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PART 1 - GENERAL INFORMATION

1. Security Requirement

1.1 At the date of bid closing, the following conditions must be met:

- (a) the Bidder must hold a valid organization security clearance as indicated in Part 6 - 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 6 - 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.

1.2 For additional information on security requirements, Bidders should refer to the [Contract Security Program \(CSP\)](#) of Public Works and Government Services Canada website.

2. Statement of Work

The Work to be performed is detailed under Article 2 of the resulting contract clauses.

3. Revision of Departmental Name

As this bid solicitation is issued by Correctional Service Canada (CSC), any reference to Public Works and Government Services Canada (PWGSC) or its Minister contained in full text or by reference in any term, condition or clause of this document, or any resulting contract, must be interpreted as a reference to CSC or its Minister.

4. 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 of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

5. Procurement Ombudsman

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an impartial, independent venue for Canadian bidders to raise complaints regarding the award of certain federal contracts under \$26,400 for goods and \$105,700 for services. If you have concerns regarding the award of a federal contract below these dollar amounts, you may contact OPO by e-mail at [the Office of the Procurement Ombudsman email address](#), by telephone at 1-866-734-5169, or by web at [the Office of the Procurement Ombudsman website](#). For more information on OPO's services or to determine if your concerns are within the Ombudsman's mandate, please see the [Procurement Ombudsman Regulations](#) or visit the [OPO website](#).

PART 2 - BIDDER INSTRUCTIONS

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 issued by Public Works and Government Services Canada.

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

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

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days
Insert: one hundred and twenty (120) days

2. Submission of Bids

Bids must be submitted only to Correctional Service of Canada (CSC) by the date, time and at the email address indicated on page 1 of the bid solicitation.

Due to the nature of the bid solicitation, CSC will not accept bids submitted in hard copy.

3. Former Public Servants

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

Definitions

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

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

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

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

Former Public Servant in Receipt of a Pension

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

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

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

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

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

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

4. Enquiries – Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than five (5) business 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.

5. Applicable Laws

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

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

PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

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

Section I: Technical Bid: **one (1) soft copy in Adobe .pdf;**

Section II: Financial Bid: **one (1) soft copy in Adobe .pdf;**

Section III: Certifications: **one (1) soft copy in Adobe .pdf**

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

Bidders should submit their Financial Bid separate from their technical proposal.

2. Section I: Technical Bid

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

3. Section II: Financial Bid

Bidders must submit their financial bid in accordance with the **Attachment 1 to Part 3, Pricing Schedule**. The total amount of Applicable Taxes must be shown separately.

See **Attachment 1 to Part 3, Pricing Schedule** for the Pricing Schedule format.

3.1 Exchange Rate Fluctuation

SACC Manual clause C3011T (2013-11-06), Exchange Rate Fluctuation

4. Section III: Certifications

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

Attachment 1 to Part 3 - Pricing Schedule

The Bidder must submit their financial bid in accordance with the "Pricing Schedule" detailed below.

The sum of the total estimated expenditures for Column C will be used to determine the total bid evaluation price.

Category	A. Estimated Usage per Year for Evaluation Purposes Only (Volumetric Data as per para 5.0 in Attachment 1 to Part 3)	B. Firm hourly rate or Each	C. Estimated total Evaluated Price (A x B)	D. Cancellation fee
Intake assessment:	2750	\$ ____ each	\$	N/A
Short-Term Counselling Services:				
Face-to-face counselling	8800	\$ ____ per hour	\$	N/A
Online counselling	75	\$ ____ per hour	\$	N/A
Telephone counselling	1750	\$ ____ per hour	\$	N/A
Counselling no-show or cancellation with less than 24 hours notice (cannot exceed 100% of the hourly rate for Face-to-face counselling)	190	\$ ____ each	\$	
Crisis intervention, assessment and counselling and critical incident stress management (CISM) services				
Telephone	50	\$ ____ per hour	\$	N/A
In person	30	\$ ____ per hour	\$	N/A
Specialized consultation				
Legal services	10	\$ ____ per hour	\$	N/A
Financial services	10	\$ ____ per hour	\$	N/A
Career services	1	\$ ____ per hour	\$	N/A
Counselling no-show or cancellation with less than 24 hours notice (cannot exceed 100% of the firm hourly rate for the lowest rate bid for specialized consultation services)	1	\$ ____ each	\$	
Advisory services				
Face-to-face advisory services	10	\$ ____ per hour	\$	N/A
Telephone advisory services	25	\$ ____ per hour	\$	N/A
Counselling no-show or cancellation with less than 24 hours notice (cannot exceed 100% of the firm hourly rate for the lowest rate bid for advisory services)	1	\$ ____ each	\$	
Promotional items and information are included at no extra cost	N/A	N/A	N/A	N/A
TOTAL Evaluated Bid Cost for CONTRACT PERIOD (Excluding GST/HST as applicable) using totals in Column C:				N/A

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

- a) The Phased Bid Compliance Process.
- b) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- c) An evaluation team composed of representatives of CSC will evaluate the bids.

1.2 Phased Bid Compliance Process

Canada will use the Phased Bid Compliance Process (PBCP) described below.

(a) Canada is conducting the PBCP described below for this requirement.

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

THE BIDDER ACKNOWLEDGES THAT THE REVIEWS IN PHASE I AND II OF THIS PBCP ARE PRELIMINARY AND DO NOT PRECLUDE A FINDING IN PHASE III THAT THE BID IS NON-RESPONSIVE, EVEN FOR MANDATORY REQUIREMENTS WHICH WERE SUBJECT TO REVIEW IN PHASE I OR II AND NOTWITHSTANDING THAT THE BID HAD BEEN FOUND RESPONSIVE IN SUCH EARLIER PHASE. CANADA MAY DEEM A BID TO BE NON-RESPONSIVE TO A MANDATORY REQUIREMENT AT ANY PHASE. THE BIDDER ALSO ACKNOWLEDGES THAT ITS RESPONSE TO A NOTICE OR A COMPLIANCE ASSESSMENT REPORT (CAR) (EACH DEFINED BELOW) IN PHASE I OR II MAY NOT BE SUCCESSFUL IN RENDERING ITS BID RESPONSIVE TO THE MANDATORY REQUIREMENTS THAT ARE THE SUBJECT OF THE NOTICE OR CAR, AND MAY RENDER ITS BID NON-RESPONSIVE TO OTHER MANDATORY REQUIREMENTS.

(c) Canada may, in its discretion, request and accept at any time from a Bidder and consider as part of the Bid, any information to correct errors or deficiencies in the Bid that are clerical or administrative, such as, without limitation, failure to sign the Bid or any part or to checkmark a box in a form, or other failure of format or form or failure to acknowledge; failure to provide a procurement business number or contact information such as names, addresses and telephone numbers; inadvertent errors in numbers or calculations that do not change the amount the Bidder has specified as the price or of any component thereof that is subject to evaluation. This shall not limit Canada's right to request or accept any information after the bid solicitation closing in circumstances where the bid solicitation expressly provides for this right. The Bidder will have the time period specified in writing by Canada to provide the necessary documentation. Failure to meet this deadline will result in the Bid being declared non-responsive.

(d) The PBCP does not limit Canada's rights under Standard Acquisition Clauses and Conditions (SACC) 2003 (2020-05-28) Standard Instructions – Goods or Services – Competitive Requirements nor Canada's right to request or accept any information during the solicitation period or after bid solicitation closing in circumstances where the bid solicitation expressly provides for this right, or in the circumstances described in subsection (c).

(e) Canada will send any Notice or CAR by any method Canada chooses, in its absolute discretion. The Bidder must submit its response by the method stipulated in the Notice or CAR. Responses are deemed to be received by Canada at the date and time they are delivered to Canada by the method and at the address specified in the Notice or CAR. An email response permitted by the Notice or CAR is deemed received by Canada on the date and time it is received in Canada's email inbox at Canada's email address specified in the Notice or CAR. A Notice or CAR sent by Canada to the Bidder at any address provided by the Bidder in or pursuant to the Bid is deemed received by the Bidder on the date it is sent by Canada. Canada is not responsible for late receipt by Canada of a response, however caused.

1.3 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.

1.4 Phase II: Technical Bid

(a) Canada's review at Phase II will be limited to a review of the Technical Bid to identify any instances where the Bidder has failed to meet any Eligible Mandatory Criterion. This review will not assess whether the Technical Bid meets any standard or is responsive to all solicitation requirements. Eligible Mandatory Criteria are all mandatory technical criteria that are identified in this solicitation as being subject to the PBCP. Mandatory technical criteria that are not identified in the solicitation as being subject to the PBCP, will not be evaluated until Phase III.

(b) Canada will send a written notice to the Bidder (Compliance Assessment Report or "CAR") identifying any Eligible Mandatory Criteria that the Bid has failed to meet. A Bidder whose Bid has been found responsive to the requirements that are reviewed at Phase II will receive a CAR that states that its Bid has been found responsive to the requirements reviewed at Phase II. Such Bidder shall not be entitled to submit any response to the CAR.

(c) A Bidder shall have the period specified in the CAR (the "Remedy Period") to remedy the failure to meet any Eligible Mandatory Criterion identified in the CAR by providing to Canada in writing additional or different information or clarification in response to the CAR. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the CAR.

(d) The Bidder's response must address only the Eligible Mandatory Criteria listed in the CAR as not having been achieved, and must include only such information as is necessary to achieve such compliance. Any additional information provided by the Bidder which is not necessary to achieve such compliance will not be considered by Canada, except that, in those instances where such a response to the Eligible Mandatory Criteria specified in the CAR will necessarily result in a consequential change to other parts of the Bid, the Bidder shall identify such additional changes, provided that its response must not include any change to the Financial Bid.

(e) The Bidder's response to the CAR should identify in each case the Eligible Mandatory Criterion in the CAR to which it is responding, including identifying in the corresponding section of the original Bid, the wording of the proposed change to that section, and the wording and location in the Bid of any other consequential changes that necessarily result from such change. In respect of any such consequential change, the Bidder must include a rationale explaining why such consequential change is a necessary result of the change proposed to meet the Eligible Mandatory Criterion. It is not up to Canada to revise the Bidder's Bid, and failure of the Bidder to do so in accordance with this subparagraph is at the Bidder's own risk. All submitted information must comply with the requirements of this solicitation.

(f) Any changes to the Bid submitted by the Bidder other than as permitted in this solicitation, will be considered to be new information and will be disregarded. Information submitted in accordance with the requirements of this solicitation in response to the CAR will replace, in full, only that part of the original Bid as is permitted in this Section.

(g) Additional or different information submitted during Phase II permitted by this section will be considered as included in the Bid, but will be considered by Canada in the evaluation of the Bid at Phase II only for the purpose of determining whether the Bid meets the Eligible Mandatory Criteria. It will not be used at any Phase of the evaluation to increase any score that the original Bid would achieve without the benefit of such additional or different information. For instance, an Eligible Mandatory Criterion that requires a mandatory minimum number of points to achieve compliance will be assessed at Phase II to determine whether such mandatory minimum score would be achieved with such additional or different information submitted by the Bidder in response to the CAR. If

so, the Bid will be considered responsive in respect of such Eligible Mandatory Criterion, and the additional or different information submitted by the Bidder shall bind the Bidder as part of its Bid, but the Bidder's original score, which was less than the mandatory minimum for such Eligible Mandatory Criterion, will not change, and it will be that original score that is used to calculate any score for the Bid.

(h) Canada will determine whether the Bid is responsive for the requirements reviewed at Phase II, considering such additional or different information or clarification as may have been provided by the Bidder in accordance with this Section. If the Bid is not found responsive for the requirements reviewed at Phase II to the satisfaction of Canada, then the Bid shall be considered nonresponsive 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.

1.5 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.

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

1.6 Technical Evaluation

1.2.1 Mandatory Technical Criteria

Proposals will be evaluated to determine if they meet all mandatory requirements outlined in **Annex D – Evaluation Criteria**. Proposals not meeting all mandatory criteria will be declared non-responsive and will be given no further consideration.

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

1.2.2 Point Rated Technical Criteria

Proposals will be evaluated to determine their score with regards to the point rated criteria outlined in **Annex D – Evaluation Criteria**.

1.7 Financial Evaluation

SACC Manual Clause A0220T (2014-06-26), Evaluation of Price - Bid

Proposals containing a financial bid other than the one requested at **Article 3. Section II: Financial Bid** of **PART 3 – BID PREPARATION INSTRUCTIONS** will be declared non-compliant.

Note to Bidders: Table Totals will be calculated using the formula that follows the corresponding table in **Attachment 1 to Part 3, Pricing Schedule**.

1.8 Basis of Selection - Lowest Evaluated Price per Point

1.8.1 To be declared responsive, a bid must:

- (a) comply with all the requirements of the bid solicitation;
- (b) meet all 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.
 - i. Area 1 - Intake, Assessment and Short Term Counselling Service; minimum passing score: 30/49 points; and
 - ii. Area 2 - Crisis Intervention Assessment and Counselling; minimum passing score of 14/22 points; and
 - iii. Area 3 - Specialized Consultation and Advisory Services ; minimum passing score of 28/46 points

1.8.2 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.

1.8.3 The evaluated price per point of a responsive bid will be determined by dividing its evaluated price by the overall score it obtained for all the point rated technical criteria.

1.8.4 The responsive bid with the lowest evaluated price per point will be recommended for award of a contract. In the event two or more responsive bids have the same lowest evaluated price per point, the responsive bid that obtained the highest overall score for all the point rated technical criteria detailed in Annex D. will be recommended for award of a contract.

Example	Bidder 1	Bidder 2	Bidder 3
Bid Evaluated Price	\$55,000 CAN	\$50,000 CAN	\$53,000.00
Overall Score Obtained for all the Point Rated Technical Criteria	70/117	72/117	89/117
Calculations	$\$55,000/70 = 786$	$\$50,000/72 = 694$	$\$53,000/89 = 596$
Evaluated Price Per Point	786	694	596
Overall Ranking based on Lowest Price Per Point	3rd	2 rd	1 st

Please note that, for evaluation purposes, the total Evaluated Bid Price will be calculated by adding together the total (A) X (B) for fees only, for the contract period and the option periods

1.9 Tie-breaking method for identical bids:

If two technically compliant bids obtain the same total price per point, CSC will award the contract to the bid with the highest total technical score.

1.10 Insurance Requirements

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in article 12 of PART 6 – RESULTING CONTRACT CLAUSES.

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

PART 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 Bidders' certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority may render the bid non-responsive or constitute a default under the Contract.

