding Agreements and in this manual.

### 3.2 Role of Nutrition North Canada (NNC) Officials

NNC officials are responsible for the overall management of the subsidy program. With respect to recipients, this includes:

- Managing program policies and operations (e.g. subsidy rates, eligibility lists, etc.);

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<sup>1</sup> The purpose of the Nutrition North Canada Program is to help alleviate the costs of shipping perishable, nutritious foods by air, sealift and winter roads to isolated communities, and to include activities to encourage nutritious eating.

<sup>2</sup> The objective of the Nutrition North Canada Program is to help make perishable, nutritious food more accessible and more affordable than it otherwise would be to residents of eligible isolated northern communities without year-round surface (road, rail or marine) access.

- Implementing, managing and enforcing the terms and conditions of the Funding Agreements;
- Providing guidance, interpretations and decisions with respect to program rules and policies;
- Making subsidy payments to recipients;
- Analyzing program data and managing the Program's budget;
- Raising awareness and communicating program information and its various elements;
- Etc.

### 3.3 Role of the Claims Processor

The Claims Processor will:

- Develop and maintain a claims processing database system;
- Administer a process for verifying shipping invoices and documents to reimburse program recipients for the shipment of foods;
- Supervise the evaluators and the timely verification of all monthly claims submitted by the recipients participating in the Program;
- Verify a randomly selected subset of line entries from the monthly itemized claims report. The claim will either be moved forward into the audit process or declared deficient requiring additional information or clarification;
- Have regular contact with program recipients in the form of written and telephone communications as required, including answering recipients' questions regarding deficiency letters or other questions related to the Program;
- Provide verification support and assistance to the evaluators;
- Once a monthly claim has been verified and validated by the evaluators, the claim processor will perform an independent audit of their findings to ensure the claim has been completed under NNC program requirements;
- Provide training and end-user support for the Electronic Document Interchange (EDI) or Portal, which is a secure and efficient technology for the electronic transfer of documents; and
- Support the use of EDI or Portal by the recipients to securely transport their monthly claim forms, itemized reports and back up documents, as required, to the Claim Processor. The Help Desk is available Monday – Friday from 9:00 AM – 6:00 PM Eastern Time.

The Claim Processor Database System will record and track all aspects of the claim submission process, from the receipt of a claim to the recommendation of payments. The Database will be able to produce custom designed reports on almost all data captured for the purpose of the Program. The Database will record and track any verbal or written correspondence, with date and time of the transaction.

## 4.0 Funding Agreement Information

The Funding Agreement governs the terms and conditions under which recipients will receive reimbursement for subsidy dollars spent/passed onto eligible consumers. The Funding Agreement specifies the recipient's responsibilities for services, record keeping and reporting among other things. It allows Canada access to the recipient's records and auditors' access to accounts, records and premises. A Funding Agreement describes the requirements needed to maintain the accountability relationship between the Department and the funding recipient. These requirements include reporting requirements, criteria for default, and remedies on default provisions. They also help to provide opportunities for default prevention and management action plan discussions between recipients and the Department.

### 4.1 Program requirements for financing concerning the delivery, the services, the activities and financing

This information is to compliment the reference to this manual outlined in the Funding Agreement with respect to program delivery requirements. These requirements include:

#### ***Respect of Program Rules***

Recipients must respect program rules and policies which are amended from time to time. It is not the intent of the NNC program to subsidize the operations of resource companies, construction companies and government establishments in or near eligible communities. Therefore, Northern Retailers, Suppliers and Country Food Processors/Distributors registered with NNC will not be allowed to claim a subsidy for products sold to or ordered on behalf of the following kinds of businesses and establishments (note: the list is not intended to be comprehensive):

- mining companies;
- oil and gas companies;
- exploration companies and camps;
- companies providing support activities for mining and oil and gas extraction, exploration and development;
- surveying and mapping services;
- construction companies;
- environmental cleanup operations;
- electricity companies;
- weather stations;
- research stations and projects;
- military establishments and operations;
- outfitters;
- bed and breakfast establishments and Boarding Houses;
- other such businesses and establishments.

All recipients must ensure that they do **not** claim a subsidy for eligible items sold/shipped to businesses and government agencies in accordance with the Program's policy. In addition, Suppliers must inform their clients that they cannot sell and/or ship subsidized items to such businesses and government agencies. Employees and owners of such businesses in or near eligible communities can benefit from the NNC subsidy, as individuals, by purchasing eligible food in local stores or by placing direct or personal orders with registered Suppliers.

### ***Passing on the Subsidy***

Recipients must ensure that they pass on the subsidy to consumers at the time of sale and certify in each claim submission that the subsidy has been fully passed on. Fully passing on the subsidy means that the entire amount of the subsidy is deducted from selling prices and that the recipient will calculate profit margins on the products "landed" cost, net of the subsidy. The common approach to show this information (subsidy net) is to include it in the purchase receipt at time of sale.

For clarity, notwithstanding to the sections on record-keeping duties (*Part 3, Section 10, in the 2018/19 Funding Agreement and Part 14 Section 14.5 of the 2019/20 Funding Agreement*) and the Government of Canada's right to audit and evaluate (*Part 7, Section 24 in the 2018/19 Funding Agreement and Part 26, Section 26.2 – 26.8 of the 2019/20 Funding Agreement*) in the Funding Agreement, every recipient is required to make available information on the current profit margins and profit margins over time upon request (Annex 2).

### ***Claims and Reporting***

Claiming and reporting requirements and instructions are explained in Section 7 and [Appendix A](#) of this manual.

At the Department's discretion, the recipient may also be required to provide additional reasonable reports with respect to the Program.

Recipients must make the necessary arrangements to ensure that, in situations where the recipient and its Northern Retailer clients or Supplier clients are both registered recipients under the Program, claims and reports do not include any duplication, i.e., only one of them can include the items shipped between the two parties in their monthly claims and reports.

### ***Type and Nature of Eligible Costs***

Recipients can claim a subsidy only for eligible costs. The payments are based on the packaged weight of eligible items shipped by air, sealift/cargo or winter road/ ice road to eligible communities. Payment amounts are calculated using the following formula: weight (kg) of eligible items shipped multiplied by the subsidy rate for the community where it was shipped and for the appropriate subsidy level (High - code 7, Medium -

code 1, Low - code 2, 3 and 4, Seasonal Surface Transportation – code 8 and Country Foods – code 5.

Lists of eligible items by subsidy level are maintained by the Department and are posted on the Program's website and can also be found in Table 2 of this manual:

(<https://www.nutritionnorthcanada.gc.ca/eng/1415548276694/1415548329309#chp1> ).

A schedule of subsidy rates per kilogram per community is maintained by the Department and posted on the Program's website. Subsidy rates vary by community and by subsidy levels:

(<http://www.nutritionnorthcanada.gc.ca/eng/1415540731169/1415540791407#tpc1>).

In [Appendix E](#), a list of key documents outlines the sources for NNC eligible food items, regulations and requirements.

Recipients may be entitled to claim an administration fee to cover a portion of its incremental costs associated with the requirements of the Funding Agreement; such as claims processing, program visibility and reporting. This fee is negotiated between the recipients and the Department based on reasonable incremental expenditures, as identified in the Funding Agreement, which is included in the total amount of the Agreement. The recipient must include the allocated monthly administration fee in its monthly claims submission in order to be reimbursed appropriately for passing on the full value of the subsidy to its consumers.

At the Department's request, the recipient may be required to pass on additional funding to a third party retailer, located in an eligible community, in compensation for food pricing reports produced upon an ad-hoc request. The requests to produce such reports would be made directly from the Department/the Program to the third party retailer.

### ***Program Visibility***

Recipients must ensure that the NNC program is visible and the subsidy is transparent to consumers as follows:

- **Suppliers and Country Food Processors/Distributors** must clearly identify the amount of the price reduction associated with the subsidy on sales invoices. An example of proper visibility is provided in [Appendix C](#) of this manual. If instructed, they must also include communication material and other information about the Program that has been provided to them by CIRNAC.
  - Suppliers should make the Program visible on their website, social media and other media platforms used to promote NNC eligible food items.
- **Northern Retailers** must include on-receipt messages (144 characters maximum) accepted by the Department through notices to the recipient. They must also provide in-store signage and displays as follows:

- Install posters in every store that is registered with the Program in areas where they will be visible to customers (within five days of receiving them from the Department). Posters can be supplemented or replaced by on-screen displays where the technology is available.
  - Install shelf hangers or stickers to identify key products that are subsidized in every store that is registered with the Program (within five days of receiving them from the Department).
  - Distribute information/promotional material provided by the Department to customers in every store that is registered with the Program.
  - Install or distribute in every store benefiting from the Program other information/promotional material provided by the Department.
  - It is recognized that movable visibility products may be displaced or damaged over time. The recipient will make a reasonable effort to maintain their presence in its stores and contact the Program to replace lost or damaged material.
  - It is understood that the recipient will not be forced to install or distribute material that promotes provisions of the Program that are not in the recipient's business interests.
  - The application of a point-of-sale system is mandatory for registered retailers since April 1, 2016, with the exception of smaller businesses. This new system provides greater transparency and accountability by ensuring that customers can clearly see, on their grocery receipt, how and when the Nutrition North Canada subsidy is applied when shopping in registered retailer's stores.
- Recipients will also make the Program visible through the use of other tools (website, newspaper, social media, etc.), and activities as agreed to by both parties in the Funding Agreement.
  - Northern Retailers will work with Health Canada officials or with a third party named by Indigenous Services Canada or Public Health Agency of Canada to support nutrition education and health promotion activities.

### ***Payments to Recipients***

When you receive your Funding Agreement for review and signature at the beginning of the fiscal year, you will notice in "Schedule 3 – Monthly Payments Plan" that P1 – P12 show zero balances. This is normal.

The amount recorded under "Pool" will be equivalent to the total budget set aside by the Department to reimburse the claims of the recipient during the fiscal year. As claims are processed each month, P1 to P12 will be updated and the amounts will be deducted from the "Pool". The funding provided to the recipient can be adjusted by INAC to reflect changes in the amount of kilos shipped, changes in subsidy rates and/or changes in communities served.

Since payments are made based on verified claims, there will be no “Holdback” for recipients without advance payments.

### ***Advance Payments to Recipients***

When you receive your Funding Agreement for review and signature at the beginning of the fiscal year, you will notice in “Schedule 3 – Monthly Payments Plan” that the first three months (P1 to P3) will reflect advance payments to be made based on the forecast of estimated monthly shipments provided by the recipient or based on previous year claims. P4 to P12 will show zero balance. The total amount recorded under “Pool” and “Holdback” will be the remaining budget set aside by the Department to reimburse the claims of the recipient during the fiscal year.

Subsequent advance payments will be made based on revised forecasts of estimated monthly shipment and adjusted by the amount of previous months’ actual claims made by the recipient. Subject to timely submission of complete and accurate claims and reports according to Schedules 5 and 8, advance payments will be made on the first day of each month covered by the Funding Agreement, with the exception of the first month of a new fiscal year (April), for which the advance payment will be made within 28 days.

The advance payment for the last month of the agreement will be reduced by a holdback amount and payment will be made in accordance with the Funding Agreement.

As claims are processed each month, P4 to P12 will be updated and the amounts will be deducted from the “Pool”. The funding provided to the recipient can be adjusted by the Department to reflect changes in the amount of kilograms shipped, changes in subsidy rates and/or changes in communities served.

To be entitled to advance payments under the terms of the Agreement, the recipient must provide the Department with a copy of its latest financial statements and must meet certain criteria with respect to the General Risk Assessment. The entitlement to advance payment can be reviewed by the Department upon new facts or default to the funding agreement. The Department keeps the right to stop advance payment and will notify is intent in writing.

## **5.0 Reporting Requirement**

In order to receive payments for the subsidy, the program’s recipients must provide the payment request requirements reports as outlined in Section 3 - Schedule 4 - DELIVERY REQUIREMENTS AND FUNDING ADJUSTMENT FACTORS (or in the funding agreement prior 2019-20 Annex 3 Conditions of Payment)” of the Funding Agreement.

**All reporting requirements must be met before a subsidy payment can be made. NOTE: Delayed or incomplete/inaccurate submission of claims and reports will affect the timing of subsidy payments, may affect recipients' eligibility to receive advance payments and could prevent the Funding Agreement from being renewed.**

Recipients must respond to claims and reports related inquiries or requests from the claims processor or NNC within five (5) working days.

## **5.1 Payment Schedule and Required Reports for Payments**

### **5.1.1 Reporting due dates**

Schedule 5 of the Funding Agreement lists the reports that are to be provided by the recipient within the due date, in addition to the reports required under "Schedule 4 – DELIVERY REQUIREMENTS AND FUNDING ADJUSTMENT FACTORS.

In order to reduce your administrative burden, monthly forecast reports have been eliminated. However, the Program may ask a recipient to submit forecasts of estimated monthly shipment at any time during the year if deemed necessary.

Only one report now appears in the Funding Agreement. It is the March claim that is due on April 6<sup>th</sup> (contrary to other claims that are due the 15<sup>th</sup> of the following month). This deadline is a requirement of the Receiver General of Canada; the Program does not have authority to extend this deadline. This change does not affect the way we operate; this is only an administrative change.

Itemized Shipment Reports and Subsidy Claims are due on the 15<sup>th</sup> of each month for the previous month of activity. As these reports are "Conditions of Payment," they will not be listed in the related annex of the Funding Agreements, except for the March report.

Northern Retailers must produce monthly Food Price Reports where the data is gathered between the 12<sup>th</sup> and the 18<sup>th</sup> of each month and submit them to the Department by the 25<sup>th</sup> of each month. Since these reports are "Conditions of Payment," they will not be listed in the related annex of the Funding Agreements.

Additionally, Northern Retailers are required to produce a report for the Ten Most Sold Food Items (for both subsidized and non-subsidized items) on an annual basis, due by March 20<sup>th</sup> of each fiscal year.

### 5.1.2 NNC Itemized Shipment Report

The Itemized Shipment Report, along with the Claim Form, is the basis on which monthly payments for the subsidy are made. It must be submitted electronically, in the prescribed Excel format or via any other mandatory prescribed format provided by the claims processor and NNC, **within 15 days of the end of the month for which a claim is submitted (with the exception of the claim for the month of March which must be submitted by April 6)**. This monthly report must provide the total *weight* of items in kilograms shipped to a community, broken down by NNC Item ID and client codes. Each line must be tagged to the appropriate Proof of Content delivered number(s) (e.g. invoice) and Proof of Delivery number(s) (e.g. air waybill, sealift manifest or lading bill) of the mode used. The sum of weights by community and subsidy level (and by client type for Suppliers and Country Food Processors/Distributors) must be reported on the Subsidy Claim Form.

Most Excel forms are now available on the Claims processor portal when completing the claims form.