1. Certifications Precedent to Contract Award and Additional Information

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

1.1 Integrity Provisions – Declaration of Convicted Offenses

- A) Subject to subsection B, by submitting a bid in response to this bid solicitation, the Bidder certifies that:
 - i. it has read and understands the Ineligibility and Suspension Policy;
 - ii. it understands that certain domestic and foreign criminal charges and convictions, and other circumstances, as described in the Policy, will or may result in a determination of ineligibility or suspension under the Policy;
 - iii. it is aware that Canada may request additional information, certifications, and validations from the Bidder or a third party for purposes of making a determination of ineligibility or suspension;
 - iv. it has provided with its bid a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offenses in the Policy;
 - v. none of the domestic criminal offenses, and other circumstances, described in the Policy that will or may result in a determination of ineligibility or suspension, apply to it, its affiliates and proposed first tier subcontractors; and
 - vi. it is not aware of a determination of ineligibility or suspension issued by PWGSC that applies to it.
- B) Where a Bidder is unable to provide any of the certifications required by subsection A, it must submit with its bid the completed [Integrity Declaration Form](#). Bidders must submit this form to Correctional Service of Canada with their bid.

1.2 Integrity Provisions – Required documentation

List of names: all Bidders, regardless of their status under the Ineligibility and Suspension Policy, must submit the following information:

- i. Bidders that are corporate entities, including those bidding as joint ventures, must provide a complete list of the names of all current directors or, for a privately owned corporation, the names of the owners of the corporation;
- ii. Bidders bidding as sole proprietors, including sole proprietors bidding as joint ventures, must provide a complete list of the names of all owners; or
- iii. Bidders that are a partnership do not need to provide a list of names.

List of Names:

OR

- The Bidder is a partnership

During the evaluation of bids, the Bidder must, within 10 working days, inform the Contracting Authority in writing of any changes affecting the list of names submitted with the bid.

1.3 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 website](#)

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

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 add web link during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed annex [Federal Contractors Program for Employment Equity - Certification](#), add web link before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

1.4 Status and Availability of Resources

SACC Manual clause A3005T (2010-08-16), Status and Availability of Resources

1.5 Education and Experience

SACC Manual clause A3010T (2010-08-16), Education and Experience

1.6 Language Requirements - English and French

By submitting a bid, the Bidder certifies that, should it be awarded a contract as result of the bid solicitation, that the bidder will be able to provide the services in both official languages of Canada (French and English), when necessary to serve a client in the language of their choice. The Bidder must certify that the individual(s) who are required to be bilingual as outlined in the Statement of Work must be able to communicate orally and in writing in French and English with minimal errors.

The Bidder also certifies that the Bidder has the ability to provide service in both official languages as requested, 24 hours per day, 365 days per year.

1.7 Service Delivery

1.7.1 Service Delivery for Area 1: Intake, Assessment and Short-term Counselling Services

Bidder must certify that it can provide Assessment and Short-term Counselling Service within:

- a) 100 km of all work sites identified in Annex G; and
- b) 200 km for Grande Cache Institution and Okimaw Ohci Healing Lodge for which a wider service area applies.

1.7.2 Service Delivery for Area 2: Crisis Intervention Assessment and Counselling and Critical Incident Stress Management (CISM)

Bidder must certify that it can provide Crisis Intervention Assessment and Counselling and Critical Incident Stress Management (CISM) Services within:

- a) 100 km of all work sites identified in Annex G; and
- b) 200 km for Grande Cache Institution and Okimaw Ohci Healing Lodge for which wider services area applies.

1.8 Certification of Acquired Experience for Resources

Bidder must certify that all experience in this section of the certifications was acquired within the past 10 years prior to bid closing.

1.9 Resource Qualifications

1.9.1. Resource Qualifications for Area 1, Intake and Assessment Services Resource Qualifications

Bidders must certify that all the proposed Intake and Assessment Services personnel, have the following:

- a) A Bachelor's degree; and

b) A minimum of 75% of the Bachelor's degree must be specializing in Social Work, Psychology or in other disciplines related to counselling, including but not limited to, Addictions Counselling, Couple and Family Therapy, Pastoral Psychology and Counselling; and

c) A minimum of five (5) years in intake and assessment Services for an Employee Assistance Program (EAP).

The education must be from a recognized Canadian university or the equivalent as established by a recognized Canadian academic credentials assessment service, if obtained outside Canada. The list of recognized organizations can be found under the Canadian Information Centre for International Credentials web site at <https://www.cicic.ca/>.

Professional Counsellor Resource must have the following (1.9.2):

1.9.2 Resource Qualifications for Area 1 - Short-term Counselling Services

Bidders must certify that their proposed Professional Counsellors for short-term counselling services, have the following:

a) A Master's degree; and

b) A minimum of 75% of the Master's degree must be specializing in Social Work, Psychology or in other discipline related to counselling, including but not limited to, Addictions Counselling, Couple and Family Therapy and Pastoral Psychology and Counselling; and

c) A minimum of five (5) years in short-term counselling services for an Employee Assistance Program (EAP).

The education must be from a recognized Canadian university or the equivalent as established by a recognized Canadian academic credentials assessment service, if obtained outside Canada. The list of recognized organizations can be found under the Canadian Information Centre for International Credentials web site at <https://www.cicic.ca/>.

Professional Mental Health Counsellor Resource must have the following (1.9.3 -1.9.4):

1.9.3 Resource Qualifications for Area 2 - Crisis Intervention Assessment and Counselling and Critical Incident Stress Management (CISM) Services

1.9.3.1 Bidder must certify that all proposed Professional Mental Health Counsellors to provide Crisis Intervention Assessment and Counselling and Critical Incident Stress Management (CISM) services, must each have the following:

a) A Master's degree in Social Work, Psychology or in another discipline related to counselling including but not limited to, Addictions Counselling, Couple and Family Therapy and Pastoral Psychology and Counselling; and

b) Successfully completed training in a recognized intervention model in Critical Incident Stress Management, for example, the International Critical Incident Stress Foundation (ICISF) model, or equivalent*; and

c) A minimum of five (5) year of experience in crisis intervention services.

The education must be from a recognized Canadian university or the equivalent as established by a recognized Canadian academic credentials assessment service, if obtained outside Canada. The list of recognized organizations can be found under the Canadian Information Centre for International Credentials web site at <https://www.cicic.ca/>.

* Equivalency is considered to be basic, and intermediate, or advanced level training in a recognized intervention model similarly entitled, that includes core elements of a comprehensive, systematic and multi-component crisis intervention curriculum. Its purpose is to prepare the participants to understand a wide range of crisis intervention services. The training must include an outline of Fundamentals of Critical Incident Stress Management (CISM) to allow participants to gain the knowledge and tools to provide several types of crisis interventions as individual or group crisis interventions, specifically immediate intervention, defusing, and debriefings. The training must include the need for appropriate follow-up services and referrals when necessary.

1.9.4. Resource Qualifications for Area 3 - Specialized Consultation and Advisory Services

a) A Master's degree* in Social Work, Psychology or in another discipline related to counselling including but not limited to, Addictions Counselling, Couple and Family Therapy and Pastoral Psychology and Counselling; and

b) A minimum of five (5) year of experience in specialized consultation and advisory services.

*The education must be from a recognized Canadian university or the equivalent as established by a recognized Canadian academic credentials assessment service, if obtained outside Canada. The list of recognized organizations can be found under the Canadian Information Centre for International Credentials web site at <https://www.cicic.ca/>.

2. Certification organization or association for Employee Assistance Programs

The Bidder certifies that prior to contract award it has been accredited by a recognized certification organization or association for Employee Assistance Programs included in the list of recognized organizations, which can be found on the Canadian Centre for Accreditation web site at: <https://www.canadiancentreforaccreditation.ca/employee-assistance-programs/index.html>

3. Certification:

By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.

PART 6 - RESULTING CONTRACT CLAUSES

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

1. Security Requirement

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE No. 21120-19-3060341

- 1.1 The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).
- 1.2 The Contractor/Offeror personnel requiring access to PROTECTED information, assets or sensitive site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CSP, **PWGSC**. Until the security screening of the Contractor personnel required by this Contract has been completed satisfactorily by the CSP, PWGSC, the Contractor/ personnel MAY NOT HAVE ACCESS to PROTECTED information or assets, and MAY NOT ENTER sites where such information or assets are kept, without an escort.
- 1.3 The Contractor/Offeror MUST NOT remove any PROTECTED information or assets from the identified site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.
- 1.4 Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, **PWGSC**.
- 1.5 The Contractor/Offeror must comply with the provisions of the:
 - a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
 - b) *Contract Security Manual* (Latest Edition).

1.6 CSC Approved Health Services Exemption for the Removal, Offsite Storage and Electronic Data Processing of Offender Personal Medical Information under CSC issued contracts.

1.6.2 The Contractor/Offeror must practice and take measures to protect shared personal health information in accordance with the applicable legislation which governs the disclosure of personal and health information under federal and provincial laws, applicable provincial health information acts, and the provincial/territorial regulatory body's professional practice standards. This includes collection, receipt, transmission, storage, disposal, use and disclosure of information under its control among authorized persons of employees of the Contractor/Offeror.

1.6.2 In case of security breach or the unauthorized use of shared personal information, the Contractor/Offeror must notify the CSC Project Authority and implement all procedures and disclosure requirements as defined by their professional certifying body and those required of federal and provincial laws and regulations.

2. Statement of Work

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

3. Standard Clauses and Conditions

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

As this Contract is issued by Correctional Service Canada (CSC), any reference to Public Works and Government Services Canada (PWGSC) or its Minister contained in full text or by reference in any term, condition or clause of this document must be interpreted as a reference to CSC or its Minister.

3.1 General Conditions

2010B (2020-05-28), General Conditions - Professional Services (Medium Complexity), apply to and form part of the Contract.

3.2 Supplemental General Conditions

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

3.3 Replacement of Specific Individuals

1. If specific individuals are identified in the Contract to perform the Work, the Contractor must provide the services of those individuals unless the Contractor is unable to do so for reasons beyond its control.
2. If the Contractor is unable to provide the services of any specific individual identified in the Contract, it must provide a replacement with similar qualifications and experience. The replacement must meet the criteria used in the selection of the Contractor and be acceptable to Canada. The Contractor must, as soon as possible, give notice to the Contracting Authority of the reason for replacing the individual and provide:
 - a. The name, qualifications and experience of the proposed replacement; and
 - b. Proof that the proposed replacement has the required security clearance granted by Canada, if applicable.
3. The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that a replacement stop performing the Work. In such a case, the Contractor must immediately comply with the order and secure a further replacement in accordance with subsection 2. The fact that the Contracting Authority does not order that a replacement stop performing the work does not release the Contractor from its responsibility to meet the requirements of the Contract.

4. Term of Contract

4.1 Period of the Contract

The period of the Contract is from date of Contract Award Date to two years later.

5. Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Nadine Pike
Title: Senior Contracting Officer
Correctional Service Canada
Telephone: (506) 378-1049
E-mail address: nadine.pike@csc-scc.qc.ca

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

5.2 Project Authority

The Project Authority for the Contract is:

Name: XXX
Title: XXX
Correctional Service Canada
Telephone: XXX
E-mail address: XXX

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.

5.3 Contractor's Representative

The Authorized Contractor's Representative is:

Name: _____
Title: _____
Company: _____
Address: _____

Telephone: ____-____-____
Facsimile: ____-____-____

E-mail address: _____

6. Payment

6.1 Basis of Payment - Firm Unit Price(s)

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm unit price(s) as specified in Annex B for a cost of \$ _____. Customs duties are included and Applicable Taxes are extra.

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.

6.2 Limitation of Expenditure

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

whichever comes first.

3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

6.3 SACC Manual Clauses

SACC Manual clause A9117C (2007-11-30), T1204 - Direct Request by Customer Department

SACC Manual clause C0710C (2007-11-30), Time and Contract Price Verification

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

SACC Manual clause H1008C (2008-05-12), Monthly Payment

6.4 Travel and Living Expenses

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

All travel must have the prior authorization of the Project Authority.

All payments are subject to government audit.

Estimated Cost: \$ *To be determined at contract award*

6.5 Electronic Payment of Invoices – Contract

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

- (a) MasterCard Acquisition Card;
- (b) Direct Deposit (National and International)

7. Invoicing Instructions

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

Each invoice must be supported by:

- a. a copy of time sheets to support the time claimed;
- c. a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses.

Invoices must be distributed as follows:

- b. The original and one (1) copy must be forwarded to the Project Authority.

[To be determined at contract award]

8. Certifications and Additional Information

8.1 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.

8.2 Federal Contractors Program for Employment Equity - Default by the Contractor

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

9. Applicable Laws

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

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), Personal Information, apply to and form part of the Contract.
- (c) the General Conditions 2010B (2020-05-28), General Conditions - Professional Services, Medium Complexity
- (d) Annex A, Statement of Work
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List
- (g) the Contractor's bid dated *(to be inserted at contract award)*.

11. Termination on Thirty Days Notice

11.1 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.

11.2 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.

12. Insurance - Specific Requirement

The Contractor must comply with the insurance requirements as per **Annex E**. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

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

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

13. Ownership Control

Where the Contractor will have access to any and all personal and confidential information belonging to Canada, CSC staff or inmates for the performance of the work, the following will apply:

- (a) The Contractor warrants that it is not under ownership control of any non-resident entity (i.e. Individual, partnership, joint venture, corporation, Limited Liability Company, parent company, affiliate or other).
- (b) The Contractor shall advise the Minister of any change in ownership control for the duration of the contract.
- (c) The Contractor acknowledges that the Minister has relied on this warranty in entering into this Contract and that, in the event of breach of such warranty, or in the event that the Contractor's ownership control becomes under a non-resident entity, the Minister shall have the right to treat this Contract as being in default and terminate the contract accordingly.
- (d) For the purposes of this clause, a non-resident entity is any individual, partnership, joint venture, corporation, Limited Liability Company, parent company, affiliate or other residing outside of Canada.

14. Closure of Government Facilities

- 14.1 Contractor personnel are employees of the Contractor and are paid by the Contractor on the basis of services rendered. Where the Contractor or the Contractor's employees are providing services on government premises pursuant to this Contract and the said premises become non accessible due to evacuation or closure of government facilities, and consequently no Work is being performed as a result of the closure, Canada will not be liable for payment to the Contractor for the period of closure.
- 14.2 Contractors working at CSC sites should be aware that they may be faced with delay or refusal of entry to certain areas at certain times even if prior arrangements for access may have been made. Contractors are advised to call in advance of travel to ensure that planned access is still available.