Instructions for completing and submitting the Itemized Shipment Report in Excel format are presented in [Appendix A](#) of this manual. Instructions for utilization of another mandatory tool or software will be provided by the claims processor or NNC.

Information contained in the Itemized Shipment Reports will also be consolidated by the Department to report to the public on program usage (weight) and funding (subsidy) by period, community, recipient, client type, etc.

### 5.1.3 NNC Subsidy Claim Form

The Claim Form, along with the Itemized Shipment Report, is the basis for which monthly payments for the subsidy are made. All elements must be submitted electronically via the Claims Processor's Electronic Data Interchange (EDI) or any other NNC approved tool or software provided by the Claims Processor. Each monthly claim **must be submitted by the 15<sup>th</sup> of the following month, with the exception of the March claim** as outlined in the funding agreement, which **must be submitted no later than April 6th**. With respect to this deadline, NNC will be in a position to issue subsidy payments to recipients that have met the reporting requirements following the recommendation made by the Claims Processor. This deadline is a requirement of the Receiver General of Canada; the Program does not have authority to extend this deadline.

An authorized recipient representative must sign-off on the Claim Form to certify that the information contained on the claim is accurate and that the subsidy is fully passed on to their clients. A scan of the signed copy must also be submitted via the Claims Processor's EDI at the time of submission of the claim or use the

available method, such as electronic signature, provided by the Claims Processor. If recipients are asked to submit their claims via another tool or software, clear instructions will be provided by the Claims Processor and NNC on how to proceed when submitting the Claim Form.

Unless otherwise specified, the Claim Form and Itemized Shipment Report must be accompanied by electronic copies of all invoices, air waybills, sealift manifests and bills of lading associated with the claim.

Excel forms or any other mandatory tool or software will be provided by the Claims Processor or NNC. This also applies to the updated version of the tools.

Instructions for completing and submitting the NNC Subsidy Claim Form are presented in [Appendix A](#) of this manual. Instructions for utilization of a mandatory tool or software would be provided by the Claims Processor.

#### 5.1.4 NNC Food Price Reports (Northern Retailers only)

The Food Price Report, submitted by Northern Retailers only, is used to track trends in food prices over time. Northern Retailers must submit the actual selling prices of a pre-determined list of items (this list includes both eligible and non-eligible items that are subject to be changed at anytime by the Department's request) for every store they operate, and claim a subsidy for, in eligible communities. These prices are used to calculate the price of the Revised Northern Food Basket (for a family of four for one week) for all eligible communities. An average basket price is calculated when more than one retailer operates in a single community. Information on food prices by community will be posted regularly on the Program's website.

This monthly price report must capture prices **between the 12<sup>th</sup> and the 18<sup>th</sup>** of each month and submitted electronically, in the prescribed Excel format, **by the 25<sup>th</sup>** of each month, via the Claims Processor's specified portal.

Instructions for completing and submitting the NNC Food Price Report is presented in [Appendix A](#) of this manual.

#### 5.1.5 Ten Most Sold Food Items (Northern Retailers only)

The ten most sold food items report (subsidized and not subsidized), is used to inform the Nutrition North Canada Advisory Board about the buying patterns of Northerners in isolated communities. This report provides an opportunity for the NNC Advisory Board to make recommendations to the Minister of CIRNAC on actions to be taken to better inform Northerners on food choices and inform on future orientations of the Program.

This annual report is due by March 20 of each fiscal year and must be submitted electronically to the Nutrition North Canada Report email account ([aadnc.rapportsnnc-nncreports.aandc@canada.ca](mailto:aadnc.rapportsnnc-nncreports.aandc@canada.ca)) in the prescribed format. The format of the report will be communicated with you.

## **5.2 Other Reporting Requirements as per the Funding Agreement**

### **5.2.1 Year End Report – March Claim Submission**

As mentioned in section 4.2 of the Manual, only one report now appears in the Funding Agreement. It is the March claim that is due on April 6 (contrary to other claims that are due the 15th of the following month).

## **5.3 Other Report Due Upon Request**

At the request of the Program, forecasts of monthly shipment weights, by level of contribution and eligible community, may be required. Should the Program request forecasts, an Excel form will be sent to the recipient.

Instructions for completing and submitting an NNC Monthly Forecast Report is presented in [Appendix A](#) of this manual.

The Program reserves the right to request competitive information on freight costs such as contractual agreement with an airline, sealift or trucking company.

## **5.4 Agreements to be put in Place by Suppliers**

### Ensuring Transparency and Accountability of the Nutrition North Canada Program:

To ensure the Program transparency and accountability, it is important that Canada can verify that the full subsidy has been passed on, and that consumers are aware that they have purchased items subsidized by Nutrition North Canada.

Therefore, the Program is requiring the recipient to sign a contract (in [Appendix F](#)) with each of its clients (“third party retailer”) which will specify:

- the obligation to pass on the full subsidy to the consumer;
- the obligation to post Nutrition North Canada signage (posters, signs, advertisement) in the store;
- that they will be listed as a third parties on the Nutrition North Canada website; and,
- that Nutrition North Canada may audit the third parties upon request.

The recipient will ensure that the third party provides any financial information related to the delivery of the Nutrition North Canada program, when audited or required by the Government of Canada. The inability to obtain the information may result in the recipient

being in default of meeting its obligations under the terms and conditions of their Funding Agreement. The recipient may be able to recover any overpayment claimed by the Government of Canada as a result of this default from the third party.

Nutrition North Canada will provide the proposed content of the contract to the recipient with all the necessary clauses. The recipient may add other clauses to the contract if deemed necessary, but is not permitted to change or delete any of the details within the Letter of Agreement provided by the Program.

- The terms and conditions, outlined in the contract between the recipient and the third party, must take effect upon signing of the contract.
- It is the responsibility of the recipient to provide Nutrition North Canada with a list of the signed third party agreement on an annual basis or an updated list when a new contract is signed with a third party. The recipient will keep a copy of each contract signed with each new third party with whom the recipient is providing the Nutrition North Canada subsidy.

The Program will also provide the recipient with Nutrition North Canada posters.

- The recipient will send Nutrition North Canada posters to each third party retailers that benefit from the subsidy.



## Appendix A: Reporting Instructions

### Payment Request Requirements

Each month, recipients must submit an electronic claim for the subsidy in order to be reimbursed (if they shipped eligible items during the month). A full claim submission is comprised of:

1. Itemized Shipment Report in prescribed Excel format - or via any other NNC mandatory format;
2. Subsidy Claim Form in prescribed Excel format or via any other NNC mandatory format;
3. Scanned copy of the signed Subsidy Claim Form (e.g. pdf) (subject to NNC approval, signed copy may not be required in the future with an electronic signature or else);
4. Copies of all invoices and air waybills/sealift manifests/bills of lading related to the claim (unless specified otherwise by NNC).

All elements must be submitted electronically via the Claims Processor's EDI or any other NNC approved tool or software provided by the Claims Processor or NNC. **Each monthly claim must be submitted by the 15<sup>th</sup> of the following month with the exception of the March claim, as outlined in the funding agreement, which must be submitted no later than April 6th. With respect of this deadline, NNC will be in a position to issue subsidy payments to recipients that have met the reporting requirements following the recommendation made by the Claims Processor.** This deadline is a requirement of the Receiver General of Canada; the Program does not have authority to extend this deadline.

**In situations when no claim is being submitted for a specific month, recipients must notify NNC, by sending an email to the claim processor.**

Northern Retailers must also produce a Food Price Report every month for a payment to be processed.

For any questions, on transmitting electronically the monthly claims, please refer to the Claims Processor EDI User guide – NNC Recipient Support Manual.

## 1. Itemized Shipment Report

Whether they are produced manually or automatically via recipients' informatics systems, the Itemized Shipment Report must be submitted electronically in the mandatory format (Excel or informed otherwise by NNC) via the Claim Processor's EDI or by any other NNC approved tool/software, and contains all the mandatory fields, in the same order as presented below. In addition, the appropriate values presented in the table below must be correctly reflected. NNC will provide the Excel spreadsheet to be used via e-mail when required.

The sum of weights by community and subsidy level (and by client type for Suppliers and Country Food Processors/Distributors) must be reported on the Subsidy Claim Form. To facilitate this task, the form provided contains filters on the second line (for more information on how to use filters, refer to your Excel Help function by clicking on the "?" icon).

### a) Itemized Shipment Report for Northern Retailers and Suppliers

Field	Description	Format	Values
Fiscal Year	Government fiscal year for which the report is being submitted.	Use dropdown menu.	2012-2013
Period	Period for which the report is being submitted.	Use dropdown menu.	01 = April, 02 = May,... , 12 = March
Recipient Type	Category of recipient.	Use dropdown menu.	N = Northern Retailer, S = Supplier, C= Country Food, Processor/Distributor
Recipient ID	Your 4 letter ID supplied to you by INAC.	Use dropdown menu.	CIRNAC provided a 4 letter ID unique to each recipient.
Community ID	Alphabetic ID of the community where items are shipped.	Use dropdown menu ( <a href="#">Appendix B</a> , Table 1 contains a list ID codes for all eligible communities).	e.g., Akulivik=QC-NQC-AKU
Client Type	This information varies only for Suppliers and Country Food Processor/Distributors. <u>Northern Retailers will always use R in this field.</u>	Use dropdown menu.	Client Type must be one of: P= individual, S = social institution (school, daycare), R =Northern retailer, E = Establishment (hotel/restaurant)
Client Name	This information must be provided by Suppliers and Country Food Processor/Distributors.	Text	e.g., Corner gas

Field	Description	Format	Values
	<p><u>Names must not be provided for individuals</u>, only for social institutions, Northern Retailers, and establishments.</p> <p>Data for shipments to individuals must be aggregated under a single client name identified as: "Individual/Particular".</p>		
NNC Item ID	A NNC-specific code used to identify the eligible item. The first digit of the code is linked to the subsidy level.	<p>Field will be populated automatically by making a selection for "NNC Item Description".</p> <p>In cases where the recipient requested that the selection be made on the NNC Item ID, use dropdown menu.</p>	e.g., 1-A01, 2-B03 (see <a href="#">Appendix B</a> , Table 2 for all values).
NNC item Description	Description of the item shipped.	<p>Use dropdown menu.</p> <p>In cases where the recipient requested that the selection be made on the NNC Item ID, the field will be populated automatically by making a selection for "NNC Item ID".</p>	e.g. Bell peppers (green, yellow, orange and red) (see <a href="#">Appendix B</a> , Table 2 for all descriptions).
Subsidy Level	See the description of subsidy levels in the manual's glossary	Field will be populated automatically by making a selection for "NNC Item Description" or "NNC Item ID".	<p>Subsidy by Air</p> <p>7= High subsidy, 1= Medium subsidy, 2, 3 and 4= Low subsidy, 5= CF = Subsidy level for Country Food supplied from Country Food Processors/ Distributors</p> <p>Subsidy by Surface Transportation</p>

Field	Description	Format	Values
			8= Seasonal Surface Transportation subsidy,
Weight Shipped in kg* <b>See Note</b>	The total weight of a specific item, shipped to a specific community, within the reporting period, expressed in kg.	Numeric to 1 decimal.	e.g., 200.5
Proof of Content Delivered #	The proof of content delivered (e.g. invoice) number(s) associated with the shipment of the NNC Item.	General	TBD by recipient
Proof of Delivery #	The proof of delivery number(s) (e.g. air waybill/ sealift manifest/ bill of lading) associated with the shipment of NNC Item.	General	TBD by recipient

**\*NOTE:** Table 3 in [Appendix B](#) contains reference weights for loose/variable weight vegetables and fruits that might carry a “per unit” price (e.g., a head of lettuce) as opposed to produce that is commonly sold by weight (e.g., bananas).

These reference weights are to be used to calculate the rebate to provide to clients and prepare the related shipment reports and subsidy claims only if the recipient does not weigh the items listed each time an order is packaged for a customer.

NNC requires that the recipient be consistent in treating loose/variable weight produce when preparing a subsidy claim. During any given claim period, only one approach is to be used, either weighing loose produce items when packaging direct orders or using the reference weights in [Appendix B](#), Table 3.



*b) Itemized Shipment Report for Country Food Processors/Distributors*

Field	Description	Format	Values
Fiscal Year	Government fiscal year for which the report is being submitted.	Use dropdown menu.	2012-2013
Period	Period for which the report is being submitted.	Use dropdown menu.	01 = April, 02 = May,... , 12 = March
Recipient Type	Category of recipient.	Field will be populated automatically by making a selection for "Period".	C= Country Food Processor/Distributor
Recipient ID	Your 4 letter ID supplied to you by INAC.	Use dropdown menu.	CIRNAC provided a 4 letter ID unique to each recipient
Community ID	Alphabetic ID of the community where items are shipped.	Use dropdown menu ( <a href="#">Appendix B</a> , Table 1 contains a list ID codes for all eligible communities).	e.g., Akulivik=QC-NQC-AKU
Client Type	This information varies only for Suppliers and Country Food Processor/Distributors. <u>Northern Retailers will always use R in this field.</u>	Use dropdown menu.	Client Type must be one of: P= individual, S = social institution (school, daycare), R =Northern retailer, E = Establishment (hotel/restaurant).
Client Name	This information must be provided by Suppliers and Country Food Processor/Distributors.  <u>Names must not be provided for individuals</u> , only for social institutions, Northern Retailers, and establishments.  Data for shipments to individuals must be aggregated under a single client name identified as: "Individual/Particular".	Text	e.g., Corner gas
NNC Item ID	An NNC-specific code used to identify the eligible item. The first	Field will be populated automatically by	The unique NNC Item ID for Country Food supplied by Northern Country Food

Field	Description	Format	Values
	digit of the code is linked to the subsidy level.	entering a name in the "Client Name" field.	Processors/Distributors is 5-D01 - <i>Fresh and frozen country food (e.g. Arctic char, caribou, goose and muktuk) supplied by Northern Country Food Processors/Distributors.</i>
NNC Item Description	Description of the item shipped.	Field will be populated automatically by entering a name in the "Client Name" field.	The unique NNC Item Description for Country Food supplied by Northern Country Food Processors/Distributors is <i>Fresh and frozen Country Food (e.g. Arctic char, caribou, goose and muktuk) supplied by Northern Country Food Processors/Distributors.</i>
Subsidy Level	Review the description of subsidy levels in the manual's glossary	Field will be populated automatically by entering a name in the "Client Name" field.	CF = Subsidy level for Country Food supplied from Country Food Processors/Distributors. Items in this food Category begin with code 5.
Weight Shipped in kg* <b>See Note</b>	The total weight of a specific item, shipped to a specific community, within the reporting period, expressed in kg.	Numeric to 1 decimal.	e.g., 200.5
Proof of Content Delivered #	The proof of content delivered (e.g. invoice) number(s) associated with the shipment of the NNC Item.	General	TBD by recipient
Proof of Delivery #	The proof of delivery number (s) (e.g. air waybill/ seelift manifest/ bill of lading) associated with the shipment of NNC Item.	General	TBD by recipient

**\*NOTE:** Table 3 in [Appendix B](#) contains reference weights for loose/variable weight vegetables and fruits that might carry a "per unit" price (e.g., a head of lettuce) as opposed to produce that is commonly sold by weight (e.g., bananas).