15. Tuberculosis Testing

- 15.1 It is a condition of this contract that the Contractor or any employees of the Contractor who require entry into a Correctional Service of Canada Institution to fulfill the conditions of the contract may, at the sole discretion of the Warden, be required to provide proof of and results of a recent tuberculin test for the purpose of determining their TB infection status.
- 15.2 Failure to provide proof of and results of a tuberculin test may result in the termination of the contract.
- 15.3 All costs related to such testing will be at the sole expense of the Contractor.

16. Compliance with CSC Policies

- 16.1 The Contractor agrees that its officers, servants, agents and subcontractors will comply with all regulations and policies in force at the site where the work covered by this contract is to be performed.
- 16.2 Unless otherwise provided in the contract, the Contractor shall obtain all permits and hold all certificates and licenses required for the performance of the Work.
- 16.3 Details on existing CSC policies can be found on the [CSC website](#) or any other CSC web page designated for such purpose.

17. Health and Labour Conditions

- 17.1 In this section, "Public Entity" means the municipal, provincial or federal government body authorized to enforce any laws concerning health and labour applicable to the performance of the Work or any part thereof.
- 17.2 The Contractor shall comply with all laws concerning health and labour conditions applicable to the performance of the Work or part thereof and shall also require compliance of same by all its subcontractors when applicable.
- 17.3 The Contractor upon any request for information or inspection dealing with the Work by an authorized representative of a Public Entity shall forthwith notify the Project Authority or Her Majesty.
- 17.4 Evidence of compliance with laws applicable to the performance of the Work or part thereof by either the Contractor or its subcontractor shall be furnished by the Contractor to the Project Authority or Her Majesty at such time as the Project Authority or Her Majesty may reasonably request."

18. Identification Protocol Responsibilities

The Contractor must ensure that the Contractor and each of its agents, representatives or subcontractors (referred to as Contractor Representatives for the purposes of this clause) comply with the following self-identification requirements:

- 18.1 During the performance of any Work at a Government of Canada site, the Contractor and each Contractor Representative must be clearly identified as such at all times;
- 18.2 During attendance at any meeting, the Contractor or Contractor Representatives must identify themselves as such to all meeting participants;
- 18.3 If the Contractor or a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify him or herself as the Contractor or an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under the e-mail account Properties. This identification protocol must also be used in all other correspondence, communication, and documentation; and
- 18.4 If Canada determines that the Contractor is not complying with any of the obligations stated in this article, Canada will advise the Contractor and request that the Contractor implement, without delay, appropriate corrective measures to eliminate recurrence of the problem.

19. Dispute Resolution Services

The Parties agree to make every reasonable effort, in good faith, to settle amicably all disputes or claims relating to the Contract, through negotiations between the Parties' representatives authorized to settle. If the Parties do not reach a settlement within 25 working days after the dispute was initially raised to the other party in writing, either Party may contact the Office of the Procurement Ombudsman (OPO) to request dispute resolution/mediation services. OPO may be contacted by e-mail at [the Office of the Procurement Ombudsman email address](#), by telephone at 1-866-734-5169, or by web at [the Office of the Procurement Ombudsman website](#). For more information on OPO's services, please see the [Procurement Ombudsman Regulations](#) or visit [the Office of the Procurement Ombudsman website](#).

20. Contract Administration

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an impartial, independent venue for Canadian bidders to raise complaints regarding the administration of certain federal contracts, regardless of dollar value. If you have concerns regarding the administration of a federal contract, you may contact OPO by e-mail at [the Office of the Procurement Ombudsman email address](#), by telephone at 1-866-734-5169, or by web [the Office of the Procurement Ombudsman website](#). For more information on OPO's services, please see the [Procurement Ombudsman Regulations](#) or visit [the Office of the Procurement Ombudsman website](#).

21. Proactive Disclosure of Contracts with Former Public Servants

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

22. Information Guide for Contractors

Prior to the commencement of any work, the Contractor certifies that its employees or employees of its subcontractors, working under contract for CSC will complete the applicable Module(s) and retain the signed checklist(s) from the CSC "Information Guide for Contractors" website: www.bit.do/CSC-EN.

23. Government Site Regulations

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

ANNEX A – Statement of Work (SOW)

1.1. Title

Employee Assistance Program (EAP) – Counselling Services for Correctional Service Canada (CSC).

2. Scope

CSC requires bilingual EAP services to employees and their dependents that will now be referred to as 'client' throughout the SOW. The term 'client' will include any of the following:

- a. All persons currently employed by CSC in an indeterminate or determinate position;
- b. All persons who are hired by CSC on a part-time basis;
- c. All persons who are hired by CSC as a casual;
- d. Former employees of CSC who have retired (for a period of 6 months following the employees' retirement);
- e. Former employees of CSC who have been terminated or who have resigned (for a period of 6 months following the employees' termination or resignation);
- f. Survivors of former employees of CSC who have died (for a period of 6 months following the death of the employee);
- g. All students for the duration of their employment with CSC; and
- h. Recruits enrolled in the Correctional Training Program.

These services aim to solve specific issues that may be affecting their personal or work life, and/or their productivity. The services offered must be short-term, solution-focused, and include referrals to appropriate additional services, when relevant.

The Contractor must respond to a multitude of areas, including but not limited to:

- mental health and mental illness;
- couple, parental and family challenges;
- specialized services for children;
- alcohol, drug, gambling, cyber addiction and other addictions;
- trauma (direct, vicarious, cumulative);
- critical incidents;
- crisis and chronic situations, which may include self-injury and suicide;
- anxiety/stress management;
- grief;
- financial issues;
- legal issues; and
- consultation and advisory services.

Subcontracting of services is permissible in accordance within industry standards and must comply with the section entitled "Subcontracts" in the General Conditions – Higher Complexity – Services.

The scope involves service delivery by a Contractor in three (3) general areas, which will comprise a comprehensive EAP service program to CSC clients:

Area
1 - Intake, Assessment and Short-term Counselling Services
2 - Crisis Intervention Assessment and Counselling and Critical Incident Stress Management (CISM) Services
3 - Specialized Consultation and Advisory Services

2.1. Background

CSC recognizes the value and importance of promoting, fostering and maintaining the well-being of its employees and their dependents. It recognizes that their health and well-being can be affected by personal or work-related issues, which, if not resolved, may have a negative impact on their psychological health and safety, and subsequently their work performance. It also supports a proactive, educational approach to health and wellness, with the goal of creating and sustaining a healthy work environment. CSC

provides EAP services through a variety of access points, internal and external to CSC. This Statement of Work (SOW) is specific to the external access points.

2.2. Objective

CSC, in liaison with unions including but not limited to: the Union of the Canadian Correctional Officers (UCCO-SACC-CSN), Union of Safety and Justice Employees (USJE), the Professional Institute of the Public Service of Canada (PIPSC), and the Association of Canadian Financial Officers (ACFO), Public Service Alliance of Canada (PSAC) is committed to making available a confidential and voluntary Employee Assistance Program (EAP), without prejudice to job security or career progression, to employees who may be experiencing personal, health or work-related issues. The purpose of this program is to provide a variety of services. These include:

- professional, qualified assistance to clients when required, to assess the nature of the issue(s) presented, provide short-term counselling when appropriate, and make referrals to other appropriate sources of help;
- professional consultation/advisory services to managers, supervisors and union representatives from unions including but not limited to: UCCO-SACC-CSN, USJE, PIPSC, ACFO and PSAC;
- critical incident stress management interventions; and,
- Employee Assistance Program (EAP) services provided under this contract are not intended to replace community counselling services or resources that are available to clients outside of the workplace.

2.3. Population Covered

The population covered under this SOW includes all CSC persons mentioned as clients. The population of CSC employees across Canada is approximately 20,079. These employees work at locations identified in Annex G. See the chart below, which shows the approximate number of employees by CSC Region (data from the October 2019 demographic report, which excludes contractors):

Region	Approximate Number of Employees
Atlantic	2,178
Quebec	4,310
Ontario	4,059
National Capital Region	1,738
Prairies	4,685
Pacific	3,109
Total	20,079

2.4. Definitions

For the purposes of this SOW, the following definitions apply:

a. Advisory Services: Professional EAP consultation services to managers, supervisors, and union representatives. The goal is to assist them in helping employees deal with personal or work-related issues that may be affecting their work performance and well-being.

b. Assessment: The process by which a Professional Counsellor or Professional Mental Health Counsellor gathers the information they need to formulate a more comprehensive and accurate understanding of the client and their reason for presenting for counselling services. This allows them to be in a better position to determine the needs and resources, and to help the client achieve a successful outcome.

c. Case: A case refers to counselling services only, or when critical incident interventions are provided. A case is a record that a session(s) or critical incident intervention has occurred on a specific date in a particular region between the Professional Counsellor or Professional Mental Health Counsellor and an eligible client; a count of cases will be used for statistical purposes and for billing by the Contractor to CSC for the provision of services. The following are **not** to be considered cases, and will be tracked separately:

- i. Clients who call only for information or referral services; and,
- ii. Advisory services provided to managers, supervisors and union representatives.

d. Professional Counsellor: Professional counseling is a professional relationship that empowers diverse individuals, families, and groups to accomplish mental health, wellness, education, and career goals. Counselors work with clients on strategies to overcome obstacles and personal or professional challenges that they are facing. A Professional Counsellor is an individual who has the necessary education and experience as identified in the Part 5-Certification and Additional Information and who is able to provide the applicable services.

e. Professional Mental Health Counsellor: Professional Mental Health counseling is a professional relationship that empowers diverse individuals, families, and groups to accomplish mental health, wellness, education, and career goals. Counselors work with

clients on strategies to overcome obstacles and personal or professional challenges that they are facing. A Professional Mental Health Counsellor is an individual who has the necessary education and experience as identified in the Part 5-Certification and Additional Information and who is able to provide the applicable services.

f. National EAP Account Manager: An individual who oversees the services offered by the service provider. They play a central role in the daily operations of the counselling services provided across the country or regions. They work closely with their client organization(s) to monitor the quality of the services provided and address/resolve issues/complaints raised following the utilization of the services. They act as a liaison with CSC and, in particular with the CSC National Manager, Employee Assistance Program (EAP) and Critical Incident Stress Management (CISM) and Regional Managers, EAP-CISM.

g. CSC National Manager, EAP-CISM: This CSC manager has the functional and financial responsibility for the services delivered under this contract and is the CSC EAP Project Authority.

h. CSC Regional Managers, EAP-CISM: These CSC managers are located one in each region and are responsible for coordinating the program at the regional level, in line with national standards.

i. Client: Includes persons mentioned in present Annex, "Item 2 Scope" who access EAP services as outlined in this SOW.

j. Client Case File: Any documentation pertaining to client files whether they include clients' personal identifying information or not.

k. Counselling Services: A combination of some or all of: an initial assessment, a risk assessment, short-term counselling, referral to longer term or specialized community resources, and follow-up. Short-term counselling will only be undertaken when some resolution to the issue can be arrived at within the limits of a short-term counselling model.

I. Critical Incident Stress Management (CISM):

i. Critical Incident: A potentially traumatic event that produces a strong stress reaction that may affect one's ability to cope.

ii. Immediate Intervention: is a structured individual intervention done within 24 hours following a critical incident or potentially traumatic event.

iii. Defusing Session: is a three-phase, structured, small group discussion held within hours of a critical incident. Its aim is to mitigate acute symptoms, assess need for follow-up and, when possible, provide psychological closure, prior to individuals returning to duties or leaving the workplace. It must be conducted by a minimum of one (1) trained CISM peer and one (1) CISM professional mental health counsellor or two (2) CISM peers within 24 hours of the request being made by the client.

iv. Critical Incident Stress Debriefing Session: This type of session is a structured discussion with pre-determined steps for small groups or individuals occurring usually within three to fifteen days after a critical incident. It must be conducted by a minimum of one (1) CISM mental health professional with the assistance of one trained CISM peer. Its aim is to mitigate a group or individual's reaction to a traumatic event, facilitate the recovery process, and identify individuals who may be in need of additional support.

m. Critical Incident Stress Management Peer: employees of Correctional Service Canada who have received appropriate CISM training to provide support to employees as well as perform CISM interventions, as approved by CSC.

n. Dependent: includes an employee's spouse, employee's common-law spouse, a relative of the employee or spouse that is permanently residing in the employee's household or with whom the employee resides and who is financially dependent on the employee. A dependent child of an employee or the dependent child of the employee's spouse, who is a child of an employee or of the employee's spouse, including an adopted child, a stepchild, and a foster child in respect of whom the employee stands in loco parentis, provided such person be:

i) up to and including 21 years of age;

ii) up to and including 25 years of age and attending an accredited school, college or university on a full-time basis; or,

iii) a person who was a dependent child as defined above when they became incapable of engaging in self-sustaining employment by reason of mental or physical impairment, and is primarily dependent upon the employee for support and maintenance.

Dependants, as identified in the present item (n.), also include the survivors of deceased employees for a period of 6 months following the employee's death.

o. Employee – (also referred to as client in this SOW)

- .i) All persons currently employed by CSC in an indeterminate or determinate position;
- .ii) All persons who are hired by CSC on a part-time basis;
- .iii) All persons who are hired by CSC as a casual;
- .iv) All former employees who have retired from CSC for a period of 6 months following the employees' retirement;
- v) Former employees of CSC who have been terminated or who have resigned from CSC for a period of 6 months following the employees' termination or resignation;
- vi) All students for the duration of their employment with CSC; and
- vii) Recruits enrolled in the Correctional Training Program.

Note that Contractors and external consultants are not considered employees.

p. Employee Diversity: The diversity of employees is expressed by the individuality or uniqueness of people who differ in work and cultural backgrounds, experience, education, age, gender, race, ethnic origin, sexual orientation, religion, physical abilities, and all other ways in which we differ.

q. Intake Services: Services provided to clients requesting an appointment. These services include, but are not limited to: gathering of client contact information and client area of concern, explanation of parameters of the counselling services under the CSC contract, booking of appointment, process to ensure 48 hour or 2 (two) business days, whichever is longer, call-back for booking of appointment, creation of client files, a risk assessment, or provision of referrals, as appropriate. Intake Services can be performed by either qualified Intake Services Personnel, Professional Counsellors or Professional Mental Health Counsellors.

r. Record: All documentation pertaining to services rendered by the Contractor for CSC.

s. Referral: A process whereby the Contractor sends or transfers clients to outside/community resources or to other internal CSC resources (e.g. Regional Managers, EAP-CISM, human resources advisor, informal conflict resolution practitioner, union, etc.).

t. Session: A session involves contact in person or, in exceptional circumstances, online or telephonic means between the client and a Professional Counsellor or Professional Mental Health Counsellor, engaged in back and forth conversation, where both parties work collaboratively to resolve identified issues and concerns.

u. 24 hour toll-free line: A 24-hour toll-free telephone number, accessible 365 days per year, for intake and referrals to short-term counselling services and crisis intervention counselling, services are also available via text, and TTY (for hearing and/or speech-impaired employees and their dependents). The line allows callers to identify at the beginning of the call if they have an immediate need for support such as being in crisis.

3. Applicable Reference Documents

- a) Treasury Board Secretariat Directive – Directive on Employee Assistance Programs <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32639>
- b) Public Service Health Care Plan: <http://www.pshcp.ca/>
- c) Directive on Travel, Hospitality, Conference and Event Expenditures: <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=27228>
- d) CISD Industrial Security Manual on the Handling and safeguarding of classified and protected information and assets. <https://www.tpsgc-pwgsc.gc.ca/esc-src/msi-ism/index-eng.html>

4. REQUIREMENTS

4.1. The Contractor must provide the following EAP Services to Clients:

- a) Intake, Assessment and Short-Term Counselling Services
- b) Crisis Intervention Assessment and Counselling and Critical Incident Stress Management (CISM) Services;
- c) Specialized Consultation and Advisory Services;

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

- a) National EAP Account Manager
- b) Intake Services Personnel, Professional Counsellors, Professional Mental Health Counsellors
- c) 24 hour toll free line, 24 hours per day, 7 days per week, 365 days per year

- d) Website and secure web portal
- e) Facilities for face-to-face counselling, critical incident and CISM services, and Specialized Counselling and Advisory Services
- f) Program Monitoring and Quality Control Services

5. Tasks/Technical Specification

5.1 Area 1 - Intake, Assessment and Short-Term Counselling Services:

5.1.1 - Intake, Assessment Services;

The Contractor must provide Intake Services Personnel that meet the criteria as well as the facilities and equipment to provide telephonic and online Intake Services 24 hours per day, 365 days per year, through a telephone line, including TTY (for hearing and/or speech-impaired).

- a) Document client contact information and area of residence on a Client Case File. If the client is an employee, document the employee status, and their worksite, ensuring the employee is eligible for the services, as per the definition of client.

Hard copies of client case files should be stored in a secure, locked cabinet or safe. If electronic files are kept, it is essential that standardised procedures be established to ensure that files can be readily accessed or retrieved and that back-up files exist. Strict information protection and confidentiality rules apply for hard copies, electronic files and back-up files.

- b) Obtain emergency contact information from the client prior to proceeding with the intake service.

- c) Gather information on the area of concern for the client.

- d) Perform a risk assessment, as appropriate.

- e) Transfer calls from clients in crisis situations directly and without interruption or disconnecting to a Professional Mental Health Counsellor certified to provide crisis intervention. The requirement to transfer calls will also apply to all critical incidents or crisis situations. These calls will be considered cases as soon as there is contact between the client and a Professional Mental Health Counsellor.

A recorded message is only acceptable from the Contractor in exceptional circumstances which does not include crisis situations. The messages left must be responded to in the order they are received.

- f) Provide information about the short-term counselling services available under this contract.

- g) Book appointment with a Professional Counsellor or Professional Mental Health Counsellor with the expertise and/or interest related to the area of concern who is as close as possible to the client in the applicable vicinity (the next available appointment that fits within the schedule of the client will be given).

- h) Provide a call back to a client within 48 hours or 2 (two) business days, whichever is longer, in cases where an appointment cannot be booked at the time of the call, and offer an appointment time within five (5) business days of the initial call.

- i) Forward calls from CSC CISM site coordinators and National and Regional Managers, EAP-CISM to a Professional Mental Health Counsellor. If an employee, who is not a CSC CISM site coordinator or a National or Regional Manager, EAP-CISM, contacts Intake Services to obtain Critical Assistance Stress Management (CISM) assistance for a situation involving their colleague(s), they must be advised to contact either the Regional or National Manager, EAP-CISM or local CSC CISM site coordinator;

- j) Create Client Case Files; and

- k) Provide information and referrals to other resources, as appropriate.

5.1.2 - Short-term Counselling Services

The Contractor must provide

a) Short-term Counselling Services, involving direct contact between a client and a Professional or Mental Health Professional Counsellor engaged in back and forth, face-to-face, in-person, or, in *exceptional circumstances by online or telephonic, conversation, where both parties work collaboratively to resolve identified issues and concerns. The Contractor must ensure the facilities and equipment to perform, at a minimum, the following tasks:

i) Off-site counselling services outside CSC's facilities at a suitable time and location. The first counselling session must occur within a maximum of five (5) business days of the client contacting Intake Services, unless unforeseen circumstances arise.

ii) Obtain emergency contact information from the client and provide emergency counselling to ensure that the client is stabilized prior to proceeding further, if a client reaches a Professional or Mental Health Professional Counsellor without first reaching intake (e.g. crisis or e-counselling),

iii) Ensure an inclusive and professional environment with a soundproofed private office not open to public view for all service locations.

iv) The Contractor must provide all the facilities for face-to-face counselling sessions and face-to-face advisory services within 100 km of *all CSC work locations identified in Annex G.

*In exceptional circumstances, short term counselling can be performed by online e-counselling or be provided by telephone, ensuring the choice remains with the client.

- **For Grande Cache Institution and Okimaw Ohci Healing Lodge a wider services area applies.** For the first counselling session, an exemption can be made for the Grande Cache Institution and Okimaw Ohci Healing Lodge, as they are located outside the 100 km zone. Therefore, video conference and/or phone counselling can be done, for the first session only, for the employees working at these locations. Second session and others should be provided face-to-face at a location determined by the provider with the Contractor having responsibility for all expenses, unless other exceptional circumstances exist.

v) The Contractor must be able to provide access to its services to persons with disabilities. The facilities must be wheel chair accessible and must have a sound proofed, private office, not open to public view.

b) Ensure counselling services are available Monday to Friday, except for statutory holidays applicable to the province where the service is rendered. Counselling services must be offered during weekends (Saturday/Sunday) for clients working shiftwork.

c) Ensure counselling services are available within the core business hours of 7:00 am to 5:00 pm (local time).

d) Guarantee evening hour sessions (5:00 pm to 9:00 pm local time) to clients upon request.

e) Provide up to 8 hours of counselling sessions per employee and per each dependent of the employee per issue for short-term counselling.

- i. Obtain approval from the Regional Manager EAP-CISM for the provision of additional hours of counselling sessions per employee or dependent per issue up to a maximum of 4 additional hours for a total of 12 hours.
- ii. In exceptional circumstances, obtain approval from the National Manager EAP-CISM for the provision of additional hours of counselling sessions per employee or dependent per issue beyond 12 hours.

f) Provide a schedule of the Professional or Mental Health Professional Counsellors' availability to Intake Services at least three (3) weeks in advance.

g) Schedule initial appointments between the client and the Contractor via Intake Services.

h) Maintain contacts with, and have established an inventory of, community resources, support agencies and service providers in a variety of EAP-related fields (addiction counsellors, group therapists, social workers, psychologists, etc.) in order to refer clients for longer term, specialized counselling services as needed. The Contractor must send or transfer clients, at the Contractor's expense, to outside/community resources.

i) Inform the client of the psychological services coverage available to CSC employees under the Public Service Health Care Plan benefits.

j) Engage in short-term counselling only when some resolution to the presenting issue can be arrived at within the limits of a short-term counselling model. The Professional Counsellor must perform a client assessment that includes a risk assessment, short-term

counselling when appropriate, referral to longer term or specialised community resources, and follow-up. If short-term counselling is not appropriate, referral to the appropriate resources must be made immediately after assessment.

k) Inform the client if the assigned Professional Counsellor becomes unavailable, and provide an alternative Professional Counsellor within one (1) week of the Professional Counsellor becoming unavailable.

5.1.3 Short-term Counselling Services - Forms of Delivery

The Contractor must provide Short-term Counselling Services, provided by Professional Counsellors using the following forms of communication:

a) **Face-to-face counselling:** involves direct contact between the client and the Professional Counsellor, engaged in back and forth conversation, where both parties work collaboratively to resolve identified issues and concerns. Face-to-face counselling is the preferred method of delivery for counselling services but all available methods will be presented to the client and the applicable method will only occur at the consent of the client.

b) **Online counselling:** is not appropriate for all types of situations and must only be presented to the client as an option and not as a recommendation. A client may choose to have all counselling online; the clients must have been presented all counselling service formats from the Contractor.

i. For those clients who are beyond the 100 km radius; this option only applies to the 1st appointment and only to those who are beyond 100 km such as at Grande Cache Institution and Okimaw Ohci Healing Lodge, ensuring the choice remains with the client.

ii. The Contractor will avoid targeted promotional campaigns for e-counselling/online counselling services.

iii. Additionally, the Contractor must provide a Secure Web Portal in order to provide the following:

- Chat: synchronous online services providing clients with professional counselling delivered in real-time through text services. Clients correspond via text with a Professional Counsellor for private, immediate clinical support regarding their issue.
- Email: non-synchronous, professional, and confidential counselling service available directly through secure email conferencing. If a client contacts a Professional Counsellor using their work email, the Contractor must make the client aware that the confidentiality of an email exchange cannot be guaranteed and that all content shared by email is not confidential and is the property of CSC.
- Video Conference: client and Professional Counsellor communicate with each other using a computer (a personal home computer can be used), webcam, landline, enabling both parties to see and hear each other.

iv. Prior to proceeding with online counselling, the Contractor must:

- Make the client aware that the confidentiality of information exchanged through online counselling cannot be guaranteed;
- Ensure that the client provides consent to engaging in online counselling as a method of receiving counselling services. Consent can be obtained electronically by directing the client to the text of the consent and to click an agreement checkbox (or similar) and a submit button (or similar);
- Screen on the suitability of online counselling for each client on a case-by-case basis. The screening process will include potential technological, language, keyboarding, and/or presenting issues and clinical concerns. The screening process must be performed twice: once by the clients themselves through the Contractor's online portal using self-selection questions, and then by the e-counsellor through the initial back-and-forth interaction. The screening process will assess the client for, but not limited to, the risk of suicide, violence to or from others, or significant symptoms of a mental illness. Clients determined not suitable for e-counselling will immediately be re-directed to Intake Services. If the situation is a crisis, the client must immediately be re-directed to Crisis Intervention Counselling with a Professional Mental Health Counsellor.

c) **Telephone counselling:** may be appropriate in exceptional circumstances or for some types of situations and will only be presented to the client as an option, not as a recommendation, ensuring the choice always remains with the client.

5.2. Area 2 - Crisis Intervention Assessment and Counselling and Critical Incident Stress Management (CISM) Services

The Contractor must:

- a) Provide access to Professional Mental Health Counsellors for crisis intervention counselling 24 hours per day, 365 days per year, through a 24-hour telephone line, including TTY (for hearing and/or speech-impaired).
- b) If clients reach the Intake Services Personnel, who recognize the call as requiring immediate intervention, the call must be transferred directly, and without interruption, to a Professional Mental Health Counsellor.
- c) The Professional Mental Health Counsellor must conduct a risk assessment to determine the potential for harm to self or others. The Contractor must provide the appropriate level of intervention based on the Contractor's protocol for handling clients in crisis, including but not limited to suicidal and or homicidal clients.
- d) If a call is routed to a Professional Mental Health Counsellor, and upon contact with them, it is determined that it is not a crisis intervention situation, the Professional Mental Health Counsellor must perform the following, depending on the situation:
 - i) Client connected to the Professional Mental Health Counsellor by mistake:
 - Advise the client to call Intake Services and provide the telephone number to schedule an appointment. Such calls must be treated as calls for information, reported in the statistics report as such, and shall be at no charge to the CSC; or
 - ii) Client connected to the Professional Mental Health Counsellor because the client is unable to connect with Intake Services, and requires an appointment (e.g. privacy concerns during workday):
 - Contact the intake service directly for the client and report in the statistics report as such.

5.2.1 Crisis Intervention Assessment and Counselling and Critical Incident Stress Management (CISM) Services - Forms of Delivery

The Contractor must

- a) Provide Professional Mental Health Counsellors as well as the facilities and equipment to provide consultation related to critical incidents, and where deemed necessary, defusing and group or individual debriefing sessions.
- b) Provide telephone consultation on an as-and-when-requested basis related to critical incidents, as well as onsite CISM Services at any CSC location identified in Annex G.
- c) Provide facilities for Crisis Intervention and Counselling and Critical Incident Stress Management (CISM) Services within 100 kms of all CSC work locations identified in Annex G and within 200 kms for Grande Cache Institution and Okimaw Ohci Healing Lodge wider service areas applies.
 - i. For the first counselling session, an exemption can be made for the Grande Cache Institution and Okimaw Ohci Healing Lodge, as they are located outside the 200 km zone. Therefore, video conference and/or phone counselling can be done, for the first session only, for the employees working at these locations. Second session and others should be provided face-to-face at a location determined by the provider with the contractor having responsibility for all expenses incurred by the contractor.
- d) The types of incidents that may require a CISM intervention would include, but are not limited to the following:
 - i. Line of duty death; suicide or homicide; armed or violent assault in the workplace or while conducting work duties; hostage-taking; disaster or fatality in the workplace.
 - ii. Other incidents may potentially require an intervention (e.g. injury or death of a co-worker outside the workplace; medical emergency, etc.).
- e) CISM services, with the exception of debriefings, must be provided within 24 hours after a critical incident, and the CISM Professional Mental Health Counsellor must be on site within up to 8 hours of the request. It is the Contractor's responsibility to ensure availability of their staff to meet this requirement at all times.
- f) Considering that CSC has its own internal CISM Program with trained peers on site to intervene immediately, this service could be used only for exceptional cases, such as major incident when the number of internal peers on site is not enough or when the peers themselves are involved in the incident. In such cases, when possible, peers of other sites may be asked to intervene and provide the applicable CISM services.
- g) CISM debriefings must be provided from 72 hours up to 15 days, after a critical incident. In exceptional situations, such as major incidents, and with agreement of the client, debriefings can be offered and provided later than 15 days.

h) These services can be requested by and must be authorized by the CSC National Manager EAP-CISM or the Regional Manager, EAP-CISM. The Project Authority must pre-approve all applicable travel costs.

i) Where the CISM services requested by CSC are required to be provided off-site, the Contractor must be able to provide access to its services to persons with disabilities by ensuring any Contractor-provided facilities are wheel chair accessible and must include sound proofed, private offices or breakout rooms, not open to public view.

j) The Professional Mental Health Counsellor must collect information, via the CSC National Manager EAP-CISM, Regional Manager EAP-CISM and/or CSC CISM Site Coordinator on the incident, and the employees' reactions, in order to provide the intervention(s) requested.

k) The Contractor must provide Thematic Help Sessions when requested. Thematic Help Sessions are held with a small working group following an event or court investigation linked to an incident or multiple incidents occurring over a period of time. The event is significant and, given the emotional impact, likely to have an impact on the work climate or the ability of employees to perform their duties. These sessions may address such subjects as suicide, loss of a colleague, violence at work, team support for critical accumulative trauma etc. These sessions are a cooperative effort between the EAP and CISM Programs in order to support employees during difficult times.