These reference weights are to be used to calculate the rebate to provide to clients and prepare the related shipment reports and subsidy claims only if the recipient does not weigh the items listed each time an order is packaged for a customer.



## 2. Subsidy Claim Form in Excel Format

If the Claim Processor's EDI is not used, the mandatory Excel form to be used includes pre-populated cells and is provided in advance to recipients by NNC via e-mail every time subsidy rates are modified. Recipients are to fill in cells highlighted in blue only.

You must "Enable Macros" to use the file.

When asked to update links, click: "Continue" or "Do Not Update" (depending on the Excel version used).

Note that there are two pages (tabs) in the Excel file. Sections A to C are on page 1 and section D is on page 2.

The sum of weights by community and subsidy level (and by client type for Suppliers and Country Food Processors/Distributors) from the Itemized Shipment Report must be reported on page 2 of the Subsidy Claim Form.

The completed form must be submitted electronically, via the Claims Processor's EDI.

Form structure varies according to the following types of recipients:

- a) Northern Retailers without provision for packaging;
- b) Northern Retailers with provision for packaging;
- c) Suppliers without provision for packaging;
- d) Suppliers with provision for packaging;
- e) Country Food Processors/Distributors without provision for packaging; and
- f) Country Food Processors/Distributors with provision for packaging.

*a) Subsidy Claim Form for Northern Retailers without Provision for Packaging*

This form is used by Northern Retailers when packaging is already included in the weight reported on the Itemized Shipment Report.

Field	Description	Format	Values
<b>SECTION A – Recipient Information</b>			
Company Name	Recipient name (i.e., the party with whom INAC has signed a Funding Agreement to govern the transfer of funds under NNC).	General	
Recipient ID	ID provided by INAC.	4 letters	CIRNAC provided a 4 letter ID unique to each recipient.
Company Address	Mailing address	General	
City/Town	Mailing address	General	
Province/ Territory	Mailing address	Use dropdown menu.	e.g., NU=Nunavut
Postal Code	Mailing address	General	
Contact Person	Name and contact coordinates of a person to whom questions regarding this claim can be directed.	General	Title/Given Name/ Family Name/ Telephone/Email/ Facsimile
Language of Preference	Official language to be used with contact person.	Check appropriate box	English or French
<b>SECTION B – Totals Per Subsidy Level</b>			
Claim Period	Period for which the report is being submitted.	Dates: From and To	mm-dd-yy
Subsidy Level	Roll-up of community data reported in Section D.	Fields will be populated automatically by completing Section D of the Subsidy Claim Form.	Total Weight (Kg) and Total Subsidy (\$).
Administration fee	Amount allowed to cover a portion of incremental costs associated with funding agreement requirements, such as claims processing, program visibility and reporting.	This fee is negotiated between the recipient and INAC, based on reasonable incremental expenditures and identified in the Funding Agreement.	Enter the monthly amount negotiated with CIRNAC.
<b>SECTION C – CERTIFICATION</b>			

Field	Description	Format	Values
Name, Position Title, Signature and Date (mm/dd/yy)	Fields to be completed and signed by the authorized agent of the recipient.	A scanned copy of signed certification must be submitted.	
<b>SECTION D – Shipment Information Per Community</b>			
<b>This section summarizes information provided on the Recipient’s Itemized Shipment Report.</b>			
Community Name	Name of the community where items are shipped. Each community is reported separately using the “Add a Community” button.	Use dropdown menu of eligible communities (eligible communities are also listed in <a href="#">Appendix B</a> , Table 1).	e.g., Akulivik
Community ID	Alphabetic ID of the community where items are shipped.	Field will be populated automatically once Community Name has been selected.	e.g., Akulivik= QC-NQC-AKU
Weight	Shipment Weights (Kg) for High Subsidy, Medium Subsidy , Low Subsidy and Country Food from Cambridge Bay, Country Food from Rankin Inlet Country Food from Pangnirtung.	Numeric to one decimal. Subsidy Rates (\$/kg) are pre-populated once the community has been identified. Total and subsidy (\$) are automatically populated as weights (kg) are entered into the relevant fields.	e.g., 200.5 Should match the sum of weights identified for the community on the Itemized Shipment Report.

➤ Subsidy Claim Form for Northern Retailers without Provision for Packaging (p.1)

<b>Nutrition North Canada Subsidy Claim for Eligible Recipients Effective April 1, 2019</b>			
<i>Please provide input for cells highlighted in blue only</i>			
<b>SECTION A - Recipient Information</b>			
<b>Company Name</b>		<b>Recipient I.D.</b>	
<b>Company Address</b>			
<b>City/Town</b>	<b>Province/Territory</b>	<b>Postal Code</b>	
<b>Contact Person</b> (Please provide the name of a person with whom questions regarding this claim can be directed to)			
<b>Title</b> <input checked="" type="radio"/> Mr <input type="radio"/> Mrs <input type="radio"/> Ms <input type="radio"/> Other	<b>Given Name</b>	<b>Family Name</b>	
<b>Telephone</b>	<b>Email</b>	<b>Facsimile</b>	
<b>Language of Preference</b> <input type="checkbox"/> English <input type="checkbox"/> French			
<b>SECTION B - Totals Per Subsidy Level</b>			
<b>Claim Period (mm-dd-yy)</b>	<b>From</b>	<b>To</b>	
<b>Item Category</b>	<b>Total Weight (Kg)</b>	<b>Total Subsidy (\$)</b>	
Total of Subsidy Level 1	-	-	
Total of Subsidy Level 2	-	-	
Total of Subsidy Level 7	-	-	
Total of Subsidy Level 8	-	-	
Total of Subsidy for Country Food from Cambridge Bay	-	-	
Total of Subsidy for Country Food from Rankin Inlet	-	-	
Total of Subsidy for Country Food from Pangnirtung	-	-	
Administration fee	<del>                    </del>	<del>                    </del>	
<b>Total</b>	-	-	
<b>SECTION C - CERTIFICATION</b>			
As an authorized agent of the recipient, I hereby certify that the information given on this form and the supporting documents submitted with this form are true, correct, and complete in every respect and that the subsidy is being fully passed on to consumers.			
_____ Name		_____ Position Title	
_____ Signature		_____ Date (mm/dd/yy)	

➤ Subsidy Claim Form for Northern Retailers without Provision for Packaging (p.2)

**SECTION D - Shipment Information Per Community**

*Please use a separate section for each community you are submitting a claim for.  
Provide summary shipment information for each level of subsidy.*

[Click to Add a New Community](#)

Community Name:	Community I.D.:		
Subsidy Level	Weight (Kg)	Subsidy Rate (\$/kg)	Subsidy (\$)
Subsidy Level 1		-	-
Subsidy Level 2		-	-
Subsidy Level 7		-	-
Subsidy Level 8			
Subsidy for Country Food from Cambridge Bay		-	-
Subsidy for Country Food from Rankin Inlet		-	-
Subsidy for Country Food from Pangnirtung		-	-

Community Name:	Community I.D.:		
Subsidy Level	Weight (Kg)	Subsidy Rate (\$/kg)	Subsidy (\$)
Subsidy Level 1		-	-
Subsidy Level 2		-	-
Subsidy Level 7		-	-
Subsidy Level 8			
Subsidy for Country Food from Cambridge Bay		-	-
Subsidy for Country Food from Rankin Inlet		-	-
Subsidy for Country Food from Pangnirtung		-	-

*b) Subsidy Claim Form for Northern Retailers with Provision for Packaging*

This form is used by Northern Retailers when packaging is not already included in the weight reported on the Itemized Shipment Report.

Field	Description	Format	Values
<b>SECTION A – Recipient Information</b>			
Company Name	Recipient name (i.e., the party with whom INAC has signed a Funding Agreement to govern the transfer of funds under NNC).	General	
Recipient ID	ID provided by INAC.	4 letters	CIRNAC provided a 4 letter ID unique to each recipient
Company Address	Mailing address.	General	
City/Town	Mailing address.	General	
Province/Territory	Mailing address.	Use dropdown menu.	e.g., NU=Nunavut
Postal Code	Mailing address.	General	
Contact Person	Name and contact coordinates of a person to whom questions regarding this claim can be directed.	General	Title/Given Name/ Family Name/ Telephone/Email/ Facsimile
Language of Preference	Official language to be used with contact person.	Check appropriate box.	English or French
<b>SECTION B – Totals Per Subsidy Level</b>			
Claim Period	Period for which the report is being submitted.	Dates: From and To	mm-dd-yy
Subsidy Level	Roll-up of community data reported in Section D.	Fields will be populated automatically by completing Section D of the Subsidy Claim Form.	Total Weight (Kg) and Total Subsidy (\$)
Administration Fee	Amount allowed to cover a portion of incremental costs associated with Funding Agreement requirements, such as claims processing, program visibility and reporting.	This fee is negotiated between the Recipient and INAC, based on reasonable incremental expenditures and identified in the Funding Agreement.	Enter the monthly amount negotiated with CIRNAC.
<b>SECTION C – CERTIFICATION</b>			

Field	Description	Format	Values
Name, Position Title, Signature and Date (mm/dd/yy)	Fields to be completed and signed by the authorized agent of the recipient.	A scanned copy of signed certification must be submitted.	
<b>SECTION D – Shipment Information Per Community</b>			
Community Name	Name of the community where items are shipped. Each community is reported separately using the “Add a Community” button.	Use dropdown menu of eligible communities (eligible communities are also listed in <a href="#">Appendix B</a> , Table 1).	e.g., Akulivik
Community ID	Alphabetic ID of the community where items are shipped.	Field will be populated automatically once Community Name has been selected.	e.g., Akulivik=QC-NQC-AKU
Weight	Shipment and packaging weights (kg) for Subsidy High (code 7), Subsidy Medium (code 1), Subsidy Low (code 2, 3 and 4), Country Food from Cambridge Bay, Country Food from Rankin Inlet Country Food from Pangnirtung.	Numeric to one decimal. Subsidy Rates (\$/kg) are pre-populated once the community has been identified. Total and Subsidy (\$) are automatically populated as Weights (kg) are entered into the relevant fields. Extra packaging weights (kg) are automatically populated and represent 5% of the weight entered.	e.g., 200.5 Should match the sum of weights identified for the community on the Itemized Shipment Report.

➤ Subsidy Claim Form for Northern Retailers with Provision for Packaging (p.1)

**Nutrition North Canada  
Subsidy Claim for Eligible Recipients  
Effective April 1, 2019**

*Please provide input for cells highlighted in blue only*

**SECTION A - Recipient Information**

<b>Company Name</b>		<b>Recipient I.D.</b>	
<b>Company Address</b>			
<b>City/Town</b>		<b>Province/Territory</b>	<b>Postal Code</b>
<b>Contact Person</b> (Please provide the name of a person with whom questions regarding this claim can be directed to)			
<b>Title</b> <input checked="" type="radio"/> Mr <input type="radio"/> Mrs <input type="radio"/> Ms <input type="radio"/> Other	<b>Given Name</b>	<b>Family Name</b>	
<b>Telephone</b>	<b>Email</b>	<b>Facsimile</b>	
<b>Language of Preference</b> <input type="checkbox"/> English <input type="checkbox"/> French			

**SECTION B - Totals Per Subsidy Level**

<b>Claim Period (mm-dd-yy)</b>	<b>From</b>	<b>To</b>		
<b>Item Category</b>			<b>Total Weight (Kg)</b>	<b>Total Subsidy (\$)</b>
Total Subsidy Level 1			-	-
Total Packaging Level 1			-	-
Total Subsidy Level 2			-	-
Total Packaging Level 2			-	-
Total Subsidy Level 7			-	-
Total Packaging Level 7			-	-
Total Subsidy Level 8			-	-
Total Packaging Level 8			-	-
Total of Subsidy for Country Food from Cambridge Bay			-	-
Total of Subsidy for Country Food from Rankin Inlet			-	-
Total of Subsidy for Country Food from Pangnirtung			-	-
Administration fee				
<b>Total</b>			-	-

**SECTION C - CERTIFICATION**

As an authorized agent of the recipient, I hereby certify that the information given on this form and the supporting documents submitted with this form are true, correct, and complete in every respect and that the subsidy is being fully passed on to consumers.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Position Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date (mm/dd/yy)

➤ Subsidy Claim Form for Northern Retailers with Provision for Packaging (p.2)

**SECTION D - Shipment Information Per Community**

Please use a separate section for each community you are submitting a claim for. [Click to Add a New Community](#)  
Provide summary shipment information for each level of subsidy.

Community Name:	Community I.D.:		
Subsidy Level	Weight (Kg)	Subsidy Rate (\$/kg)	Subsidy (\$)
Subsidy Level 1		-	-
Packaging Level 1		-	-
Subsidy Level 2		-	-
Packaging Level 2		-	-
Subsidy Level 7		-	-
Packaging Level 7		-	-
Subsidy Level 8			
Packaging Level 8			
Subsidy for Country Food from Cambridge Bay		-	-
Subsidy for Country Food from Rankin Inlet		-	-
Subsidy for Country Food from Pangnirtung		-	-
<b>Total</b>	-		-

Community Name:	Community I.D.:		
Subsidy Level	Weight (Kg)	Subsidy Rate (\$/kg)	Subsidy (\$)
Subsidy Level 1		-	-
Packaging Level 1		-	-
Subsidy Level 2		-	-
Packaging Level 2		-	-
Subsidy Level 7		-	-
Packaging Level 7		-	-
Subsidy Level 8			
Packaging Level 8			
Subsidy for Country Food from Cambridge Bay		-	-
Subsidy for Country Food from Rankin Inlet		-	-
Subsidy for Country Food from Pangnirtung		-	-
<b>Total</b>	-		-

*c) Subsidy Claim Form for Suppliers without Provision for Packaging*

This form is used by Suppliers when packaging is already included in the weight reported on the Itemized Shipment Report.