5.3 Area 3 - Specialized Consultation and Advisory Services

The Contractor must

a) Offer referral services to clients to support them in addressing family-related issues, issues related to children, work-related issues, mental health/emotional health issues, trauma, legal, physical health, financial, addictions, or other topics that may be related to correctional services, first responders or public safety providers. The help provided to employees must include general information to assist clients in planning how they may deal with their challenges including but not limited to:

- i. What is important to think about;
- ii. Options to consider; and
- iii. What to do next?

Clients who contact Intake Services and who are identified as needing Specialized Consultation and Advisory Services (or who call requesting the service directly) must be provided with;

- a) an appointment at the time of the call, or
- b) be referred to the specific service provider's telephone number, or
- c) receive a call back within 48 hours or 2 (two) business days, whichever is longer, from the service provider to offer them an appointment.

5.3.1 Specialized Consultation and Advisory Services - Forms of Delivery

The Contractor must ensure the facilities and equipment to perform, at a minimum, the following tasks:

a) Appointment must be scheduled within five (5) business days of the initial contact by the client to Intake Services.

b) Services must be provided by telephone, upon request of the CSC client.

c) Provide up to 8 hours of counselling sessions per employee and per each dependent of the employee per issue for specialized consultation and advisory services.

- i. Obtain approval from the Regional Manager EAP-CISM for the provision of additional hours of counselling sessions per employee or dependent per issue up to a maximum of 4 additional hours for a total of 12 hours.
- ii. In exceptional circumstances, obtain approval from the National Manager EAP-CISM for the provision of additional hours of counselling sessions per employee or dependent per issue beyond 12 hours.

d) The Contractor must provide all the facilities for face-to-face counselling sessions and face-to-face advisory services within 100 kms of all CSC work locations identified in Annex G. For Grande Cache Institution and Okimaw Ohci Healing Lodge wider service areas applies. For the first counselling session, an exemption can be made for the Grande Cache Institution and Okimaw Ohci Healing Lodge, as they are located outside the 100 km zone. Therefore, video conference and/or phone counselling can be done, for the first session only, for the employees working at these locations. Second session and others should be provided face-to-face at a location determined by the provider with the contractor having responsibility for all expenses incurred by the contractor.

e) The Contractor must be able to provide access to its services to persons with disabilities. The facilities must be wheel chair accessible and must have a sound proofed, private office, not open to public view.

f) The Contractor must offer professional consultation services to CSC National and Regional Managers EAP- CISM, managers, and unions, provided by Professional Counsellors to assist them in helping employees deal with personal, health or work-related issues that may be affecting an employee's work performance and well-being. These services must be provided in any of the formats described in Intake, Assessment and Short-term counselling services, at the preference of the client as needed. Online counselling is not appropriate for all types of situations and can only be presented to the client as an option and not as a recommendation, ensuring the choice remains with the client.

5.4 National EAP Account Manager

The Contractor must provide a National EAP Account Manager. The National EAP Account Manager must perform the following tasks, at a minimum:

- a) Serve as the primary contact for expertise, as required, for consultation and clarification purposes;
- b) Work with the CSC National Manager, EAP-CISM and CSC Regional Managers, EAP-CISM, providing consultative support, and responding to inquiries regarding the services offered;
- c) Ensure that the personnel who are providing services to CSC clients meet the qualifications;
- d) Ensure that all deliverables are met;
- e) Meet with or contact the CSC National Manager, EAP-CISM and CSC Regional Managers, EAP-CISM in-person or virtually on an as-requested basis;
- f) Ensure that complaints are resolved and provide CSC National Manager, EAP-CISM or CSC Regional Manager, EAP-CISM with information regarding the resolution within a maximum of 3 business days from receipt of the complaint;
- g) Provide the applicable CSC Regional Manager, EAP-CISM and, upon request, the CSC National Manager, EAP-CISM with information and solution regarding specific service complaints, not including specific information related to the client's issue, and the corrective actions taken within 3 business days from the receipt of the complaint; in those situations, CSC Regional Managers, EAP-CISM, will act on behalf of employees submitting complaints.
- h) Provide quality assurance for the services provided, which includes, but is not limited to identifying:
 - i. issues and providing clarification when required, recommending corrective actions to ensure that all services meet best practices, and that requirements are met; and
 - ii) Apply the Project Management Plan and the Program Monitoring and Quality Control Services as detailed below.
- i) The National EAP Account Manager must be fluent in English and French for written and oral communication. The Account Manager must be able to respond to calls and e-mail in English or French and be able to participate actively in meetings

5.5 Program Monitoring and Quality Control Services

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

- a) Attend, upon request from the CSC National Manager, EAP-CISM, any EAP Advisory Committee meeting. These meetings usually occur twice a year, at CSC locations identified in Annex G and any additional CSC locations in Canada that may be added during the contract period.
- b) Provide bi-annual EAP statistics, in a format determined by CSC, including but not limited to the number of new cases, new clients, client profile including working group, gender and age category, types of issues, hours of service delivered, CISM services, promotional activities, specialized advisory and consultation services, etc. Statistics must be sent on a bi-annual basis to National Manager, EAP-CISM prior to the end of October and the end of April during each year of the contract.
- c) As part of CSC's monitoring of the Contractor's EAP services for quality assurance, and service improvement purposes, the Contractor shall collect Client Satisfaction Data. Client Satisfaction Questionnaires are to be provided to every client receiving counselling services. In keeping with CSC and EAP industry standards, the client's participation is voluntary, the completed questionnaires will be kept confidential, and any reporting will be done in a manner that protects the anonymity and privacy of the client.

The aggregated and CSC regional data must be provided in a Client Satisfaction Summary Report on a bi-annual basis to the CSC National Manager, EAP-CISM no later than 4 weeks after the end of each bi-annual period. The data to collect and to report must include, but not be limited to:

- i. The total number of Client Satisfaction Questionnaires sent out and returned bi-annually (response rate).
- ii. Quantitative data measuring client satisfaction related to the quality, effectiveness and overall experience of the services received by the client.
- ii. Number and nature of complaints and their outcome.

5.6 Website and Secure Web Portal

The Contractor must have a website displaying all EAP contact information including, how clients may access the counselling services and what clients can do if they need immediate assistance during or after a crisis. The information must be in both official languages. The website must include a Secure Web Portal for online counselling services, which must have a secured data transmission and storage on a stable platform.

5.7 Facilities for Face-to-Face Sessions

The Contractor must provide all the facilities for face-to-face counselling sessions and face-to-face advisory services within 100 kms of all CSC work locations identified in Annex G. For Grande Cache Institution and Okimaw Ohci Healing Lodge wider service areas applies. For the first counselling session, an exemption can be made for the Grande Cache Institution and Okimaw Ohci Healing Lodge, as they are located outside the 100 km zone. Therefore, video conference and/or phone counselling can be done, for the first session only, for the employees working at these locations. Second session and others should be provided face-to-face at a location determined by the provider with the contractor having responsibility for all expenses incurred by the contractor.

The Contractor must be able to provide access to its services to persons with disabilities. The facilities must be wheel chair accessible and must have a sound proofed, private office, not open to public view.

6. DELIVERABLES AND ACCEPTANCE CRITERIA

6.1 The Contractor must provide the following reports in an electronic format and send them to the

CSC National Manager, EAP-CISM:

- a) Bi-annual Statistical Report
- b) Quarterly Client Satisfaction Summary Report
- c) A complete list of all counsellors providing services to CSC clients under the contract twice per year and upon request from CSC

6.2 The Contractor must provide a Project Management Plan, 15 calendar days after contract award, which must include at a minimum:

- a) A complete list of addresses including postal code of facilities where face-to-face counselling will be delivered for each CSC location identified in Annex G. Canada reserves the right to visit the location(s) of the Contractor within 48-hours of a written notice.
- b) The toll free number and TTY (for hearing and/or speech-impaired) for EAP Services;
- c) A description of the contingency plan demonstrating the ability to continue to provide coverage in the event of a pandemic;
- d) A description of the controls in place to monitor and supervise all Contractor resources;
- e) A description of the required Quality Assurance process
- f) A description of the complaint resolution mechanisms, procedures, roles and responsibilities;
- g) A description of the file keeping procedures; and,
- h) Examples of assessment forms, including the client satisfaction form and any risk assessment questionnaires
- i) The requirements for the retention and back-up of electronic files as established by the applicable provincial and/or governing body or association.

The Project Management Plan must be submitted in an editable version of MS Word. The document must be sent by e-mail to the CSC National Manager, EAP-CISM. CSC will have 30 calendar days to review and provide feedback. A new version must be submitted within 15 calendar days of CSC response with the feedback incorporated into the document.

7. CONSTRAINTS

7.1 Confidentiality and Privacy

Refer to Treasury Board of Canada Secretariat's Employee Assistance Program Policy:

<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12542>

7.2 Travel and Living Requirements

This requirement has no provision for travel and living expenses except for those identified on the Crisis Intervention Assessment and Counselling and Critical Incident Stress Management (CISM) Services. All travel must be pre approved by Project Authority or delegate.

7.3 Incidents and complaints

All incidents and complaints must be reported immediately to the Project Authority.

7.4 Pandemic

The Contractor must be capable of providing adequate coverage in the event of a pandemic as defined by the Federal Government of Canada.

The Contractor must be capable of providing coverage in the event of a pandemic. The pandemic plan should include at a minimum the following:

- a) The name of the team or individual responsible for the implementation of the pandemic plan as well as their back up
- b) The list of services deemed essential and how these will be maintained; and,
- c) The process to be used to make this information available to CSC employees.

7.5 Language

All the Services provided to clients must be offered in both official languages (English and French). The Contractor must answer calls in a bilingual manner and communicate to clients in the language of their choice.

All material, website and newsletter information must be in both official languages.

All services provided on as and when requested basis must be available in both official languages, which will be identified during the first point of contact.

When requested, the Contractor must provide sign language interpretation for clients who have hearing loss or are hearing impaired.

The National EAP Account Manager must be fluent in English and French for written and oral communication. The Account Manager must be able to respond to calls and e-mail in English or French and be able to participate actively in meetings.

7.6 Services to Persons with Disabilities

The Contractor must provide access to the same services and accessibility times to persons with disabilities (e.g. offices must be wheelchair accessible; the Contractor must have a toll-free text telephone (TTY) (for hearing and/or speech-impaired). The use of a relay operator is not acceptable for providing short-term counselling services.

8. Client support

CSC is responsible to provide the list of all the office/institutions locations to the Contractor.

CSC is responsible to provide information about the agency, its culture and main challenges, which may be distributed in a variety of formats (for example, Word document, PowerPoint, online format, or in-person presentations) with the individuals providing the services contained in this SOW.

9. Records Management

- a) All records, such as but not limited to reports, monitoring, statistics, training, excluding Client Case must follow the the CISC Industrial Security Manual on the Handling and safeguarding of classified and protected information and assets.
- b) The following clauses are applicable to all Client Case Files:

i) Privacy Act:

All personal information collected for EAP purposes under this contract is deemed to be under the control of the Contractor and is consequently subject to the *Privacy Act*, <http://laws-lois.justice.gc.ca/eng/acts/P-21/index.html>, the Policy on Government Security, <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16578>, Correctional Service of Canada's Security policy.

ii) Personnel Restrictions:

Access to EAP Client Case Files are to be controlled and limited to only authorised personnel who have a job-related need-to-know justification as well as a Reliability Status granted by Public Works and Government Services Canada.

iii) Client Case File Content/Restrictions:

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

iii) Marking:

EAP Client Case Files must be designated sensitive and marked as PROTECTED-B

iv) Audit:

The CSC has the right to perform an audit of the Contractor's clinical Client Case Files. The CSC reserves the right to review the Contractor's clinical Client Case Files to ensure the Contractor is compliant with the professional standards.

v) Electronic files:

If electronic files are kept, it is essential that standardised procedures be established to ensure that files can be readily accessed or retrieved, that back-up files exist and that the strict requirements of retaining hand written files as specified by the applicable provincial and/or governing body or association continue to be followed.

10. Promotional Items and Information

The Contractor must provide the following at no additional charge to CSC:

- a) one of each promotional and informational materials for each CSC employee including, but not limited to wallet card, brochure, magnet and calendar. a variety of other promotional items to a maximum of 5,000 per year upon request such as, but not limited to, stress balls, pens, sticky note pads, etc.
- b) on-site or virtual EAP information sessions to employees upon request from the Project Authority or authorized representative.
- c) quarterly CSC EAP newsletter.

Annex B – Basis of Payment

1.0 Contract Period

CSC will pay the Contractor in accordance with the following Basis of Payment for Work performed pursuant to this Contract.

For the provision of services as described in Annex A - Statement of Work CSC will pay the Contractor firm hourly rate(s) as follows. Customs duties are included and Applicable Taxes are extra.

Proration:

Payment shall be for time actually worked with no provision for annual leave, statutory holidays or sick leave. Time worked more or less than an hour shall be prorated to reflect actual time worked.

CONTRACT PERIOD: Two year period from (insert date at contract award) to (insert date at contract award).