Field	Description	Format	Values
<b>SECTION A – Recipient Information</b>			
Company Name	Recipient name (i.e., the party with whom INAC has signed a Funding Agreement to govern the transfer of funds under NNC).	General	
Recipient ID	ID provided by INAC.	4 letters	INAC provided a 4 letter ID unique to each recipient.
Company Address	Mailing address.	General	
City/Town	Mailing address.	General	
Province/ Territory	Mailing address.	Use dropdown menu	e.g., NU=Nunavut
Postal Code	Mailing address.	General	
Contact Person	Name and contact coordinates of a person to whom questions regarding this claim can be directed.	General	Title/Given Name/ Family Name/ Telephone/Email/ Facsimile
Language of Preference	Official language to be used with contact person.	Check appropriate box.	English or French
<b>SECTION B – Totals Per Subsidy Level</b>			
Claim Period	Period for which the report is being submitted.	Dates: From and To	mm-dd-yy
Subsidy Level	Roll-up of community data reported in Section D.	Fields will be populated automatically by completing Section D of the Subsidy Claim Form	Total Weight (Kg) and Total Subsidy (\$)
Administration Fee	Amount allowed to cover a portion of incremental costs associated with Funding Agreement requirements, such as claims processing, program visibility and reporting.	This fee is negotiated between the Recipient and CIRNAC, based on reasonable incremental expenditures and identified in the Funding Agreement.	Enter the monthly amount negotiated with CIRNAC.
<b>SECTION C – CERTIFICATION</b>			

Field	Description	Format	Values
Name, Position Title, Signature and Date (mm/dd/yy)	Fields to be completed and signed by the authorized agent of the recipient.	A scanned copy of signed certification must be submitted.	
<b>SECTION D – Shipment Information Per Community</b>			
Community Name	Name of the community where items are shipped. Each community is reported separately using the “Add a Community” button.	Use dropdown menu of eligible communities (eligible communities are also listed in <a href="#">Appendix B</a> , Table 1).	e.g., Akulivik
Community ID	Alphabetic ID of the community where items are shipped.	Field will be populated automatically once Community Name has been selected.	e.g., Akulivik=QC-NQC-AKU
Personal Orders	Report number of individuals that received subsidized shipments during the period.	Numeric	e.g., 10
Weight	Shipment Weights (g) for High subsidy (Code 7), Medium subsidy (Code 1), Low subsidy (Code 2,3 and 4) and seasonal Surface Transportation subsidy (Code 8).	Numeric to one decimal. Subsidy Rates (\$/kg) are pre-populated once the community has been identified. Totals and Subsidy (\$) are automatically populated as Weights (kg) are entered into the relevant fields.	e.g., 200.5 Should match the sum of weights identified for the community and client type on the Itemized Shipment Report.
Report shipment weights for <b>Northern Retail Orders, Establishment Orders</b> (Hotels/Restaurants) and <b>Institutional Orders</b> (Schools, daycares, etc.) in the relevant fields.			
Weight	Shipment Weights (g) for High subsidy (Code 7), Medium subsidy (Code 1), Low subsidy (Code 2,3 and 4) and seasonal Surface Transportation subsidy (Code 8).	Numeric to one decimal. Subsidy Rates (\$/kg) are pre-populated once the community has been identified. Totals and Subsidy (\$) are automatically populated as Weights (kg) are entered into the relevant fields.	e.g., 200.5 Should match the sum of weights identified for the community and client type on the Itemized Shipment Report.



➤ Subsidy Claim Form for Suppliers without Provision for Packaging (p.2)

**SECTION D - Shipment Information Per Community**

Please use a separate section for each community you are submitting a claim for. [Click to Add a New Community](#)  
Provide summary shipment information for each level of subsidy.

<b>Community Name:</b> Aklavik		<b>Community ID:</b> NT-BDE-AKL	
<b>Personal Orders</b> <small>Indicate the number of individuals that received subsidized shipments</small>			
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy Level 1		1.80	-
Subsidy Level 2		1.00	-
Subsidy Level 7		2.25	-
Subsidy Level 8			
<b>Total for the personal orders</b>	-		-
<b>Northern Retail Orders</b>			
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy Level 1		1.80	-
Subsidy Level 2		1.00	-
Subsidy Level 7		2.25	-
Subsidy Level 8			
<b>Total of the Northern retailer orders</b>	-		-
<b>Establishment Orders (Hotels/Restaurants)</b>			
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy Level 1		1.80	-
Subsidy Level 2		1.00	-
Subsidy Level 7		2.25	-
Subsidy Level 8			
<b>Total of the Establishment Orders</b>	-		-
<b>Institutional Orders (Schools, daycares, etc.)</b>			
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy Level 1		1.80	-
Subsidy Level 2		1.00	-
Subsidy Level 7		2.25	-
Subsidy Level 8			
<b>Total of the Institutional Orders</b>	-		-

*d) Subsidy Claim Form for Suppliers with Provisions for Packaging*

This form is used by Suppliers when packaging is not already included in the weight reported on the Itemized Shipment Report.

Field	Description	Format	Values
<b>SECTION A – Recipient Information</b>			
Company Name	Recipient name (i.e., the party with whom INAC has signed a Funding Agreement to govern the transfer of funds under NNC).	General	
Recipient ID	ID provided by CIRNAC.	4 letters	CIRNAC provided a 4 letter ID unique to each recipient.
Company Address	Mailing address.	General	
City/Town	Mailing address.	General	
Province/ Territory	Mailing address.	Use dropdown menu.	e.g., NU=Nunavut
Postal Code	Mailing address.	General	
Contact Person	Name and contact coordinates of a person to whom questions regarding this claim can be directed.	General	Title/Given Name/ Family Name/ Telephone/Email/ Facsimile
Language of Preference	Official language to be used with contact person.	Check appropriate box.	English or French
<b>SECTION B – Totals Per Subsidy Level</b>			
Claim Period	Period for which the report is being submitted.	Dates: From and To	mm-dd-yy
Subsidy Level	Roll-up of community data reported in Section D.	Fields will be populated automatically by completing Section D of the Subsidy Claim Form.	Total Weight (kg) and Total Subsidy (\$).
Administration fee	Amount allowed to cover a portion of incremental costs associated with Funding Agreement requirements, such as claims processing, program visibility and reporting.	This fee is negotiated between the Recipient and INAC, based on reasonable incremental expenditures and identified in the Funding Agreement.	Enter the monthly amount negotiated with CIRNAC.
<b>SECTION C – CERTIFICATION</b>			

Field	Description	Format	Values
Name, Position Title, Signature and Date (mm/dd/yy)	Fields to be completed and signed by the authorized agent of the recipient.	A scanned copy of signed certification must be submitted.	
<b>SECTION D – Shipment Information Per Community</b>			
Community Name	Name of the community where items are shipped. Each community is reported separately using the “Add a Community” button.	Use dropdown menu of eligible communities (eligible communities are also listed in <a href="#">Appendix B</a> , Table 1).	e.g., Akulivik
Community ID	Alphabetic ID of the community where items are shipped.	Field will be populated automatically once Community Name has been selected.	e.g., Akulivik= QC-NQC-AKU
Personal Orders	Report number of individuals that received subsidized shipments during the period.	Numeric	e.g., 10
Weight	Shipment and packaging weights (kg) for High subsidy (Code 7), Medium subsidy (Code 1), Low subsidy (Code 2,3 and 4) and seasonal Surface Transportation subsidy (Code 8).	Numeric to one decimal. Subsidy Rates (\$/kg) are pre-populated once the community has been identified. Total and Subsidy (\$) are automatically populated as Weights (kg) are entered into the relevant fields. Extra packaging weights (kg) are automatically populated and represent 5% of the weight entered.	e.g., 200.5 Should match the sum of weights identified for the community and client type on the Itemized Shipment Report.
Report shipment weights for <b>Northern Retail Orders, Establishment Orders</b> (Hotels/Restaurants) and <b>Institutional Orders</b> (Schools, daycares, etc.) in the relevant fields.			
Weight	Shipment and packaging weights (kg) for High subsidy (Code 7), Medium subsidy (Code 1), Low subsidy (Code 2,3 and 4) and seasonal Surface Transportation subsidy (Code 8).	Numeric to one decimal. Subsidy Rates (\$/kg) are pre-populated once the community has been identified. Total and Subsidy (\$) are automatically populated as Weights (kg) are entered into the relevant fields. Extra packaging weights (kg) are automatically populated and represent 5% of the weight entered.	e.g., 200.5 Should match the sum of weights identified for the community and client type on the Itemized Shipment Report.

➤ Subsidy Claim Form for Suppliers with Provisions for Packaging (p.1)

**Nutrition North Canada  
Subsidy Claim for Eligible Recipients  
Effective April 1, 2019**

*Please provide input for cells highlighted in blue only*

**SECTION A - Recipient Information**

<b>Company Name</b>		<b>Recipient I.D.</b>	
<b>Company Address</b>			
<b>City/Town</b>		<b>Province/Territory</b>	<b>Postal Code</b>
<b>Contact Person</b> (Please provide the name of a person with whom questions regarding this claim can be directed to)			
<b>Title</b> <input checked="" type="radio"/> Mr <input type="radio"/> Mrs <input type="radio"/> Ms <input type="radio"/> Other	<b>Given Name</b>	<b>Family Name</b>	
<b>Telephone</b>	<b>Email</b>	<b>Facsimile</b>	
<b>Language of Preference</b> <input type="checkbox"/> English <input type="checkbox"/> French			

**SECTION B - Totals Per Subsidy Level**

<b>Claim Period (mm-dd-yy)</b>	<b>From</b>	<b>To</b>		
<b>Item Category</b>			<b>Total Weight (Kg)</b>	<b>Total Subsidy (\$)</b>
Total Subsidy Level 1			-	-
Total Packaging Level 1			-	-
Total Subsidy Level 2			-	-
Total Packaging Level 2			-	-
Total Subsidy Level 7			-	-
Total Packaging Level 7			-	-
Total Subsidy Level 8			-	-
Total Packaging Level 8			-	-
Total of Subsidy for Country Food from Cambridge Bay			-	-
Total of Subsidy for Country Food from Rankin Inlet			-	-
Total of Subsidy for Country Food from Pangnirtung			-	-
Administration fee				
<b>Total</b>			-	-

**SECTION C - CERTIFICATION**

As an authorized agent of the recipient, I hereby certify that the information given on this form and the supporting documents submitted with this form are true, correct, and complete in every respect and that the subsidy is being fully passed on to consumers.

\_\_\_\_\_  
Name  
  
\_\_\_\_\_  
Signature

\_\_\_\_\_  
Position Title  
  
\_\_\_\_\_  
Date (mm/dd/yy)

➤ Subsidy Claim Form for Suppliers with Provisions for Packaging (p.2)

Please use a separate section for each community you are submitting a claim for.

[Click to Add a New Community](#)

**Community Name:** \_\_\_\_\_ **Community ID:** \_\_\_\_\_

<b>Personal Orders</b>	<b>Indicate the number of individuals that received subsidized shipments</b>		
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy Level 1		-	-
Packaging Level 1	-	-	-
Subsidy Level 2		-	-
Packaging Level 2	-	-	-
Subsidy Level 7		-	-
Packaging Level 7		-	-
Subsidy Level 8			
Packaging Level 8			
<b>Total for the personal orders</b>	-	<del>XXXXXX</del>	-

<b>Northern Retail Orders</b>			
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy Level 1		-	-
Packaging Level 1	-	-	-
Subsidy Level 2		-	-
Packaging Level 2	-	-	-
Subsidy Level 7		-	-
Packaging Level 7		-	-
Subsidy Level 8			
Packaging Level 8			
<b>Total of the Northern retailer orders</b>		<del>XXXXXX</del>	-

<b>Establishment Orders (Hotels/Restaurants)</b>			
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy Level 1		-	-
Packaging Level 1	-	-	-
Subsidy Level 2		-	-
Packaging Level 2	-	-	-
Subsidy Level 7		-	-
Packaging Level 7		-	-
Subsidy Level 8			
Packaging Level 8			
<b>Total of the Establishment Orders</b>	-	<del>XXXXXX</del>	-

<b>Institutional Orders (Schools, daycares, etc.)</b>			
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy Level 1		-	-
Packaging Level 1	-	-	-
Subsidy Level 2		-	-
Packaging Level 2	-	-	-
Subsidy Level 7		-	-
Packaging Level 7		-	-
Subsidy Level 8			
Packaging Level 8			
<b>Total of the Institutional Orders</b>	-	<del>XXXXXX</del>	-

*e) Subsidy Claim Form for Country Food Processors/Distributors without Provisions for Packaging*

This form is used by Country Food Processors/Distributors when packaging is already included in the weight reported on the Itemized Shipment Report.

Field	Description	Format	Values
<b>SECTION A – Recipient Information</b>			
Company Name	Recipient name (i.e., the party with whom INAC has signed a Funding Agreement to govern the transfer of funds under NNC).	General	
Recipient ID	ID provided by INAC.	4 letters	CIRNAC provided a 4 letter ID unique to each recipient.
Company Address	Mailing address.	General	
City/Town	Mailing address.	General	
Province/ Territory	Mailing address.	Use dropdown menu.	e.g., NU=Nunavut
Postal Code	Mailing address.	General	
Contact Person	Name and contact coordinates of a person to whom questions regarding this claim can be directed.	General	Title/Given Name/ Family Name/ Telephone/Email/ Facsimile
Language of Preference	Official language to be used with contact person.	Check appropriate box.	English or French
<b>SECTION B – Totals Per Subsidy Level</b>			
Claim Period	Period for which the report is being submitted.	Dates: From and To	mm-dd-yy
Subsidy Level	Roll-up of community data reported in Section D.	Fields will be populated automatically by completing Section D of the Subsidy Claim Form.	Total Weight (Kg) and Total Subsidy (\$)
Administration fee	Amount allowed to cover a portion of incremental costs associated with Funding Agreement requirements, such as claims processing, program visibility and reporting.	This fee is negotiated between the Recipient and INAC, based on reasonable incremental expenditures and identified in the Funding Agreement.	Enter the monthly amount negotiated with CIRNAC.

Field	Description	Format	Values
<b>SECTION C – CERTIFICATION</b>			
Name, Position Title, Signature and Date (mm/dd/yy)	Fields to be completed and signed by the authorized agent of the recipient.	A scanned copy of signed certification must be submitted.	
<b>SECTION D – Shipment Information Per Community</b>			
Community Name	Name of the community where items are shipped. Each community is reported separately using the “Add a Community” button.	Use dropdown menu of eligible communities (eligible communities are also listed in <a href="#">Appendix B</a> , Table 1).	e.g., Akulivik
Community ID	Alphabetic ID of the community where items are shipped.	Field will be populated automatically once Community Name has been selected.	e.g., Akulivik= QC-NQC-AKU
Personal Orders	Report number of individuals that received subsidized shipments during the period.	Numeric	e.g., 10
Weight	Shipment Weights (kg) for Country Food.	Numeric to one decimal. Subsidy Rates (\$/kg) are pre-populated once the community has been identified. Totals and Subsidy (\$) are automatically populated as Weights (kg) are entered into the relevant fields.	e.g., 200.5 Should match the sum of weights identified for the community and client type on the Itemized Shipment Report.
Report shipment weights for <b>Northern Retail Orders</b> , <b>Establishment Orders</b> (Hotels/Restaurants) and <b>Institutional Orders</b> (Schools, daycares, etc.) in the relevant fields.			
Weight	Shipment Weights (Kg) for Country Food.	Numeric to one decimal. Subsidy Rates (\$/kg) are pre-populated once the community has been identified. Totals and Subsidy (\$) are automatically populated as Weights (kg) are entered into the relevant fields.	e.g., 200.5 Should match the sum of weights identified for the community and client type on the Itemized Shipment Report.