Category	Firm Hourly Rate	Cancellation Fee /
Intake, Assessment	\$ _____	N/A
Short-Term Counselling Services:		
Face-to-face counselling	\$ _____	N/A
Online counselling	\$ _____	N/A
Telephone counselling	\$ _____	N/A
no-show or cancellation fee (less than 24 hour notice)	N/A	\$ _____
Crisis Intervention, Assessment and Counselling and Critical Incident Stress Management (CISM) Services		
Telephone;	\$ _____	N/A
In Person	\$ _____	N/A
Specialized Consultation		
Legal Services	\$ _____	N/A
Financial Services	\$ _____	N/A
Career Services	\$ _____	N/A
no-show or cancellation fee (less than 24 hour notice)	N/A	\$ _____
Advisory Services		
Face to Face Advisory Services	\$ _____	N/A
Telephone Advisory Services	\$ _____	N/A
no-show or cancellation fee (less than 24 hour notice)	N/A	\$ _____
Promotional Items and Information are includes – no extra cost	\$0	\$0

2.0 Applicable Taxes

- (a) All prices and amounts of money in the contract are exclusive of Applicable Taxes, unless otherwise indicated. Applicable Taxes are extra to the price herein and will be paid by Canada.
- (b) The estimated Applicable Taxes of \$ To Be Inserted at Contract Award are included in the total estimated cost shown on page 1 of this Contract. The estimated Applicable Taxes will be incorporated into all invoices and progress claims and shown as a separate item on invoices and progress claims. All items that are zero-rated, exempt, or to which taxes do not apply, are to be identified as such on all invoices. The Contractor agrees to remit to Canada Revenue Agency (CRA) any amounts of Applicable Taxes paid or due.

3.0 Electronic Payment of Invoices - Bid

Canada requests that Bidders complete option 1 or 2 below:

- 1. Electronic Payment Instruments will be accepted for payment of invoices.

The following Electronic Payment Instrument(s) are accepted:

- MasterCard Acquisition Card;
- Direct Deposit (Domestic and International).

- 2. Electronic Payment Instruments will not be accepted for payment of invoices.

The Bidder is not obligated to accept payment by Electronic Payment Instruments.

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

Annex C - Security Requirement Check List

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

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

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PART A (continued) / PARTIE A (suite)	
8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets? Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? If Yes, indicate the level of sensitivity: Dans l'affirmative, indiquer le niveau de sensibilité :	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
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? Short Title(s) of material / Titre(s) abrégé(s) du matériel : Document Number / Numéro du document :	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)	
10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis	
<input checked="" type="checkbox"/> RELIABILITY STATUS / COTE DE FIABILITÉ <input type="checkbox"/> TOP SECRET - SIGINT / TRÈS SECRET - SIGINT <input type="checkbox"/> SITE ACCESS / ACCÈS AUX EMBLEMES <input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/> SECRET / SECRET <input type="checkbox"/> NATO SECRET / NATO SECRET <input type="checkbox"/> TOP SECRET / TRÈS SECRET <input type="checkbox"/> COSMIC TOP SECRET / COSMIC TRÈS SECRET	
Special comments: Commentaires spéciaux : <u>Company Security Officer will require a valid Reliability Status</u>	
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? If Yes, will unscreened personnel be escorted? Dans l'affirmative, le personnel en question sera-t-il escorté?	<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui <input type="checkbox"/> No / Non <input checked="" type="checkbox"/> 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?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> 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?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> 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?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> 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?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> 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?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui



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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens Production																
IT Media / Support TI																
IT Link / 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? Non
- 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? Non Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



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Gouvernement du Canada

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PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) Claude Duguay	Title - Titre Acting Director General, Labour Relations and Workplace Management		Signature Duguay, Claude <small>Digitally signed by Duguay, Claude DN: cn=CA, o=GC, ou=CSC-SCC, ou=CSC, ou=PSG, cn=Duguay, Claude Reason: I am the author of this document Location: your signing location here Date: 2021-02-23 15:55:15 Font PhantomPDF Version: 10.0.1</small>
Telephone No. - N° de téléphone 514-443-4018	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel Claude.Duguay@csc-scc.gc.ca	Date
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) Rita Dubois	Title - Titre Contract Security Analyst Analyste de la sécurité des contrats		Signature Dubois, Rita <small>Digitally signed by Dubois, Rita DN: cn=CA, o=GC, ou=CSC-SCC, ou=CSC, ou=PSG, cn=Dubois, Rita Reason: I am the author of this document Location: your signing location here Date: 2021-02-23 10:14:38 Font PhantomPDF Version: 10.0.1</small>
Telephone No. - N° de téléphone 613-992-8995	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel Rita.Dubois@CSC-SCC.GC.CA	Date 2021-02-23
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) Nadine Pike	Title - Titre Senior Procurement Officer		Signature Pike, Nadine Marie <small>Digitally signed by Pike, Nadine Marie DN: cn=CA, o=GC, ou=CSC-SCC, cn=Pike, Nadine Marie Reason: I am the author of this document Location: your signing location here Date: 2021-02-23 10:14:38 Font PhantomPDF Version: 10.0.1</small>
Telephone No. - N° de téléphone (506) 378-1049	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel nadine.pike@csc-scc.gc.ca	Date
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name Anik Farrell - CSO 613-946-5194 anik.farrell@tpsgc-pwgsc.gc.ca	Title - Titre		Signature Farrell, Anik <small>Digitally signed by Farrell, Anik DN: cn = Farrell, Anik C = CA o = GC OU = PWGSC-TPSGC Date: 2021-02-23 09:01:17 -05'00'</small>
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date



Annex D - Evaluation Criteria

1.0 Technical Evaluation:

1.1 The following elements of the proposal will be evaluated and scored in accordance with the following evaluation criteria.

- Mandatory Technical Criteria
- Rated Technical Criteria

It is imperative that the proposal address each of these criteria to demonstrate that the requirements are met.

1.2 LISTING EXPERIENCE WITHOUT PROVIDING ANY SUBSTANTIATING DATA TO SUPPORT WHERE, WHEN AND HOW SUCH EXPERIENCE WAS OBTAINED WILL RESULT IN THE STATED EXPERIENCE NOT BEING CONSIDERED FOR EVALUATION PURPOSES.

1.3 All experience must be strictly work-related. Time spent during education and/or training will not be considered, unless otherwise indicated.

1.4 Experience must be demonstrated through a history of past projects, either completed or on-going.

1.5 References must be provided for each project/employment experience.

I. Where the stated experience was acquired within a Canadian Federal Government Department or Agency **as a Public Servant**, the reference must be a Public Servant who had a supervisory role over the proposed resource during the stated employment.

II. Where the stated experience was acquired within a Canadian Federal Government Department or Agency **as a consultant**, the reference must be the Public Servant who was identified as the Project Authority of the project on which the proposed resource acquired the experience.

III. References must be presented in this format:

- a. Name;
- b. Organization;
- c. Current Phone Number; and
- d. Email address if available

1.6 Response Format

I. In order to facilitate evaluation of proposals, it is recommended that bidders' proposals address the mandatory criteria in the order in which they appear in the Evaluation Criteria and using the numbering outlined.

II. Bidders are also advised that the month(s) of experience listed for a project or experience whose timeframe overlaps that of another referenced project or experience will only be counted once. For example: Project 1 timeframe is July 2001 to December 2001; Project 2 timeframe is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.

III. For any requirements that specify a particular time period (e.g., 2 years) of work experience, CSC will disregard any information about experience if the technical bid does not include the required month and year for the start date and end date of the experience claimed.

IV. CSC will also only evaluate the duration that the resource actually worked on a project or projects (from the start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.



2.0 MANDATORY REQUIREMENTS:

The tables below should be filled in and included in the proposal:

MANDATORY EVALUATION CRITERIA	Bidder Response	Page No.
Area 1 - Intake, Assessment and Short-term Counselling Services		
<p>A1 - M1: The Bidder must hold, or must have held at least two (2) agreements or contracts for unionized organizations with a minimum employee base of 5,000 in the past five (5) years prior to bid closing providing:</p> <p>a) Employee Assistance Program (EAP) Service; and,</p> <p>b) Intake, Assessment and Short-Term Counselling Services</p> <p>Bidders must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"> 1. Contract or agreement number and date. 2. Name of the client organization(s) and contact information that can confirm the proposed experience. 3. The number of employees in the client organization. 4. Start and end dates of the work experience 5. A description of the nature and scope of the services provided 		
<p>A1 -M2: The Bidder must have provided all of the following:</p> <p>a) Three (3) years of face-to-face counselling services in the past five (5) years prior to bid closing, to a minimum of 10% per year * of the total number of employees in the client organization; and,</p> <p>b) The Bidder must demonstrate that the counselling sessions were delivered in a facility arranged by the bidder, which was external to the client organization's location.</p> <p>* As an example provided counselling services to a minimum of 500 employees per year in an organization with 5,000 employees = minimum 10% of the total number of employees.</p> <p>Bidders must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"> 1. Contract or agreement number and date. 2. Name and address of the client organization(s) and contact information that can confirm the proposed experience. 3. Start and end dates of the work experience. 4. A description of the nature and scope of the services provided. 5. A statistical report of services, the report must include the following; <ol style="list-style-type: none"> i. the total number of hours of face-to-face counselling, ii. the total number of employees who were provided face-to-face counselling services iii. and the total number of employees in the organization for the three (3) years of service <p>that support the minimum 10% utilization rate.</p>		



6. The location(s) where the Bidder provided the services which was external to the client organization's location.		
---	--	--

Area 2 - Crisis Intervention Assessment and Counselling and Critical Incident Stress Management

A2 -M3: The Bidder must have demonstrated experience in providing all of the following services for a minimum of three (3) consecutive years within the past five (5) years prior to bid closing:

- a) Onsite Critical Incident Stress Management interventions (CISM) Services; and,
- b) Crisis intervention assessment and counselling and Critical Incident Stress Management (CISM) services with 24 hours per day, 365 days per year access through a telephone number; and,
- c) The Bidder must have delivered the services to external organization(s) with a minimum of 5,000 employees in at least five (5) provinces or territories across Canada.

Bidders must provide the following details as to how the stated experience was obtained:

1. Name of the external client organization(s) and contact information that can provide a reference of proposed experience.
2. The external client organization(s) address.
3. Start and end dates of the work experience.
4. The number of employees within the external client's organization.
5. A description of the nature and scope of the services provided including whether the services were required 24 hours per day, 365 days per year.
6. The number of calls received per month.

Area 3 - Specialized Consultation and Advisory Services

A3 - M4: The Bidder must have provided Specialized Consultation and Advisory Services in the past five (5) years prior to bid closing to all of the following:

- a) Management, union representatives, and all employees in external organization(s) with a minimum of 5,000 employees; and,
- b) Client organization(s) have employees in at least five (5) provinces or territories across Canada

Bidders must provide the following details as to how the stated experience was obtained:

1. Name of the client organization(s) and contact information that can provide a reference of proposed experience.
2. The address of the client organization(s) locations in provinces and territories across Canada.
3. Start and end dates of the work experience.
4. The number of employees.
5. A description of the nature and scope of the services provided.



3.0 POINT RATED REQUIREMENTS

The Bidder is requested to use the tables provided to identify where the information can be found in the proposal (i.e.: Identify the page / project number, etc.)

POINT RATED CRITERIA	Bidder Response	Page No.	Max Points
Area 1 - Intake, Assessment and Short-term Counselling Services			
<p>A1-R1: The Bidder's proposed National Employee Assistance Program (EAP) Account Manager has experience providing account management services in intake assessment and short-term counselling services for federal, provincial or municipal governments including employees who are first responders including, but not limited to, correctional officers, police officers, paramedics and fire fighters.</p> <p>Bidders must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"> 1. Contract or agreement number and date. 2. Name of the client organization(s) and contact information that can provide a reference of proposed experience. 3. Information to confirm that the client organization(s) includes first responders. 4. Start and end dates of the work experience. 5. A description of the nature and scope of the work performed by the proposed resource on the assignment(s) including deliverables. 			<p>Points will be awarded based on years of demonstrated experience which conforms to A1-R1:</p> <p>Less than 2 years = 0 points 2+ years = 1.5 points 4+ years = 3 points 6+ years = 4.5 points 8+ years = 6 points</p> <p>Total points: /6</p>
<p>A1-R2: Bidder has provided intake services to client organizations with more than 5,000 employees located in at least five (5) provinces or territories across Canada.</p> <p>Bidders must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"> 1. Contract or agreement number and date 2. Name of the client organization(s) and contact information that can provide a reference of proposed experience. 3. Address of the client organization(s) locations in provinces or territories across Canada 4. Number of employees in the client organization(s) 3. Start and end dates of the work experience. 4. Nature and scope of the services provided (including deliverables). 			<p>Less than 5000 employees = 0 point</p> <p>5,000 to 9,999 employees = 2 points</p> <p>10,000 to 14,999 employees = 4 points</p> <p>15,000 + employees = 6 points</p> <p>Total points: /6</p>



<p>A1-R3: The Bidder has provided Intake, Assessment, and Short-term Counselling Services as part of an EAP program for one (1) year within the last (5) years prior to bid closing to a unionized organization with a minimum 5000 employees, and where a minimum of 5% of the total hours of services were provided in any of the following topic areas:</p> <ul style="list-style-type: none"> a) Family-related issues – Couple b) Issues related to children c) Work-related issues d) Mental health/emotional health issues e) Trauma f) Legal g) Physical Health h) Financial i) Addictions <p>Each topic area will only be counted once. Bidders must provide the following details as to how the stated experience was obtained for each topic area:</p> <ol style="list-style-type: none"> 1. Topic area of service provided 2. Description of service provided and details on the volume of service delivery demonstrating that 5% of total hours of services were provided specifically in the topic area of service. 3. Name of the client organization(s) and contact information that can provide a reference of proposed experience 4. Number of employees in the client organization(s) 5. Start and end dates (duration) of the work experience 		<p>Points will be awarded based on the topic areas addressed conforming to the requirements of A1-R3:</p> <ul style="list-style-type: none"> a) Family-related issues – Couple <i>5 points</i> b) Issues related to children <i>5 points</i> c) Work-related issues <i>5 points</i> d) Mental health/emotional health issues <i>4 points</i> e) Trauma <i>4 points</i> f) Legal <i>4 points</i> g) Physical Health <i>4 points</i> h) Financial <i>3 points</i> i) Addictions <i>3 points</i> <p>Total points: /37</p>
<p>Minimum passing score = <u>30 points</u> out of 49 points total for Area 1:</p>		<p>/49</p>

<p>Area 2 - Crisis Intervention Assessment and Counselling and Critical Incident Stress Management</p>		
<p>A2-R1: The Bidder's proposed National Employee Assistance Program (EAP) Account Manager has experience providing account management services in Crisis Intervention Assessment and Counselling and Critical Incident Stress Management (CISM) to federal, provincial or municipal governments including employees who are first responders that include, but are not limited to, correctional officers, police officers, paramedics and fire fighters.</p> <p>Bidders must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"> 1. Contract or agreement number and date 2. Name of the client organization(s) and contact information that can provide a reference of proposed experience 3. Information confirming that the client organization(s) includes first responders. 4. Start and end dates of the work experience 5. Nature and scope of the work performed by the proposed resource on the assignment(s) including deliverables 		<p>Points will be awarded based on years of demonstrated experience which conforms to A2-R1:</p> <ul style="list-style-type: none"> Less than 2 years = 0 points 2+ years = 1.5 points 4+ years = 3 points 6+ years = 4.5 points 8+ years = 6 points <p>Total points: /6</p>