➤ Subsidy Claim Form for Country Food Processors/Distributors without Provisions for Packaging (p.2)

<b>SECTION D - Shipment Information Per Community</b>	
<i>Please use a separate section for each community you are submitting a claim for. Provide summary shipment information for each level of subsidy.</i>	<a href="#">Click to Add a New Community</a>

<b>Community Name:</b>		<b>Community I.D.:</b>	
<b>Personal Orders</b> <i>Indicate the number of individuals that received subsidized shipments</i>			
<b>Item Category</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy for Country Food from Cambridge Bay		-	-
Subsidy for Country Food from Rankin Inlet		-	-
Subsidy for Country Food from Pangnirtung		-	-
<b>Total of Country Food - Category 5</b>	-	<del>                    </del>	-
<b>Northern Retailer Orders</b>			
<b>Item Category</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy for Country Food from Cambridge Bay		-	-
Subsidy for Country Food from Rankin Inlet		-	-
Subsidy for Country Food from Pangnirtung		-	-
<b>Total of Country Food - Category 5</b>	-	<del>                    </del>	-
<b>Establishment Orders (Hotels/Restaurants)</b>			
<b>Item Category</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy for Country Food from Cambridge Bay		-	-
Subsidy for Country Food from Rankin Inlet		-	-
Subsidy for Country Food from Pangnirtung		-	-
<b>Total of Country Food - Category 5</b>	-	<del>                    </del>	-
<b>Institutional Orders (Schools, daycares, etc)</b>			
<b>Item Category</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy for Country Food from Cambridge Bay		-	-
Subsidy for Country Food from Rankin Inlet		-	-
Subsidy for Country Food from Pangnirtung		-	-
<b>Total of Country Food - Category 5</b>	-	<del>                    </del>	-

*f) Subsidy Claim Form for Country Food Processors/Distributors with Provisions for Packaging*

This form is used by Country Food Processors/Distributors when packaging is not already included in the weight reported on the Itemized Shipment Report.

Field	Description	Format	Values
<b>SECTION A – Recipient Information</b>			
Company Name	Recipient name (i.e., the party with whom INAC has signed a Funding Agreement to govern the transfer of funds under NNC).	General	
Recipient ID	ID provided by INAC.	4 letters	CIRNAC provided a 4 letter ID unique to each recipient.
Company Address	Mailing address.	General	
City/Town	Mailing address.	General	
Province/ Territory	Mailing address.	Use dropdown menu.	e.g., NU=Nunavut
Postal Code	Mailing address.	General	
Contact Person	Name and contact coordinates of a person to whom questions regarding this claim can be directed.	General	Title/Given Name/ Family Name/ Telephone/Email/ Facsimile
Language of Preference	Official language to be used with contact person.	Check appropriate box	English or French
<b>SECTION B – Totals Per Subsidy Level</b>			
Claim Period	Period for which the report is being submitted.	Dates: From and To	mm-dd-yy
Subsidy Level	Roll-up of community data reported in Section D.	Fields will be populated automatically by completing Section D of the Subsidy Claim Form.	Total Weight (kg) and Total Subsidy (\$).
Administration Fee	Amount allowed to cover a portion of incremental costs associated with Funding Agreement requirements, such as claims processing, program visibility and reporting.	This fee is negotiated between the Recipient and INAC, based on reasonable incremental expenditures and identified in the Funding Agreement.	Enter the monthly amount negotiated with CIRNAC.
<b>SECTION C – CERTIFICATION</b>			

Field	Description	Format	Values
Name, Position Title, Signature and Date (mm/dd/yy)	Fields to be completed and signed by the authorized agent of the recipient.	A scanned copy of signed certification must be submitted.	
<b>SECTION D – Shipment Information Per Community</b>			
Community Name	Name of the community where items are shipped. Each community is reported separately using the “Add a Community” button.	Use dropdown menu of eligible communities (eligible communities are also listed in <a href="#">Appendix B</a> , Table 1).	e.g., Iqaluit
Community ID	Alphabetic ID of the community where items are shipped.	Field will be populated automatically once Community Name has been selected.	e.g., Iqaluit= NU-BAF-IQA
Personal Orders	Report number of individuals that received subsidized shipments during the period.	Numeric	e.g., 10
Weight	Shipment and packaging weights (kg) for Country Food.	Numeric to one decimal. Subsidy Rates (\$/kg) are pre-populated once the community has been identified. Total and Subsidy (\$) are automatically populated as Weights (kg) are entered into the relevant fields. Extra packaging weights (kg) are automatically populated and represent 5% of the weight entered.	e.g., 200.5 Should match the sum of weights identified for the community and client type on the Itemized Shipment Report.
Report shipment weights for <b>Northern Retail Orders, Establishment Orders</b> (Hotels/Restaurants) and <b>Institutional Orders</b> (Schools, daycares, etc.) in the relevant fields.			
Weight	Shipment and packaging weights (kg) for Country Food.	Numeric to one decimal. Subsidy Rates (\$/kg) are pre-populated once the community has been identified. Total and Subsidy (\$) are automatically populated as Weights (kg) are entered into the relevant fields. Extra packaging weights (kg) are automatically populated and represent 5% of the weight entered.	e.g., 200.5 Should match the sum of weights identified for the community and client type on the Itemized Shipment Report.

➤ Subsidy Claim Form for Country Food Processors/Distributors with Provisions for Packaging (p.1)

**Nutrition North Canada  
Subsidy Claim for Country Food Processors (Cambridge Bay)  
Effective October 1, 2011**

*Please provide input for cells highlighted in blue only*

<b>SECTION A - Recipient Information</b>			
Company Name			Recipient I.D.
Company Address			
City/Town		Province/Territory	Postal Code
<b>Contact Person</b> (Please provide the name of a person with whom questions regarding this claim can be directed to)			
Title	<input type="radio"/> Mr <input type="radio"/> Mrs <input type="radio"/> Ms <input checked="" type="radio"/> Other	Given Name	Family Name
Telephone	Email		Facsimile
Language of Preference <input type="checkbox"/> English <input checked="" type="checkbox"/> French			

<b>SECTION B - Totals Per Subsidy Level</b>			
Claim Period (mm-dd-yy)	From	To	
Subsidy Level	Total Weight (Kg)		Total Subsidy (\$)
Total of Country Food	-		-
Total Packaging	-		-
Administration fee			
<b>Total</b>	-		-

<b>SECTION C - CERTIFICATION</b>	
As an authorized agent of the recipient, I hereby certify that the information given on this form and the supporting documents submitted with this form are true, correct, and complete in every respect and that the subsidy is being fully passed on to consu	
_____ Name	_____ Position Title
_____ Signature	_____ Date (mm/dd/yy)

➤ Subsidy Claim Form for Country Food Processors/Distributors with Provisions for Packaging (p.2)

<b>Community Name:</b>		<b>Community I.D.:</b>	
<b>Personal Orders</b>			
<b>Indicate the number of individuals that received subsidized shipments</b>			
<b>Item Category</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy for Country Food from Cambridge Bay		-	-
Packaging			
Subsidy for Country Food from Rankin Inlet		-	-
Packaging			
Subsidy for Country Food from Pangnirtung		-	-
Packaging			
<b>Total of Country Food - Category 5</b>	-		-
<b>Northern Retailer Orders</b>			
<b>Item Category</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy for Country Food from Cambridge Bay		-	-
Packaging			
Subsidy for Country Food from Rankin Inlet		-	-
Packaging			
Subsidy for Country Food from Pangnirtung		-	-
Packaging			
<b>Total of Country Food - Category 5</b>	-		-
<b>Establishment Orders (Hotels/Restaurants)</b>			
<b>Item Category</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy for Country Food from Cambridge Bay		-	-
Packaging			
Subsidy for Country Food from Rankin Inlet		-	-
Packaging			
Subsidy for Country Food from Pangnirtung		-	-
Packaging			
<b>Total of Country Food - Category 5</b>	-		-
<b>Institutional Orders (Schools, daycares, etc)</b>			
<b>Item Category</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy for Country Food from Cambridge Bay		-	-
Packaging			
Subsidy for Country Food from Rankin Inlet		-	-
Packaging			
Subsidy for Country Food from Pangnirtung		-	-
Packaging			
<b>Total of Country Food - Category 5</b>	-		-

### 3. Scanned Copy of the Signed Subsidy Claim Form

Once completed, the Subsidy Claim Form must be printed, signed, scanned and submitted electronically (e.g. pdf) via Claim Processor’s EDI, along with the other required documents.

### 4. Copies of All Invoices and Waybills Related to the Claim

Unless specified otherwise by NNC, copies of all proof of content delivered (e.g. invoices) and proof of delivery by air (e.g. waybills) related to the claim submitted must be submitted electronically via the Claim Processor’s EDI, along with the Claim Form and Itemized Shipment Report.

When the recipient has only hard copies of the invoices and/or waybills, they must be scanned, ideally into a single electronic file and chronologically.

### 5. NNC Food Price Reports (Northern Retailers Only)

This monthly report must be **produced between the 12<sup>th</sup> and the 18<sup>th</sup>** of each month and submitted **by the 25<sup>th</sup>** of each month during the term of the agreement. It must be submitted electronically, in Excel format, **via NNC’s Claims Processor, RCGT’s website (<https://cp.sync.com/login>)**. Please be sure to upload the file to the “Food Pricing Report” folder located above the “NNC Subsidy Claims” folder for each claims submission period.

The instructions below refer to reports produced manually. However, whether they are produced manually or automatically via recipients’ informatics systems, the Food Price Reports must contain all the mandatory fields, in the same order as presented below. In addition, the appropriate values presented in the table below must be correctly reflected. NNC will provide via e-mail, the Excel spreadsheet to be used by Northern Retailers producing the report manually. The price report values must reflect the price of items available for sale in the community in that specific period.

Field	Description	Format	Values
Fiscal Year	Government fiscal year for which the report is being submitted.	Use dropdown menu.	e.g. 2020-2021
Period	Period for which the report is being submitted.	Use dropdown menu.	1 = April, 2 = May, 12 = March
Recipient ID	Recipient ID (i.e., the party with whom CIRNAC has signed a Funding Agreement to govern the transfer of funds under NNC).	Use dropdown menu.	CIRNAC provided a 4 letter ID unique to each recipient.

Community ID	Alphabetic ID of the community where items are shipped.	Use dropdown menu.	e.g., Akulivik= QC-NQC-AKU
Product Type	Generic listing of products sold.	Description of the product.	e.g., STEAK - fresh/frozen; CANNED CARROTS; EGGS (regular)(white)
Brand Name	Listing of the Brand Name.	Brand name of the product.	Brand Name
Unit Count	For each Product Type, number of item.	Unit Count default is 1. In the case of a bundle set of products like 6x100ml yogourt, it would translate into unit count: 6, unit size: 100, unit of measure: ml, product type: yogourt.	e.g., 1
Unit Size	For each Product Type, Unit Size of the product.	Numeric size of the product. Default is 1.  If 398 ml, then Unit Size is 398; if 2 litres of milk, then Unit Size is 2.	e.g., 398, 2.
Unit of Measure	For each Product Type, the unit of measure is of the product.	Standard unit of measure used in recipient's system. The unit of measure should be something that is convertible to kilograms or litres (The exception to this is eggs as the food basket price is based on individual units. These can be given a unit of measure = EACH or UNIT).	e.g., Pound, Kg, ml, litre, EACH, etc.
Unit Price	The price of the product that the consumer would pay in that store on that day, before taxes.	Without dollar sign, product price to 2 decimals for an item with the specified unit count, unit size and unit of measure.	e.g., 4.99

➤ Example of Food Price Reports Produced Manually

Note: Reports produced electronically must contain all the mandatory fields, in the same order and format as presented below.

FiscalYear	Period	RecipientID	CommunityID	ProductType	BrandName	UnitCount	UnitSize	UnitOfMeasure	UnitPrice
2015-2016	5	ABCD	NT-BDE-AKL	Frozen vegetables	Brand Name	1	1	KG	1.00
2015-2016	5	ABCD	NT-BDE-AKL	Frozen vegetables	Brand Name	1	1	KG	1.00
2015-2016	5	ABCD	NT-BDE-AKL	Frozen vegetables	Brand Name	1	500	G	
2015-2016	5	ABCD	NT-BDE-AKL	Frozen vegetables	Brand Name	1	500	G	1.00
2015-2016	5	ABCD	NT-BDE-AKL	Frozen vegetables	Brand Name	1	750	G	1.00
2015-2016	5	ABCD	NT-BDE-AKL	Frozen vegetables	Brand Name	1	500	G	1.00
2015-2016	5	ABCD	NT-BDE-TUK	Lard and shortening	Brand Name	1	454	G	0.99
2015-2016	5	ABCD	NT-BDE-TUK	Lard and shortening	Brand Name	1	1.36	KG	0.99
2015-2016	5	ABCD	NT-BDE-TUK	Ground Beef - fresh/frozen	Brand Name	1	1	KG	1.10
2015-2016	5	ABCD	NT-BDE-TUK	Ground Beef - fresh/frozen	Brand Name	1	1	KG	1.10
2015-2016	5	ABCD	NT-BDE-TUK	Pork Chops - fresh/frozen	Brand Name	1	1	KG	2.99
2015-2016	5	ABCD	NT-BDE-TUK	Pork Chops - fresh/frozen	Brand Name	1	1	KG	2.99
2015-2016	5	ABCD	NT-BDE-TUK	Raw Chicken - fresh/frozen	Brand Name	1	1	KG	3.01
2015-2016	5	ABCD	NT-BDE-TUK	Raw Chicken - fresh/frozen	Brand Name	1	1	KG	3.01
2015-2016	5	ABCD	NT-BDE-TUK	Ham (sliced, packaged)	Brand Name	1	125	G	1.25
2015-2016	5	ABCD	NT-BDE-TUK	Ham (sliced, packaged)	Brand Name	1	125	G	1.25
2015-2016	5	ABCD	NT-BDE-TUK	Ham (sliced, packaged)	Brand Name	1	375	G	5.25
2015-2016	5	ABCD	NT-BDE-TUK	Ham (sliced, packaged)	Brand Name	1	375	G	5.25

## Monthly Forecast Report (Upon Request Only)

Forecasts of estimated monthly shipment weights, by subsidy level for each eligible community, must be submitted to the Program if requested. The forecasts must be submitted either **by e-mail** to [aadnc.rapportsnnc-nncreports.aandc@canada.ca](mailto:aadnc.rapportsnnc-nncreports.aandc@canada.ca) or **via the Claims Processor's EDI** to **'Forecasts-Price Reports - Mise-a-jour previsions-rapports de prix.**

The mandatory Excel spreadsheet to be used includes pre-populated cells and is provided to recipients by NNC via e-mail a few weeks before the due date. You must "enable macros" to use the file. Recipients are to fill in cells highlighted in blue only.