<p>A2-R2: Bidder has provided Crisis Intervention Assessment and Counselling and Critical Incident Stress Management (CISM) Services as part of an EAP program to client organizations with more than 5,000 employees located in at least five (5) provinces or territories across Canada.</p> <p>Bidders must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"> 5. Contract or agreement number and date 6. Name of the client organization(s) and contact information that can provide a reference of proposed experience. 7. Address of the client organization(s) locations in provinces or territories across Canada 8. Number of employees in the client organization(s) 3. Start and end dates of the work experience. 4. Nature and scope of the services provided (including deliverables). 			<p>Less than 5000 employees = 0 point</p> <p>5,000 to 9,999 employees = 2 points</p> <p>10,000 to 14,999 employees = 4 points</p> <p>15,000 + employees = 6 points</p> <p>Total points: /6</p>
<p>A2-R3: The Bidder has provided Crisis Intervention Assessment and Counselling and Critical Incident Stress Management (CISM) Services as part of an EAP program for one (1) year within the last (5) years prior to bid closing to a unionized organization with a minimum 5000 employees, and where a minimum of 5% of the total hours of services were provided in any of the following topic areas;</p> <p>a) Trauma</p> <p>b) CISM – Immediate intervention, defusing, debriefings, thematic help sessions</p> <p>Each topic area will only be counted once. Bidders must provide the following details as to how the stated experience was obtained for each topic area:</p> <ol style="list-style-type: none"> 1. Topic area of service provided 2. Description of service provided and details on the volume of service delivery demonstrating that 5% of total hours of services were provided specifically in the topic area of service. 3. Name of the client organization(s) and contact information that can provide a reference of proposed experience 4. Number of employees in the client organization(s) 5. Start and end dates (duration) of the work experience 			<p>Points will be awarded based on the topic areas addressed conforming to the requirements of A2-R3:</p> <p>a) Trauma <i>5 points</i></p> <p>b) CISM – Immediate intervention, defusing, debriefings, thematic help sessions <i>5 points</i></p> <p>Total points: /10</p>
<p>Minimum passing score: <u>14 points</u> out of 22 points total for Area 2:</p>			<p>/22</p>
<p>Area 3 - Specialized Consultation and Advisory Services</p>			
<p>A3-R1: The Bidder's proposed National Employee Assistance Program (EAP) Account Manager has experience providing account management services in specialized consultation and advisory services to federal, provincial or municipal governments including employees who are first responders that include, but are not limited to, correctional officers, police officers, paramedics and fire fighters.</p> <p>Bidders must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"> 1. Contract or agreement number and date 2. Name of the client organization(s) and contact information that can provide a reference of proposed experience 3. Information confirming that the client organization(s) includes first responders. 4. Start and end dates of the work experience 5. Nature and scope of the work performed by the proposed resource on the assignment(s) including deliverables 			<p>Points will be awarded based on years of demonstrated experience which conforms to A2-R1:</p> <p>Less than 2 years = 0 points 2+ years = 1.5 points 4+ years = 3 points 6+ years = 4.5 points 8+ years = 6 points</p> <p>Total points: /6</p>



<p>A3-R2: Bidder has provided Specialized Consultation and Advisory Services as part of an EAP program to client organizations with more than 5,000 employees located in at least five (5) provinces or territories across Canada.</p> <p>Bidders must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"> 1. Contract or agreement number and date 2. Name of the client organization(s) and contact information that can provide a reference of proposed experience. 3. Address of the client organization(s) locations in provinces or territories across Canada 4. Number of employees in the client organization(s) 5. Start and end dates of the work experience. 6. Nature and scope of the services provided (including deliverables). 7. 		<p>Less than 5000 employees = 0 point</p> <p>5,000 to 9,999 employees = 2 points</p> <p>10,000 to 14,999 employees = 4 points</p> <p>15,000 + employees = 6 points</p> <p>Total points: /6</p>
<p>A3-R3: The Bidder has provided Specialized Consultation and Advisory Services as part of an EAP program for one (1) year within the last (5) years prior to bid closing to a unionized organization with a minimum 5000 employees, and where a minimum of 5% of the total hours of services were provided in any of the following topic areas</p> <ol style="list-style-type: none"> 1. Trauma 2. Issues specific to children 3. Family-related issues – Couple 4. Work-related issues 5. Mental health/emotional health issues 6. Legal 7. Physical Health 8. Financial 9. Addictions <p>Each topic area will only be counted once. Bidders must provide the following details as to how the stated experience was obtained for each topic area:</p> <ol style="list-style-type: none"> 1. Topic area of service provided 2. Description of service provided and details on the volume of service delivery demonstrating that 5% of total hours of services were provided specifically in the topic area of service. 3. Name of the client organization(s) and contact information that can provide a reference of proposed experience 4. Number of employees in the client organization(s) 5. Start and end dates (duration) of the work experience 		<p>Points will be awarded based on the topic areas addressed conforming to the requirements of A3-R3:</p> <ol style="list-style-type: none"> a) Trauma <i>5 points</i> b) Issues related to children <i>5 points</i> c) Family-related issues <i>4 points</i> d) Work-related issues <i>4 points</i> e) Mental health/emotional health issues <i>4 points</i> f) Legal <i>3 points</i> g) Physical Health <i>2 points</i> h) Financial <i>2 points</i> i) Addictions <i>5 points</i> <p>Total points: /34</p>
<p>Minimum passing score: 28 points out of 46 points total for Area 3:</p>		<p>/46</p>



ANNEX E

Insurance Requirement - Commercial General Liability Insurance

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
 - a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - g. Employees and, if applicable, Volunteers must be included as Additional Insured.
 - h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - j. Notice of Cancellation: The Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.
 - k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
 - l. Litigation Rights: Pursuant to subsection 5(d) of the [Department of Justice Act](#), S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

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

For other provinces and territories, send to:



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

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

3. Medical Malpractice Liability Insurance

SACC Manual clause G2004C (2018-06-21), - Medical Malpractice Liability Insurance



Annex F - FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY - CERTIFICATION

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

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

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

Complete both A and B.

A. Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
- A2. The Bidder certifies being a public sector employer.
- A3. The Bidder certifies being a federally regulated employer being subject to the Employment Equity Act.
- A4. The Bidder certifies having a combined work force in Canada of less than 100 permanent full-time and/or permanent part-time employees.
- A5. The Bidder has a combined workforce in Canada of 100 or more employees; and
 - A5.1. The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with ESDC-Labour.

OR

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

B. Check only one of the following:

- B1. The Bidder is not a Joint Venture.

OR

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



Annex G

Locations of CSC Work Sites

Atlantic Region	
Administration régionale – Atlantique 1045, rue Main 2 ^e étage Moncton (Nouveau-Brunswick) E1C 1H1	Bureau de lib. cond. de Saint John 23, rue Carleton Saint John N.-B. E2L 2Z2
Établissement de l'Atlantique 13175, Route 8 CP 102 Renous (Nouveau-Brunswick) E9E 2E1	CCC Parrtown 23, rue Carleton Saint John (N.-B.) E2L 2Z2
Pénitencier de Dorchester 4902, rue Main Dorchester (Nouveau-Brunswick) E4K 2Y9	Centre correctionnel communautaire Jamieson / Bureau sectoriel de la Nouvelle-Écosse 19, promenade Morris Dartmouth, N.-É. B3B 0M3
Établissement de Springhill 330, rue McGee Springhill (Nouvelle-Écosse) B0M 1X0	Bureau de lib. cond. de Halifax 2131, rue Gottingen Pièce 200 Halifax N.-É. B3K 5Z7
Établissement Nova pour femmes 180, rue James Truro (Nouvelle-Écosse) B2N 6R8	Bureau de lib. cond. de Kentville 491, rue Main Pièce 101 Kentville N.-É. B4N 1K9
Centre de rétablissement Shepody 4902, rue Main Dorchester (Nouveau-Brunswick) E4K 2Y9	Bureau secondaire de Yarmouth pour Kentville 15, rue Willow Yarmouth, N.-É. B5A 1T0
Centre d'apprentissage et de perfectionnement correctionnel de la Région de l'Atlantique 777 rue Main, 2 ^{ième} étage Moncton (N.-B.) E1C 1E9	Dartmouth Parole Office 45, prom. Alderney pièce 209 Queen Square Dartmouth N.-É. B2Y 2N6
District de l'Atlantique 1045 rue Main 3 ^{ième} étage Moncton, Nouveau-Brunswick E1C 1H1	Bureau de lib. cond. de Truro 14, rue Court Suite 300 Truro N.-É. B2N 3H7
Bureau sectoriel du N.-B./Î.-P.-É 1, chemin Factory Pièce 104 Moncton N.-B. E1C 9M3	Bureau de lib. cond. de Sydney 196, rue George 2 ^e étage Sydney N.-É. B1P 1J3
Bureau de lib. cond. de Bathurst 159, rue Main Pièce 305 Bathurst N.-B. E2A 1A6	Bureau sectoriel de Terre-Neuve 531, avenue Charter St. John's T.-N. A1A 1P7
Bureau de lib. cond. de Charlottetown 250, rue Queen Pièce 101 Charlottetown (Î.-P.-É.) C1A 4B8	Bureau de lib. cond. de Saint John 531, avenue Charter St. John's T.-N. A1A 1P7
Bureau secondaire de Edmundston pour Bathurst 15, rue Église Pièce 201 Edmundston N.-B. E3V 1J3	Bureau secondaire de Grand Falls-Windsor pour St. John's CP 175 4A Rue Bayley, A2A 2J4
Bureau de lib. cond. de Fredericton 364, rue York Unité 103 Fredericton, (N-B) E3B 3P7	Bureau secondaire du Labrador pour Corner Brook 176, chemin Hamilton River, Glenn Plaza CP 1930 Station B Happy Valley – Goose Bay (Labrador) A0P 1E0
Bureau de lib. cond. de Moncton 1, chemin Factory Pièce 104 Moncton N.-B. E1C 9M3	Bureau de lib. cond. de Stephenville West Coast Correctional Centre Building 443 Massachusetts Drive Stephenville, TN 3 ^e étage A2N 2Z5



CCC St. John's 531, avenue Charter St. John's T.-N. A1A 1P7	
Ontario Region	
Administration régionale 443, rue Union CP 1174 Kingston, Ontario K7L 4Y8	Centre d'apprentissage et de perfectionnement correctionnel de la région de l'Ontario 443 rue Union Ouest CP 260 Kingston, Ontario K7L 4V8
Établissement de Millhaven (Max) / Centre régional de traitement Autoroute 33, CP 280 Bath, Ontario K0H 1G0	Musée du service correctionnel du Canada 555 rue King Ouest Kingston, Ontario K7L 4V7
Établissement de Collins Bay 1455 chemin Bath, CP 190 (Max./Méd.) CP 7500 (Min.) Kingston, Ontario K7L 4V9	Centre d'apprentissage en gestion correctionnelle du SCC 1950 chemin Montreal Cornwall, Ontario K6H 6L2
Établissement de Beaver Creek 2000 Route Beaver Creek CP 5000 (Méd.) CP 1240 (Min.) Gravenhurst, Ontario P1P 1Y2	District central de l'Ontario 338 rue Keele Toronto, ON M6P 2K7
Établissement de Joyceville Autoroute 15, CP 880 (Méd.) Numéro 3766, CP 4510 (Min.) Kingston, Ontario K7L 4X9	Bureau de lib. Cond. Du centre-ville de Toronto 415 rue Yonge, 5ème étage Toronto, ON M5B 2E7
Établissement de Warkworth County Road #29, CP 760 Campbellford, Ontario K0L 1L0	Unité de supervision pour femmes de Toronto 415 rue Yonge, 5ème étage Toronto, ON M5B 2E7
Établissement de Bath/ Centre régional de traitement 5775 chemin Bath CP 1500 Bath, Ontario K0H 1G0	Bureau de lib. cond. de Brantford 195 rue Henry Pièce 6D Brantford, ON N3S 5C9
Établissement pour femmes Grand Valley 1575 blvd Homer Watson Kitchener, Ontario N2P 2C5	Bureau de lib. cond. de Hamilton 55 rue Bay Nord 2 ^e étage Hamilton, ON L8R 3P7
Bureau de lib. cond. de St. Catharines 32 rue Church, Suite B St. Catharines, ON L2R 3B6	Bureau de lib. cond. de l'Est de Toronto 2240, avenue Midland, 2 ^e étage Toronto, ON M1P 4R8
Bureau de lib. cond. de Durham 40 rue King, Ouest – 1 ^e étage Oshawa, ON L1H 1A4	Bureau de lib. cond. de l'Ouest de Toronto 350 rue Rutherford Sud Plaza 1, Suite 1 Brampton, ON L6W 3P6
Bureau d'entrevue de Brampton 199, blvd County Court Brampton, ON L6W 4P7	CCC Keele 330, rue Keele 2nd Floor Toronto, ON M6P 2K7
Bureau de lib. cond. de Guelph 255, chemin Woodlawn Ouest Pièce 117 Guelph, ON N1H 8J1	Bureau de lib. cond. de London 355, chemin Wellington Pièce 138 London, ON N6A 3N7
Bureau de lib. cond. de Windsor 2090, rue Wyandotte East 3 ^e étage Windsor, ON N8Y 5B2	Bureau de lib. cond. d'Ottawa 145, rue Metcalfe Ottawa, ON K2P 1N8
Bureau de lib. cond. de Nunavut 1043, rue Woodhouse Iqaluit, Nunavut X0A 0H0	Bureau de lib. cond. de Kingston 552, rue Princess Suite 200 2 ^e étage Kingston, ON K7L 1C7
Bureau de lib. cond. de Peterborough	CCC Henry Traill