Field	Description	Format	Values
Recipient	Recipient name and ID (i.e., the party with whom INAC has signed a Funding Agreement to govern the transfer of funds under NNC).	Use dropdown menu.	CIRNAC provided a 4 letter ID unique to each recipient.
Community	Name of the community where items are shipped. Each community is reported separately using the "Add a Community" button.	Use dropdown menu of Eligible Communities (Eligible Communities are also listed in <a href="#">Appendix B, Table 1</a> ).	e.g., Akulivik
Community ID	Alphabetic ID of the community where items are shipped.	Field will be automatically populated when community is selected.	e.g., Akulivik= QC-NQC-AKU
Fiscal Year	Government fiscal year for which the report is being submitted.	Pre-populated	e.g., 2020-2021
Month	12 month period for which the report is being submitted.	Pre-populated	01-April, 02-May... 12-March
kg – High Subsidy ( Code 7)	Total weight of items under the High subsidy (Code 7), shipped to a specific community, within the reporting period, expressed in kg.	Numeric to 1 decimal.	e.g., 200.5
kg – Medium (Code 1)	Total weight of items under the Medium subsidy (Code 1) , shipped to a specific community, within the reporting period, expressed in kg.	Numeric to 1 decimal.	e.g., 200.5
kg - Low (Code 2, 3 and 4)	Total weight of items under the Low subsidy (Codes 2, 3 and 4) , shipped to a specific community, within the reporting period, expressed in kg.	Numeric to 1 decimal.	e.g., 200.5
kg – Seasonal Surface Transportation	Total weight of items under the Seasonal Surface Transportation subsidy (Code 8), shipped to a specific	Numeric to 1 decimal.	e.g., 200.5

(Code 8)	community, within the reporting period, expressed in kg.		
kg – Country Food (Code 5)	Total weight of Country Food (Code 5) shipped from an eligible plant to a specific community, within the reporting period, expressed in kg.	Numeric to 1 decimal.	e.g., 200.5
Total kg	Total weight of Levels 1, 2, 7 and 8 items, shipped to a specific community, within the reporting period, expressed in kg.	Field will be automatically populated once kg data per level have been entered.	e.g., 401.0

➤ Example of a Monthly Forecast Report

Input required into blue cells only / Entrée de données dans les cellules bleues seulement				Add a community / Ajouter une collectivité			
Recipient / Bénéficiaire							
		TOTALS		-	-	-	-
Community / Collectivité	Community ID / Code de collectivité	Fiscal Year / Année financière	Month / Mois	kg - Level 1 / Niveau 1	kg - Level 2 / Niveau 2	kg - Country Food / Alim. trad.	Total kg
-	-	2014-2015	01-Apr				-
-	-	2014-2015	02-May				-
-	-	2014-2015	03-Jun				-
-	-	2014-2015	04-Jul				-
-	-	2014-2015	05-Aug				-
-	-	2014-2015	06-Sep				-
-	-	2014-2015	07-Oct				-
-	-	2014-2015	08-Nov				-
-	-	2014-2015	09-Dec				-
-	-	2014-2015	10-Jan				-
-	-	2014-2015	11-Feb				-
-	-	2014-2015	12-Mar				-
-	-	2014-2015	01-Apr				-
-	-	2014-2015	02-May				-
-	-	2014-2015	03-Jun				-
-	-	2014-2015	04-Jul				-
-	-	2014-2015	05-Aug				-
-	-	2014-2015	06-Sep				-
-	-	2014-2015	07-Oct				-
-	-	2014-2015	08-Nov				-
-	-	2014-2015	09-Dec				-
-	-	2014-2015	10-Jan				-
-	-	2014-2015	11-Feb				-
-	-	2014-2015	12-Mar				-

## Appendix B: Reference Tables

Table 1: Eligible Communities Subsidy Rates

NNC Subsidy Rates for All Eligible Communities as of May 1 <sup>st</sup> , 2020					
COMMUNITY	COMMUNITY CODE	HIGH SUBSIDY	MEDIUM SUBSIDY	LOW SUBSIDY	SEASONAL SURFACE TRANSPORTATION
Fort Chipewyan	AB-NAB-FCH	\$2.90	\$2.80	\$1.00	\$1.00
Brochet	MB-NMB-BRO	\$2.90	\$2.80	\$1.00	\$1.00
Gods Lake Narrows	MB-NMB-GLN	\$2.90	\$2.80	\$1.00	\$1.00
Granville Lake	MB-NMB-GRA	\$2.90	\$2.80	\$1.00	\$1.00
Gods River	MB-NMB-GRI	\$2.90	\$2.80	\$1.00	\$1.00
Island Lake (Garden Hill)	MB-NMB-ILA	\$2.90	\$2.80	\$1.00	\$1.00
Lac Brochet	MB-NMB-LBR	\$2.90	\$2.80	\$1.00	\$1.00
Little Grand Rapids	MB-NMB-LGR	\$2.90	\$2.80	\$1.00	\$1.00
Negginan (Poplar River)	MB-NMB-NEG	\$2.90	\$2.80	\$1.00	\$1.00
Oxford House	MB-NMB-OHO	\$2.90	\$2.80	\$1.00	\$1.00
Pauingassi	MB-NMB-PAU	\$2.90	\$2.80	\$1.00	\$1.00
Red Sucker Lake	MB-NMB-RSL	\$2.90	\$2.80	\$1.00	\$1.00
Shamattawa	MB-NMB-SHA	\$2.90	\$2.80	\$1.00	\$1.00
St. Theresa Point	MB-NMB-STP	\$2.90	\$2.80	\$1.00	\$1.00
Tadoule Lake	MB-NMB-TAD	\$2.90	\$2.80	\$1.00	\$1.00
Waasagomach	MB-NMB-WAA	\$2.90	\$2.80	\$1.00	\$1.00
York Landing	MB-NMB-YOL	\$2.90	\$2.80	\$1.00	\$1.00
Hopedale	NL-NNL-HOP	\$2.90	\$2.80	\$1.00	\$1.00
Makkovik	NL-NNL-MAK	\$2.90	\$2.80	\$1.00	\$1.00
Postville	NL-NNL-POS	\$2.90	\$2.80	\$1.00	\$1.00
Rigolet	NL-NNL-RIG	\$2.90	\$2.80	\$1.00	\$1.00
Black Tickle	NL-SNL-BTI	\$2.90	\$2.80	\$1.00	\$1.00
Aklavik	NT-BDE-AKL	\$2.90	\$2.80	\$1.00	\$1.00
Sanikiluaq	NU-BAF-SAN	\$3.05	\$2.95	\$1.00	\$1.00
Cambridge Bay	NU-KIT-CBA	\$3.05	\$2.95	\$1.00	\$1.00
Angling Lake	ON-NON-ALA	\$2.90	\$2.80	\$1.00	\$1.00

Attawapiskat	ON-NON-ATT	\$2.90	\$2.80	\$1.00	\$1.00
Bearskin Lake	ON-NON-BLA	\$2.90	\$2.80	\$1.00	\$1.00
Big Trout Lake	ON-NON-BTL	\$2.90	\$2.80	\$1.00	\$1.00
Cat Lake	ON-NON-CAT	\$2.90	\$2.80	\$1.00	\$1.00
Deer Lake	ON-NON-DEE	\$2.90	\$2.80	\$1.00	\$1.00
Eabamet Lake (Fort Hope)	ON-NON-EAB	\$2.90	\$2.80	\$1.00	\$1.00
Fort Albany	ON-NON-FAL	\$2.90	\$2.80	\$1.00	\$1.00
Favourable Lake (Sandy Lake)	ON-NON-FAV	\$2.90	\$2.80	\$1.00	\$1.00
Kashechewan	ON-NON-KAS	\$2.90	\$2.80	\$1.00	\$1.00
Keewaywin	ON-NON-KEE	\$2.90	\$2.80	\$1.00	\$1.00
Kasabonika	ON-NON-KKA	\$2.90	\$2.80	\$1.00	\$1.00
Kingfisher Lake	ON-NON-KLA	\$2.90	\$2.80	\$1.00	\$1.00
Lansdowne House	ON-NON-LAH	\$2.90	\$2.80	\$1.00	\$1.00
Muskrat Dam	ON-NON-MDA	\$2.90	\$2.80	\$1.00	\$1.00
North Spirit Lake	ON-NON-NSL	\$2.90	\$2.80	\$1.00	\$1.00
Ogoki	ON-NON-OGO	\$2.90	\$2.80	\$1.00	\$1.00
Pikangikum	ON-NON-PIK	\$2.90	\$2.80	\$1.00	\$1.00
Poplar Hill	ON-NON-POP	\$2.90	\$2.80	\$1.00	\$1.00
Sachigo Lake	ON-NON-SLA	\$2.90	\$2.80	\$1.00	\$1.00
Summer Beaver	ON-NON-SUM	\$2.90	\$2.80	\$1.00	\$1.00
Wawakapewin	ON-NON-WAW	\$2.90	\$2.80	\$1.00	\$1.00
Webequie	ON-NON-WEB	\$2.90	\$2.80	\$1.00	\$1.00
Weagamow Lake	ON-NON-WLA	\$2.90	\$2.80	\$1.00	\$1.00
Wunnummin Lake	ON-NON-WUL	\$2.90	\$2.80	\$1.00	\$1.00
Port-Menier	QC-QNS-POM	\$2.90	\$2.80	\$1.00	\$1.00
Fond-du-Lac	SK-SKT-FLA	\$2.90	\$2.80	\$1.00	\$1.00
Uranium City	SK-SKT-URA	\$2.90	\$2.80	\$1.00	\$1.00
Wollaston Lake	SK-SKT-WOL	\$2.90	\$2.80	\$1.00	\$1.00
Nain	NL-NNL-NAI	\$3.80	\$3.65	\$1.00	\$1.00
Natuashish	NL-NNL-NAT	\$3.25	\$3.15	\$1.00	\$1.00
Paulatuk	NT-BDE-PAU	\$5.45	\$4.95	\$2.00	\$1.00
Sachs Harbour	NT-BDE-SHA	\$8.30	\$7.25	\$4.30	\$1.00
Ulukhaktok (Holman)	NT-BDE-ULU	\$6.30	\$5.65	\$2.70	\$1.00
Sambaa K'e (Trout Lake)	NT-DCH-TLA	\$4.70	\$4.35	\$1.40	\$1.00

Gameti (Rae Lakes)	NT-GSL-GAM	\$4.30	\$4.05	\$1.10	\$1.00
Lutsel K'e	NT-GSL-LUT	\$4.30	\$4.05	\$1.10	\$1.00
Wekweti (Snare Lake)	NT-GSL-WEK	\$4.30	\$4.05	\$1.10	\$1.00
Wha Ti	NT-GSL-WTI	\$4.30	\$4.05	\$1.10	\$1.00
Colville Lake	NT-SAH-COL	\$7.20	\$6.35	\$3.40	\$1.00
Deline	NT-SAH-DEL	\$4.05	\$3.85	\$1.00	\$1.00
Fort Good Hope	NT-SAH-FGH	\$4.30	\$4.05	\$1.10	\$1.00
Norman Wells	NT-SAH-NEW	\$3.45	\$3.35	\$1.00	\$1.00
Tulita	NT-SAH-TUL	\$4.05	\$3.85	\$1.00	\$1.00
Arctic Bay	NU-BAF-ABA	\$11.45	\$9.75	\$6.80	\$1.00
Cape Dorset	NU-BAF-CDO	\$6.45	\$5.75	\$2.80	\$1.00
Clyde River	NU-BAF-CRI	\$8.95	\$7.75	\$4.80	\$1.00
Grise Fiord	NU-BAF-GFI	\$20.70	\$17.15	\$14.20	\$1.00
Hall Beach	NU-BAF-HBE	\$7.70	\$6.75	\$3.80	\$1.00
Igloodik	NU-BAF-IGL	\$7.70	\$6.75	\$3.80	\$1.00
Iqaluit	NU-BAF-IQA	\$3.55	\$3.45	\$1.00	\$1.00
Kimmitut	NU-BAF-KIM	\$7.45	\$6.55	\$3.60	\$1.00
Pangnirtung	NU-BAF-PAN	\$5.80	\$5.25	\$2.30	\$1.00
Pond Inlet	NU-BAF-PIN	\$10.80	\$9.25	\$6.30	\$1.00
Qikiqtarjuaq	NU-BAF-QIK	\$6.70	\$5.95	\$3.00	\$1.00
Resolute	NU-BAF-RES	\$13.45	\$11.35	\$8.40	\$1.00
Gjoa Haven	NU-KIT-GHA	\$4.95	\$4.55	\$1.60	\$1.00
Kugaaruk	NU-KIT-KGA	\$5.80	\$5.25	\$2.30	\$1.00
Kugluktuk	NU-KIT-KGL	\$3.95	\$3.75	\$1.00	\$1.00
Taloyoak	NU-KIT-TAL	\$5.30	\$4.85	\$1.90	\$1.00
Arviat	NU-KIV-ARV	\$3.25	\$3.15	\$1.00	\$1.00
Baker Lake	NU-KIV-BLA	\$4.80	\$4.45	\$1.50	\$1.00
Coral Harbour	NU-KIV-CHA	\$5.80	\$5.25	\$2.30	\$1.00
Chesterfield Inlet	NU-KIV-CIN	\$4.70	\$4.35	\$1.40	\$1.00
Naujaat (Repulse Bay)	NU-KIV-RBA	\$5.95	\$5.35	\$2.40	\$1.00
Rankin Inlet	NU-KIV-RIN	\$3.45	\$3.35	\$1.00	\$1.00
Whale Cove	NU-KIV-WCO	\$4.20	\$3.95	\$1.00	\$1.00
Fort Severn	ON-NON-FSE	\$3.95	\$3.75	\$1.00	\$1.00
Peawanuck	ON-NON-PEA	\$3.70	\$3.55	\$1.00	\$1.00
Akulivik	QC-NQC-AKU	\$6.45	\$5.75	\$2.80	\$1.00

Aupaluk	QC-NQC-AUP	\$6.45	\$5.75	\$2.80	\$1.00
Inukjuak	QC-NQC-INU	\$4.30	\$4.05	\$1.10	\$1.00
Ivujivik	QC-NQC-IVU	\$7.55	\$6.65	\$3.70	\$1.00
Kangiqsualujuaq	QC-NQC-KAL	\$6.05	\$5.45	\$2.50	\$1.00
Kuujuaq	QC-NQC-KAQ	\$3.95	\$3.75	\$1.00	\$1.00
Kuujuarapik	QC-NQC-KIK	\$3.45	\$3.35	\$1.00	\$1.00
Kangiqsujuaq	QC-NQC-KJU	\$7.20	\$6.35	\$3.40	\$1.00
Kangirsuk	QC-NQC-KUK	\$7.45	\$6.55	\$3.60	\$1.00
Puvirnituaq	QC-NQC-PUV	\$5.55	\$5.05	\$2.10	\$1.00
Quaqtaq	QC-NQC-QUA	\$7.55	\$6.65	\$3.70	\$1.00
Salluit	QC-NQC-SAL	\$7.20	\$6.35	\$3.40	\$1.00
Tasiujaq	QC-NQC-TAS	\$6.05	\$5.45	\$2.50	\$1.00
Umiujaq	QC-NQC-UMI	\$3.70	\$3.55	\$1.00	\$1.00
Chevery	QC-QNS-CHE	\$3.55	\$3.45	\$1.00	\$1.00
Gethsémani (La Romaine)	QC-QNS-GET	\$3.55	\$3.45	\$1.00	\$1.00
Harrington Harbour	QC-QNS-HHA	\$3.55	\$3.45	\$1.00	\$1.00
La Tabatière	QC-QNS-LTA	\$3.55	\$3.45	\$1.00	\$1.00
Mutton Bay	QC-QNS-MBA	\$3.55	\$3.45	\$1.00	\$1.00
Saint-Augustin / Pakuashipi	QC-QNS-SAS	\$3.55	\$3.45	\$1.00	\$1.00
Tête-à-la-Baleine	QC-QNS-TBA	\$3.55	\$3.45	\$1.00	\$1.00
Old Crow	YK-YUK-OCR	\$4.05	\$3.85	\$1.00	n.a

\* Quebec North Shore communities are only eligible during the period of the year without marine service (usually January to March). / Les collectivités de la Côte-nord du Québec sont admissibles à une contribution dans le cadre de Nutrition Nord Canada pour les mois pendant lesquels le transport maritime n'est pas offert (en général, de janvier à mars).



**Table 2: Eligible Items and Associated NNC ID Codes**

Please consult the eligible items list for the NNC ID codes and found below a description of each subsidy levels. Detailed food list is after this table.

- Foods under ID codes starting with:
  - Codes begin with 7 are eligible for the **High** level subsidy;
  - Codes begin with 1 are eligible for the **Medium** level subsidy;
  - Codes begin with 2, 3 or 4 are eligible for the **Low** level subsidy;
  - Codes begin with 5 are eligible for the **Country Food (CF)** subsidy.
  - Codes begin with 8 are eligible for the **Seasonal Surface Transportation** subsidy.

<b>NUTRITION NORTH CANADA ELIGIBLE FOOD LIST</b>
<b>EFFECTIVE FROM APRIL 1, 2020 TO MARCH 31, 2021</b>

<b><u>NNC ID</u></b>	<b><u>NNC Item Description</u></b>	<b><u>Additional Details Inclusion</u></b>	<b><u>Exclusions</u></b>
1-A02	Frozen French fries, hash browns and other potato products		
1-A04	Frozen juice concentrate (unsweetened)		
1-A05	Dried fruit unsweetened (e.g., raisins, dates, cranberries and apricots)		
1-A06	Dried unseasoned vegetables (e.g., onion flakes, dried vegetable mixes, instant potato flakes, seaweed)	All varieties of mashed potatoes accepted.	Excludes dip mix or similar products, scalloped potato with seasoning.
1-A07	Unsweetened juice in individual-size TetraPaks and similar containers (250ml and less)	Includes multi-packs (e.g. 3x250 ml juice boxes).	Excludes baby juices and excludes glass bottles and cans.
1-A17	All fresh vegetable	Includes fresh herbs (e.g. basil, parsley, etc.)  Also eligible 100% Fresh-cut of Veggies platter/tray/tube <u>but should not have added sugar, sauce or dips.</u> Eligible even if subject to GST or HST.	Excludes all varieties of whole pumpkins and salad kits that contain dressing and/or croutons.

1-A26	All fresh fruits	Also eligible 100% Fresh-cut of Fruits platter/tray/tube <u>but should not have added sugar, sauce or dips.</u> Eligible even if subject to GST or HST.	
1-B01	Cook-type cereal (e.g., porridge, oatmeal and cream of wheat)	Includes mixed granola and sugar-added products.	Excludes granola bars.
1-B02	Ready-to-eat breakfast cereal	Includes mixed granola and sugar-added products.	Excludes granola bars.
1-B03	Bread	Includes all types of fresh and frozen loaves of bread (e.g., whole wheat bread, gluten-free bread).	Excludes garlic bread
1-B04	Bread products without sweetened fillings or coatings (e.g., bagels, English muffins, bread rolls, raisin bread, hamburger buns, hot dog buns, pizza crusts, frozen bread dough, tortilla).	Includes croissants and garlic bread.	Excludes prepared mixes, croutons, bread crumbs, graham crumbs, fresh/frozen pie crusts.
1-B05	All purpose flour and whole wheat flour		Excludes, rye and other semi-perishable flours and cake and pastry flour (see code 2-B05).
1-B06	Unseasoned plain dry pasta, plain rice* .	*Are eligible ONLY: - pasta: white or whole wheat macaroni, lasagna and spaghetti; - rice: white, brown or instant.	Excludes flavoured or seasoned, and all other types of pasta.  Excludes aromatic rice varieties (e.g. jasmine and basmati)
1-C05	UHT milk		
1-C06	Buttermilk		
1-C07	Chocolate milk	Includes eggnog and all varieties of flavoured milk (e.g. strawberry).	Excludes Milk 2 Go, Ensure/protein shakes and similar products.
1-C08	Powdered milk and canned evaporated milk		

1-C09	Yogurt and yogurt drinks	Includes kefir.  Yogurt with fruits and/or berries in the yogurt are fine (even with some sugar).	Exclude yogurt with ingredients TO ADD to the yogurt such as: jams, cereals, spices, confectionery, seasonings, herbs or nuts. (e.g. ingredients in a separate container on top of the yogurt).
1-C10	Cheese (block and shredded)	Includes cottage cheese, cheese sticks (e.g. ficello) and Babybel.	Excludes whey cheese (e.g. ricotta) and cold packed cheese.
1-C11	Processed cheese (e.g., Kraft and Velveeta)	Includes laughing cow cheese and processed cheese slices.	Excludes processed cheese spreads (see 2-C01).
1-C12	Fortified soy beverages		Excludes rice, almond, cashew and coconut beverages.
1-D01	Eggs	Includes egg whites.	
1-D02	Tofu and similar vegetable-based meat substitutes (e.g., vegetable patties and nut burgers)		Excludes breaded tofu nuggets and all other products that are breaded, battered or in pastry.
1-D03	Unsweetened seeds and nuts	Salted nuts included	
1-D04	Peanut butter and other nut butters		
1-D05	Dried beans, lentil, split peas and barley.	Includes kidney, pinto and black beans; barley, lentil and split peas.	
1-D06	Fresh and Frozen (store) meat (e.g., beef, pork, lamb, caribou, muktuk, peameal and back bacon, other cured and smoked products)	Meat packs are eligible but should be claimed individually under the correct code. Please provide the details of your packs.	Excludes side bacon and products that are breaded, battered or in pastry.  Excludes fresh pâtés and cretons.
1-D07	Fresh and Frozen (store) poultry (e.g. chicken, turkey, goose)	Meat packs are eligible but should be claimed individually under the correct code. Please provide the details of your packs.	Excludes products that are breaded, battered or in pastry.
1-D08	Fresh and Frozen (store) fish and seafood	Includes frozen breaded fish sticks and frozen fish cakes.	Excludes other products that are

			breaded, battered or in pastry.
1-E01	Butter (salted and unsalted)		Excludes all flavoured butters.
1-E02	Cooking oil (only Canola, Olive and Vegetable)		All other cooking oils (see 2-E02)
1-E03	Lard		Excludes shortening.
1-E04	Salt	Includes table salt and sea salt.	Excludes all other types of salt.
1-G04	Yeast		
1-G05	Baking powder		
1-X01	Diapers	Includes pull up diapers	
1-X03	Feminine hygiene products		
2-A02	Unsweetened juice - fresh and in large TetraPaks and similar containers (more than 250 ml)		Excludes glass bottles and cans.
2-B01	Crackers, crispbread, hard bread, Pilot biscuits, melba toast, Arrowroot and social tea cookies	Crackers include products such as soda crackers, cheese-flavoured crackers, wheat or vegetable thins and rice cakes without icing.	Excludes cracker chips.
2-B03	Fresh and Frozen pasta - <i>excluding combination foods that contain pasta</i>		
2-B05	Rye and other semi-perishable flours - excluding cake and pastry flour		Excludes all purposes flour and whole wheat (see code 1-B05).
2-C01	Processed cheese spread	Includes Cheez Whiz and Maclaren Imperial cheese.	
2-C02	Cream, sour cream and cream cheese	Cream cheese: includes Philadelphia cheese and Boursin.	Excludes flavored cream.
2-C03	Ice cream, ice milk, frozen yogourt and sherbet	Includes ice cream novelties (e.g., ice cream sandwich, fudge bars), real fruit smoothie bars.	Excludes popsicles.
2-D01	Bacon	Includes all types of bacon (e.g., pork, turkey).	
2-E01	Salad dressing and mayonnaise		

2-E02	All cooking oils like safflower, peanut, and flaxseed oil		Excludes canola, olive, and vegetable oil (see code 1-E02).
2-E03	Shortening		Excludes Lard (see 1-E03).
2-E05	Margarine		Excludes all flavoured margarines.
2-E06	Perishable dips	Includes spinach dips and sour cream dips.	Excludes dry mixes.
2-F02	Fresh and Frozen pizzas	Includes frozen pizza snacks (e.g., pizza bites, pops, pockets).	
2-F04	Fresh and Frozen combination foods (e.g., lasagne) - excluding those containing products that are breaded, battered or in pastry or desserts, poutine, prepared sandwiches, hamburgers, hot dogs, prepared salads, <b>other prepared foods for immediate consumption that are subject to GST or HST.</b>	Includes dumplings.  Includes salad kits with salad dressing and/or croutons.  Includes Fresh-cut of Fruits/Veggies platter/tray/tube with sauce or dips. Eligible even if subject to GST or HST.	Excludes those containing products that are breaded, battered or in pastry, or <b>desserts</b> , poutine, <b>prepared sandwiches</b> , hamburgers, hot dogs, <b>prepared salads, sushi, other prepared foods for immediate consumption that are subject to GST.</b>
2-G03	Non-prescription drugs	The products should have a valid Drug Identification Number (DIN) to be sold in Canada or eight-digit Natural Product Number (NPN) issued by Health Canada.  Example of eligible products: Antacids, Rub A535 (cream and patches), Cough and cold medication (syrup, spray, lozenge), Absorbine Junior, Orajel, Ozonol, Polysporin, Vicks Vapour Rub, Decongestant, Tylenol, Advil, Pepto-Bismol.	Excludes: Contact lens solution, Blistex, Eye drops, Condoms, Aloe gel.

7-A01	Frozen vegetables		Excludes french fries, hash browns and other potato products.
7-A03	All frozen fruits		
7-C01	Fresh milk (whole, 2%, 1%, skim) - <i>excluding chocolate milk</i>	Includes all types of cow's milk (e.g. fine-filtered, lactose-free milk).	Excludes flavoured milk, milk with sweetening agents, milk drinks, milk shakes and milk shakes mixes (ex.: Soy milk, Almond Milk, Rice Milk, Coconut Milk, or other milk beverages) and buttermilk.
7-G01	Infant formula (including liquid concentrate and powder)		
7-G03	Foods prepared specifically for infants, including cereals		

**Seasonal Surface Transportation (sealift / ice roads)**

<b><u>NNC ID</u></b>	<b><u>NNC Item Description</u></b>	<b><u>Additional Details Inclusion</u></b>	<b><u>Exclusions</u></b>
8-B05	All-purpose flour, whole wheat		Excludes, rye and other semi-perishable flours and cake and pastry flour. Excludes size greater than 10Kg.
8-E01	Butter (salted and unsalted)		
8-E02	Cooking oil (only Canola, Olive and Vegetable)		Excludes garnishing oils and flavored oils
8-E03	Lard		Excludes Shortening
8-E04	Salt	Includes table salt and sea salt	Excludes all other types of salt
8-G04	Yeast		
8-G05	Baking powder		
8-X01	Diapers		
8-D05	Dried beans, lentil, split peas and grains (barley)	Includes beans such as kidney, pinto and black beans; grains such as	

		barley; lentil and split peas	
8-B06	Unseasoned plain dry pasta and plain rice	ONLY Eligible: Macaroni, spaghetti and lasagna: White and whole wheat, Rice: White, brown, Minute	Excludes flavoured or seasoned, and all other types of pasta. Excludes aromatic rice varieties.

**Food and non-food items under Category 3 and 4**

- Items in this table are eligible for all NNC communities as of April 1st, 2020 to march 31, 2021.
- These items were before only eligible for the community of Old Crow, Yukon.
- Category 3 and 4 codes are eligible at the **Low** subsidy rate of each community.