310, rue Water Peterborough, ON K9J 3C7	1453 chemin Bath Kingston, ON K7M 4X2
Bureau de lib. cond. de Sudbury 19, rue Lisgar Pièce 302 Sudbury, ON P3E 3L4	Bureau secondaire de Sault Ste Marie pour Sudbury 22, rue Bay Pièce 295 Sault Ste Marie, ON P6A 5S2
Bureau secondaire de North Bay Parole pour Sudbury 176B rue Main Ouest North Bay, ON P1B 2T5	Bureau de lib. cond. de Barrie 48 rue Owen Suite 302 Barrie, ON L4M 3H1
National Training Academy 443, rue Union CP 1174 Kingston, Ontario K7L 4Y8	Bureau secondaire de Belleville 11, rue Station Suite 3 Belleville, ON K8N 3B3
Bureau secondaire de Cornwall 11, rue Water Est Suite 103 Cornwall, ON K6H 6S2	
National Capital Region	
National Headquarters 340 Laurier Avenue West Ottawa, ON K1A 0P9	National Headquarters 170 Laurier Avenue Ottawa, ON K1P 5V5
National Headquarters 234 Laurier Avenue Ottawa, ON K1P 6K6	National Headquarters 410 Laurier Avenue Ottawa, ON K1R 1B7
National Headquarters 360 Albert Street Ottawa, ON K1R 7X7	National Headquarters 99 Bank Street Ottawa, ON K1P 6B9
National Headquarters 100 Metcalfe Street Ottawa, ON K1P 5M1	National Headquarters 275 Slater Street Ottawa, ON K1P 5H9
Quebec Region	
Centre régional de réception (niveaux de sécurité multiples) 246, montée Gagnon Sainte-Anne-de-Plaines (Québec) J0N 1H0	Bureau de libération conditionnelle Ville-Marie 5151 rue de la Savane, suite 200, Montréal (Québec), H4P 1V1
Établissement Archambault 242, montée Gagnon Sainte-Anne-de-Plaines (Québec) J0N 1H0 Établissement Archambault (sécurité minimale) 244, montée Gagnon Sainte-Anne-de-Plaines (Québec) J0N 1H0	Bureau district Est-Ouest 100, boul. Ducharme, Suite 240 Ste-Thérèse, Québec J7E 4R6
Administration régionale du Québec 4, Place Laval Bureau 400 Laval (Québec) H7N 5Y3	Centre correctionnel communautaire Laferrière 202 rue St-Georges, St-Jérôme (Québec), J7Z 4Z9
CAPC, Québec 5500, boulevard Lévesque Est Laval (Québec) H7C 1N7	Centre correctionnel communautaire Marcel-Caron 825 rue Kirouac, Québec (Québec), G1N 2J7
Établissement de Cowansville 400, avenue Fordyce Cowansville (Québec) J2K 3N7	Bureau de libération conditionnelle Québec 1125 boul. Lebourgneuf, suite 100, Québec (Québec), G2K 0J2
Établissement de Donnacona 1537, route 138 Donnacona (Québec) G3M 1C9	Bureau de libération conditionnelle Lanaudière 3 Papineau, suite 107, Joliette, Québec J6E 2K3
Établissement Drummond 2025, boulevard Jean-de-Brébeuf Drummondville (Québec) J2B 7Z6	Bureau de libération conditionnelle Rimouski 180 avenue de la Cathédrale, suite 230, Rimouski (Québec), G5L 5H9
Centre fédéral de formation (niveaux de sécurité multiples)	Bureau de libération conditionnelle Chicoutimi 255 rue Racine est, suite 400, Chicoutimi (Québec), G7H 7L2



6099, boulevard Lévesque Est Laval (Québec) H7C 1P1	
Établissement Joliette (niveaux de sécurité multiples) 400, rue Marsolais Joliette (Québec) J6E 8V4	Bureau de libération conditionnelle Trois-Rivières 25 rue des Forges, suite 150, Trois-Rivières (Québec), G9A 6A7
Établissement de Port-Cartier (sécurité maximale) 1, chemin de l'Aéroport Port-Cartier (Québec) G5B 2W2	Bureau de libération conditionnelle Laval 3131 boul. de la Concorde est, suite 512, Laval (Québec), H7E 4W4
Bureau de libération conditionnelle Outaouais 15 rue Gamelin, suite 102, Gatineau, Québec J8Y 6N5	Bureau de libération conditionnelle Rouyn 151 avenue du Lac, suite 200, Rouyn (Québec), J9X 4N6
Établissement de La Macaza (sécurité moyenne) 321, chemin de l'Aéroport La Macaza (Québec) J0T 1R0	Bureau de libération conditionnelle Maisonneuve 2030 boul. Pie-IX, pièce 420, Montréal, Québec, H1V 2C8
Bureau du district Montréal Métropolitain 305, boul. René-Lévesque Ouest, # 102 Montréal (Québec) H2Z 1X1	Bureau de libération conditionnelle Longueuil 550 chemin Chambly, suite 280, Longueuil Québec, J4H 3L8
Bureau de libération conditionnelle de l'Estrie 1650 rue King Ouest - Pièce 201, Sherbrooke Québec, J1J 2C3	Bureau de libération conditionnelle Laurentides 955 boul. Michèle-Bohec, porte C, Blainville Québec, J7C 5J6
Bureau de libération conditionnelle de Granby 180 rue Principale, 2e étage, Granby (Québec), J2G 2V6	Centre correctionnel communautaire Martineau 10345 boul. St-Laurent, Montréal (Québec), H3L 2P1
Centre Correctionnel communautaire Hochelaga 6905 rue Hochelaga, Montréal (Québec), H1N 1Y9	Centre correctionnel communautaire Sherbrooke 2190 rue Sherbrooke Est, Montréal, Québec, H2K 1C7
Centre correctionnel communautaire Ogilvy 435 rue Ogilvy, Montréal (Québec), H3N 1M3	
Prairie Region	
Administration régionale 3427, rue Faithfull Saskatoon SK S7K 8H6	Centre Pê Sâkâstêw Autoroute 2A, CP 1500 Mâskwâcîs AB T0C 1N0
Établissement d'Edmonton (Max.) 21611, rue Meridian Edmonton, Alberta T5Y 6E7	Centre psychiatrique régional (Multi) 2520 avenue Central Nord CP 9243 Saskatoon SK S7K 3X5
Établissement d'Edmonton pour femmes (Multi) 11151 178e rue Edmonton AB T5S 2H9	Centre de ressourcement Willow Cree C. P. 520 Duck Lake (Saskatchewan) S0K 1J0
Pénitencier de la Saskatchewan (Max./Méd./Min.) 15 ^e rue Ouest, CP 160 (Max./Méd.) Prince Albert, Saskatchewan S6V 5R6	Le Centre de guérison Stan Daniels Services de consultation des Autochtones de l'Alberta 9516 – avenue 101 Edmonton, Alberta T5H 0B3
Établissement de Stony Mountain Autoroute 7, CP 4500 (Méd.) Autoroute 7, CP 72 (Min.) Winnipeg, Manitoba R3C 3W8	La maison de ressourcement pour femmes Buffalo Sage Les services de consultation des Autochtones de l'Alberta 9330 – avenue 103A Edmonton, Alberta T5H 4T7
Établissement de Bowden (Méd./Min.) Autoroute 2 CP 6000 Innisfail, Alberta T4G 1V1	Le Pavillon de ressourcement de la Première Nation O-chi-chak-ko-sipi Ochichakkosipi First Nation Case 81 Crane River, Manitoba R0L 0M0
Établissement de Drumheller (Méd./Min.) Autoroute 9 CP 3000 Drumheller, Alberta T0J 0Y0	Le centre de guérison Prince Albert Grand Council Spiritual Healing Lodge Wahpeton Reserve B, Case 2350 2300 avenue 10e Ouest – chalet 12 Prince Albert, SK S6V 7G3
Établissement de Grande Cache (Méd./Min.) Avenue Hoppe Sac 4000 Grande Cache, Alberta T0E 0Y0	District de l'Alberta/T.N.-O. 10025 106, rue Edmonton, AB T5J 1S6
Établissement Grierson (Min.) 9530 – avenue 101 (sous-sol)	Bureau de lib. cond. et sectoriel de Calgary 101 - 225 chemin Manning Nord-Est Calgary, AB T2E 2P5



Edmonton, Alberta T5H 0B3	
Pavillon de ressourcement Okimaw Ohci (Méd./Min.) CP 1929 Maple Creek SK S0N 1N0	Bureau de lib. cond. de Drumheller CP 3000, Autoroute 9 Drumheller AB T0J 0Y0
Bureau sectoriel d'Edmonton / Bureau sectoriel du Nord de L'Alberta/T.N.-O. 9530, 101 ^e avenue 2 ^e étage Edmonton AB T5H 0B3	Bureau de lib. cond. de Grande Prairie Unité 102, 9906 - 106 rue Grande Prairie, AB T8V 6L6
Bureau de lib. cond. de Lethbridge 704, 4 ^e avenue S Pièce 401 Lethbridge AB T1J 0N8	Bureau de lib. cond. de Medicine Hat 770, 6 ^e rue Sud-Ouest Pièce 203 Medicine Hat AB T1A 4J6
Bureau de lib. cond. des T.N.-O. 5101, 50 ^e avenue Rez-de-chaussée CP 2430 Yellowknife T.N.-O. X1A 2P8	Bureau de lib. cond. de Red Deer 4805, 48 ^e avenue Red Deer AB T4N 3T2
CCC Osborne 1048, rue Main Winnipeg MB R2W 3R3	CCC Oskana 1650, rue Halifax Regina SK S4P 1S8
Bureau de district du Manitoba, Saskatchewan, nord-ouest de l'Ontario 269, rue Main, Pièce 709 Winnipeg, MB R3C 1B2	Bureau sectoriel du sud de la Saskatchewan 200-1975, rue Scarth Regina SK S4P 2H1
Bureau de lib. cond. Prince Albert 1288, avenue Central Pièce 200 Prince Albert, SK S6V 4V8	Bureau de lib. cond. de Regina 200-1975, rue Scarth Regina SK S4P 2H1
Bureau de lib. cond. de Saskatoon 230, 22 ^e rue Est Pièce 603 Saskatoon, SK S7K 0E9	Bureau de lib. cond. de Thompson 4 - 40, Moak crescent Thompson, MB R8N 2B7
Bureau de lib. cond. de Thunder Bay 103-130 rue Syndicate sud Thunder Bay, ON P7E 1C6	Bureau sectoriel urbain de Winnipeg 123 rue Main, Pièce 102 Winnipeg, MB R3C 1A3
Bureau de lib. cond. de Winnipeg 123, rue Main, Pièce 102 Winnipeg, MB R3C 1A3	Bureau de lib. cond. de La Ronge Place Mistasinihk, 1320 avenue La Ronge CP 5000 La Ronge, SK S0J 1L0
Bureau sectoriel rural de Winnipeg Bureau sectoriel rural de Brandon 200 - 153, rue 11, Brandon MB, R7A 7K6	Centre d'apprentissage et de perfectionnement correctionnel de la Région des Prairies 2309 place Hanselman CP 9223 Saskatoon, SK S7LK 3X5
Atelier industriel en milieu communautaire d'Edmonton – Construction et services d'installations 3940, avenue 53 ^e Edmonton, Alberta T6B 3N7	Atelier industriel en milieu communautaire de Saskatoon – construction et services de fabrication 2410, 11 ^e rue ouest Saskatoon, Saskatchewan S7M 1J6
Pacific Region	
Administration Centrale	Établissement du Pacifique/ Centre régional de traitement (Multi)



CP 4500 100-33991, avenue Gladys Abbotsford (Colombie-Britannique) V2S 2E8	33344, chemin King CP 3000 Abbotsford (Colombie-Britannique) V2S 4P4
Établissement de Kent (Max.) 4732, chemin Cemetery CP 1500 Agassiz (Colombie-Britannique) V0M 1A0	Établissement de Matsqui (Méd.) 33344, chemin King CP 2500 Abbotsford (Colombie-Britannique) V2S 4P3
Établissement Mountain (Méd.) 4732, chemin Cemetery CP 1600 Agassiz (Colombie-Britannique) V0M 1A0	Établissement de Mission (Méd.) 8751, chemin Stave Lake CP 60 Mission (Colombie-Britannique) V2V 4L8
Établissement de Mission (Min.) 33737, chemin Dewdney Trunk CP 50 Mission (Colombie-Britannique) V2V 4L8	Village de guérison Kwikwèxwelhp (Min.) CP Box 110 16255 Morris Valley Road Harrison Mills (Colombie-Britannique) V0M 1L0
Établissement William Head (Min.) 6000, rue William Head Victoria (Colombie-Britannique) V9C 0B5	Établissement de la vallée Fraser (Multi) 33344, rue King Abbotsford (Colombie-Britannique) V2S 6J5
Centre de gestion du matériel 33344, chemin King CP 3333 Abbotsford (Colombie-Britannique) V2S 5X7	Centre d'apprentissage et de perfectionnement correctionnel de la région du Pacifique 103 - 30585 B Progressive Way Abbotsford (Colombie-Britannique) V2T 6W3
Bureau de district du Pacifique 33344 King Road CP 3333 Abbotsford, C. -B. V2S 5X7	Unité de détention provisoire 33344 King Road CP 3000 Abbotsford, C. -B. BC V2S 4P4
Bureau de lib. cond. d'Abbotsford 32544, George Ferguson Way Pièce 100 Abbotsford C.-B. V2T 4Y1	Bureau de lib. cond. de Victoria 1230, rue Government Pièce 101 Victoria C.-B. V8W 3M4
Bureau de lib. cond. de Maple Ridge 105 - 20110, route Lougheed Maple Ridge, C. -B. V2X 2P7	Bureau de lib. cond. de Chilliwack 8990, rue Young Chilliwack, C.-B. V2P 4R8
CCC Chilliwack 45914, avenue Rowat Chilliwack C.-B. V2P 1J3	Bureau de lib. cond. de Kamloops 175, 2 ^e avenue Pièce 200 Kamloops C.-B. V2C 5W1
Bureau de lib. cond. de Kelowna 1863, rue Bredin Kelowna C.-B. V1Y 7S9	Bureau de lib. cond. de Prince George 280, rue Victoria Pièce 201 Prince George C.-B. V2L 4X3
Bureau de lib. cond. de Vancouver 877, boul. Expo Pièce 401 Vancouver C.-B. V6B 1K9	Belkin Enhanced CRC 453 - 555 rue Homer Vancouver C.-B. V6B 1K8
Bureau secondaire de Territoire du Yukon CP 3000 (J-5) Whitehorse, Yukon Y1A 2C6	Bureau de lib. cond. de New Westminster 600, rue Columbia New Westminster C.-B. V3M 1A5
Bureau de lib. cond. de Surrey 100-7404 boul. King George Surrey, C.-B. V3W 1N6	Bureau de lib. cond. de Nanaimo 256, rue Wallace Pièce 200 Nanaimo C.-B. V9R 5B3
Bureau secondaire de Courtenay 203-420, chemin Cumberland Courtenay C.-B. V9N 2C4	