<b><u>NNC ID</u></b>	<b><u>NNC Item Description</u></b>	<b><u>Additional Details Inclusion</u></b>	<b><u>Exclusions</u></b>
3-A01	Canned fruit and vegetables	Includes bottled fruit (e.g., applesauce, cherries) and vegetables (e.g., marinated artichokes).	Exclude plastic containers.
3-A03	Tomato-based sauces (including pasta sauces)		
3-A04	Unsweetened canned juice		
3-B01	Unseasoned plain dry pasta		Excludes rice, macaroni and spaghetti (see code 1-B06).
3-B03	Pancake mixes and bannock mixes		
3-B04	Unseasoned plain popping corn, kernels only (unpopped)		
3-D01	Canned fish and seafood		
3-D02	Canned legumes (e.g., baked beans, chickpeas and lentils)		Excludes dried legumes (see code 1-A06).
3-F01	Pizza mixes		
3-G01	Spices, flavouring and extracts		Excludes baking powder (see code 1-G05).
3-G02	Artificial sweeteners		
4-X02	Wipes		

4-X04	Disposable undergarments		
4-X05	Toilet paper		
4-X06	Facial tissues		
4-X07	Nursing pads		
4-X08	Toothpaste, dental floss, denture adhesive and cleaner and toothbrushes		
4-X09	Hand and body lotions		
4-X10	Soap, shampoo and deodorant		
4-X11	Laundry detergent		
4-X12	Dishwashing liquid and powder		
<b>Country Food</b>			
<b><u>NNC ID</u></b>	<b><u>NNC Item Description</u></b>	<b><u>Additional Details Inclusion</u></b>	<b><u>Exclusions</u></b>
5-D03	Fresh and frozen country food (e.g. Arctic char, caribou, goose and muktuk) supplied from Pangnirtung, NU		
5-D04	Fresh and frozen country food (e.g. Arctic char, caribou, goose and muktuk) supplied from Rankin Inlet, NU		
5-D05	Fresh and frozen country food (e.g. Arctic char, caribou, goose and muktuk) supplied from Cambridge Bay, NU		

Table 3: Reference Weights for Loose/Variable Weight Vegetables and Fruits

Vegetable / Fruit	Average as purchased weight (kg)
Artichoke	0.311
Asparagus (bunch)	0.490
Avocado	0.234
Beet, single	0.161
Beet, bunch of 3	1.002
Bok Choy	2.023
Bok Choy, baby	0.064
Boston lettuce, clamshell	0.237
Boston lettuce	0.212
Broccoli	0.707
Buttercup squash	1.815
Butternut squash	1.816
Cabbage (green)	1.257
Cabbage (red)	1.197
Cantaloupe, large	2.627
Cantaloupe, small - medium	1.089
Carrots (bunch)	0.333
Cauliflower	0.845
Celery	0.824
Celery hearts, packaged	0.454
Coconut	0.691
Collard greens	0.641
Corn on the cob, package of 5	1.324
Cucumber (English)	0.376
Cucumber (field, regular)	0.330
Eggplant	0.652
Endive	0.064
Escarole	0.605
Fennel	0.339
Fig (fresh)	0.046
Garlic, head	0.067
Grapefruit (red or white)	0.392
Honeydew, large	3.070
Honeydew, small - medium	1.489
Iceberg lettuce	0.658
Kale	0.624

Vegetable / Fruit	Average as purchased weight (kg)
Kiwi	0.083
Leaf lettuce (red or green)	0.357
Leek, bunch of 3	0.523
Lemon	0.151
Lime	0.072
Mango	0.340
Nappa cabbage	1.176
Nectarine	0.167
Onion (cooking)	0.125
Onion (red)	0.338
Onion (Spanish)	0.532
Onion (white)	0.590
Orange, navel, medium	0.207
Papaya	0.404
Parsley, fresh	0.178
Peach	0.111
Pear	0.187
Pepper (green)	0.249
Pepper (orange)	0.183
Pepper (red)	0.190
Pepper (yellow)	0.236
Pineapple, whole	1.316
Plum (red or black)	0.091
Pomegranate	0.223
Radicchio	0.209
Radishes (bunch, fresh)	0.347
Romaine lettuce	0.595
Rutabaga	1.057
Savoy cabbage	0.962
Shallots (green onions, bunch)	0.102
Swiss chard	0.555
Tomato, field	0.163
Tomato, vine-ripened	0.103
Tomato (roma or plum)	0.109
Turnip	0.359
Watermelon (whole)	5.377
Watermelon, baby (whole)	1.413
Zucchini	0.188

## Appendix C: Example of Appropriate Supplier and Country Food Processor/Distributor Invoice

Invoice: 1  
January 1, 2012

**Healthy Plates Food Company**  
123 Main Street  
Ottawa, Ontario  
K1A 2B3  
Phone: 613-123-4567 | Fax: 613-123-6789

**TO:**  
Corner Store  
1 North Street  
Akulivik, Quebec  
Phone: 819-123-4567

**SHIP TO:**  
Corner Store  
1 North Street  
Akulivik, Quebec  
Phone: 819-123-4567

Sales Rep.	P.O. Number	Ship Date	Ship Via
John	1	January 7, 2012	Air

Quantity	Description	Weight (kg)	Unit Price (\$)	Total (\$)
5	Apples (3lb)	1.362	7.50	37.50
10	Whole wheat bread (675g)	6.75	3.65	36.50
5	Peanut Butter (1kg)	5	6.25	31.25
5	Frozen mixed vegetables (1kg)	5	5.85	29.25
5	Margarine (1lb)	2.27	5.95	29.75
5	Apple Pie (900g)	4.5	9.50	42.50
	<b>SUB-TOTAL #1</b>			
	Nutrition North Canada – Level 1 Subsidy (\$4.60/kg)			164.25
	Nutrition North Canada – Level 2 Subsidy (\$2.80/kg)			(83.32)
				(6.36)
	<b>TOTAL</b>			<b>75.57</b>

Invoices can include items that are and items that are not eligible for a subsidy as the weight of ineligible items is not included in the calculation of the amount of subsidy passed on to the client. Apple pie is not eligible for a subsidy but appears on the invoice because it was part of the customer's order. The supplier didn't include the weight of the pies when calculating the subsidy amount to pass on to the Corner Store.

Although not on this invoice, all other fees associated with an order would typically be itemized clearly for the customer. These could include taxes, and shipping and handling charges.



Appendix D: Example of Appropriate Northern Retailer Point of Sale Receipt

<div style="border: 1px solid black; padding: 5px; margin: 0 auto; width: 80%;"> <p><b>Example Grocery Store</b>                      Northern Community                      Store Address, Northern Canada                      (555) 555-1234                      GST # 00000 000000</p> </div>	
<p>Bananas <span style="float: right;">\$</span>                      NNC Saving: \$</p> <p>Milk <span style="float: right;">\$</span>                      NNC Saving: \$</p> <p>Flour <span style="float: right;">\$</span>                      NNC Saving: \$</p> <p>Cereal <span style="float: right;">\$</span>                      NNC Saving: \$</p> <p>Ground Beef <span style="float: right;">\$</span>                      NNC Saving: \$</p> <p>Onions <span style="float: right;">\$</span>                      NNC Saving: \$</p> <p>Laundry Detergent <span style="float: right;">\$</span></p>	
<p><b>Item Count: 8</b></p> <p>Subtotal... \$XX.XX                      Local Tax.... \$X.XX  <b>Total.... \$XX.XX</b></p>	
<p><b>\$XXXX</b></p> <div style="border: 1px dashed black; padding: 5px; margin: 0 auto; width: 80%;"> <p><b>Nutrition North Canada – Making                      Healthy Foods More Affordable</b>                      NNC Subsidy Rate High \$7.20/kg                      NNC Subsidy Rate Medium \$5.40/kg                      NNC Subsidy Rate Low \$2.80/kg</p> </div>	

## Appendix E: List of Key Guiding Documents

### Key guiding Documents:

#### Canada Food and Drug Regulations

[http://laws-lois.justice.gc.ca/eng/regulations/c.r.c.,\\_c.\\_870/FullText.html](http://laws-lois.justice.gc.ca/eng/regulations/c.r.c.,_c._870/FullText.html)

#### National Dairy Code

[http://www.dairyinfo.gc.ca/index\\_e.php?s1=dr-rl&s2=canada&s3=ndc-cnpl&s4=05-2005](http://www.dairyinfo.gc.ca/index_e.php?s1=dr-rl&s2=canada&s3=ndc-cnpl&s4=05-2005)

#### Meat Inspection Regulations

<http://laws-lois.justice.gc.ca/eng/regulations/SOR-90-288/FullText.html>

#### Basic Groceries (taxes)

<https://www.canada.ca/en/revenue-agency/services/forms-publications/publications/4-3/basic-groceries.html>

### Other Documents:

#### Canadian Dairy Regulations

[http://www.dairyinfo.gc.ca/index\\_e.php?s1=dr-rl&s2=canada](http://www.dairyinfo.gc.ca/index_e.php?s1=dr-rl&s2=canada)

#### Dairy Products Regulations

<http://laws-lois.justice.gc.ca/eng/regulations/SOR-79-840/FullText.html>

#### Processed Egg Regulations

[http://laws-lois.justice.gc.ca/eng/regulations/C.R.C.,\\_c.\\_290/FullText.html](http://laws-lois.justice.gc.ca/eng/regulations/C.R.C.,_c._290/FullText.html)

#### Non-Prescription Drugs: Labelling Standards – Drug

<https://www.canada.ca/en/health-canada/services/drugs-health-products/drug-products/applications-submissions/guidance-documents/nonprescription-drugs-labelling-standards.html>

#### Labelling Requirements for Dairy Products

<http://www.inspection.gc.ca/food/labelling/food-labelling-for-industry/dairy-products/eng/1393082289862/1393082368941?chap=0>

#### Food Labelling for Industry

<http://www.inspection.gc.ca/food/labelling/food-labelling-for-industry/eng/1383607266489/1383607344939>

#### Date Labelling on Pre-packaged Foods

<http://www.inspection.gc.ca/food/information-for-consumers/fact-sheets-and-infographics/date-labelling/eng/1332357469487/1332357545633>

## Appendix F: Letter of Agreement for Subsidy Benefits with Third-Party Retailers

### LETTER OF AGREEMENT FOR SUBSIDY BENEFITS OF THE NUTRITION NORTH CANADA PROGRAM

**Between:**

**Name of Recipient**  
(Recipient Address)

Hereinafter called "the Recipient"

**AND**

**Name of Third Party Retailer**  
(Third Party Address)

Hereinafter called "Third Party Retailer"

**Context:**

The objective of the Nutrition North Canada (NNC) program is to help make perishable, nutritious food more accessible and affordable than it otherwise would be to residents of isolated northern communities without year-round surface (road, rail or marine) access. The Department of Crown-Indigenous Relations and Northern Affairs (CIRNA), formerly Department of Indian Affairs and Northern Development (DIAND) provides a subsidy directly to northern retailers, suppliers, and country food processors that apply, meet the Program's requirements and register with NNC by signing funding agreements with CIRNA. These recipients claim the subsidy through NNC, based on the weight of eligible food shipped by air or by seasonal surface transportation (sealift or ice road). When claiming the subsidy, recipients submit invoices, waybills, manifest or bill of lading detailing shipment information such as weight by category of eligible items, as well as destination community and recipient (i.e. store, individual, institution).

The Recipient has entered into a Funding Agreement with CIRNA to administer the NNC program.

The Recipient has the obligation under the funding agreement to meet all program requirements, including ensuring that: the retail prices of eligible items are reduced by the full subsidy amount at the time of purchase by the consumer; and, the NNC Program is visible to consumers.

The Recipient is responsible to report to CIRNA on the subsidy (e.g., amount, weight of eligible items) provided to the Third Party Retailer and to account for how the subsidy has been used in compliance with the NNC Program terms and conditions.

**Statement of Agreement:**

It is agreed that the Recipient and the Third Party Retailer will collaborate to meet the NNC Program requirements to ensure the full subsidy is passed on, and that the Program is visible, to residents in the eligible isolated community in which the Third Party Retailer operates. It is further agreed that the Recipient and the Third Party Retailer will use the best commercial efforts to ensure the objective of the NNC Program is met and that consumers receive the full benefit of the retail subsidies provided under the NNC Program.

The Recipient will reduce the cost of eligible items by the full value of the retail subsidy received from CIRNA to the Third Party Retailer, and will ensure that this information is clearly provided.

The Third Party Retailer will ensure that they pass on the full retail subsidy to the consumer at the time of sale on all eligible items for which it has received an NNC subsidy as indicated by the Recipient.

The Third Party Retailer shall provide information, upon request, to the Recipient or CIRNA to demonstrate the subsidy is fully passed to the NNC program.

The Third Party Retailer will make the NNC signage provided by the Recipient visible within the store in order to inform the consumers of the store participation in selling NNC subsidized products; and, fully participate in the NNC consumer information programs as provided from time to time by CIRNA or Health Canada (or their agents), to educate and inform consumers on the NNC Program and the benefits of healthy eating.

The Third Party Retailer agrees to be listed as a participating Third Party Retailer on the Nutrition North Canada website:

(<http://www.nutritionnorthcanada.gc.ca/eng/1415385762263/1415385790537>).

The Third Party Retailer agrees to work collaboratively with the Recipient to respond to requests for information from, or to resolve any matters raised by, DIAND with respect to consumer concerns, program delivery, compliance and evaluation.

The Third Party Retailer agrees that DIAND, or its agent, has the right to audit the Third Party Retailer upon request. It also agrees to respond in a timely manner to any audits ordered by CIRNA under the NNC Program and arising from this agreement with the Recipient. The Third Party Retailer will, upon request of auditor(s) employed or on contract to the Government of Canada:

- i. provide them with access to all of its financial records and non-financial records, including supporting documentation, relating to any initiative which the Third Party Retailer is carrying out or managing for the Recipient;
- ii. allow them to inspect these records and to make copies or extracts of these records unless that is prohibited by law;
- iii. provide them with all necessary assistance including access to the Third Party Retailer's premises; and
- iv. direct any entity that has provided accounting or record-keeping services to the Third Party Retailer to provide them with copies of accounts and other records relating to any initiative that the Third Party Retailer is carrying out or managing, with regards to the benefits of the Nutrition North Canada subsidy, in whole or in part, for the Recipient.
- v. The Third Party Retailer shall maintain records relating to Nutrition North Canada that the Third Party Retailer is carrying out or managing for the Recipient, including original supporting documents, and stores them for 7 years counting the time from April 1 that follows the last fiscal year to which a document relates.

#### **Circumstances of Default**

The Third Party Retailer is in default of this Agreement when:

- (a) the Third Party Retailer defaults on any of its obligations set out in this Agreement.

#### **Commitment to Communicate**

In the event that the Third Party Retailer is in default, the parties will communicate or meet to review the situation.

#### **Disclosure of Information by the Government of Canada**

According to the funding agreement the Recipient has signed with the Government of Canada, you agree that the Government of Canada may make public:

- (a) the name of the Third Party Retailer on its website;
- (b) the amount of funding provided under this Agreement.

#### **Written Notices and Termination**

When this Agreement requires one party to give the other party a notice, request, or direction, it must be in writing, and addressed as indicated in this section.

The notice may be delivered in one of the following ways with the date of the notice being as indicated:

(a) by registered mail or courier, in which case the date of the notice is the date the addressee party acknowledged receipt of the notice;

(b) by facsimile or electronic mail, in which case the date of the notice is the date upon which the notice was transmitted and its receipt by the other party can be confirmed.

Either party may change the address information in this Agreement by providing notice to the other party for the purpose of this Agreement; a notice is to be addressed to:

(a) the Recipient at: **NAME OF RECIPIENT & RECIPIENT E-MAIL ADDRESS**

(b) the Third Party Retailer at: **THIRD PARTY RETAILER CONTACT & THIRD PARTY RETAILER E-MAIL ADDRESS**

This Agreement can be terminated by mutual consent upon giving 60 days written notice.

**IN WITNESS WHEREOF** the parties hereto have executed this Agreement by the proper officers duly authorized on their behalf as of the date and year first above written.

**NAME OF RECIPIENT**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
**NAME OF RECIPIENT**  
**POSITION**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
**NAME OF RECIPIENT**  
**POSITION**

Witness Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
**NAME OF RECIPIENT**  
**POSITION**

**NAME OF THIRD PARTY RETAILER**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
**NAME OF THIRD PARTY RETAILER**  
**POSITION**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
NAME OF THIRD PARTY RETAILER  
POSITION

Witness Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
NAME OF THIRD PARTY RETAILER  
POSITION