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Canada (SCC)

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Attention : Nadine Pike
21120-19-3060341

**SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION**

Proposal to: Correctional Service Canada

The referenced document is hereby revised; unless
otherwise indicated, all other terms and conditions of the
Solicitation remain the same.

Proposition à: Service Correctionnel du Canada

Ce document est par la présente révisé; sauf indication
contraire, les modalités de l'invitation demeurent les
mêmes.

Comments — Commentaires :

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT
– CE DOCUMENT COMPORTE DES EXIGENCES
RELATIVES À LA SÉCURITÉ.

Issuing Office – Bureau de distribution

Correctional Service Canada (CSC)
340 Laurier Ave West
Ottawa, ON K1A 0P9

Title — Sujet: Counseling Services for Correctional Service Canada	
Solicitation No. — No. de l'invitation 21120-19-3060341	
Solicitation Amendment No. — No. de modification de l'invitation 002	Date: April 23/2021
GETS Reference No. — No. de Référence de SEAG 21120-19-3060341	
Solicitation Closes — L'invitation prend fin at / à : 14:00 EDT on / le : June 11/2021	
F.O.B. — F.A.B. Plant – Usine: ___ Destination: ___ Other-Autre: ___ DESTINATION	
Address Enquiries to — Soumettre toutes questions à: Nadine.Pike@csc-scc.gc.ca	
Telephone No. – No de téléphone: (506) 378-1049	Fax No. – No de télécopieur: N/A
Destination of Goods, Services and Construction: Destination des biens, services et construction: AS PER ANNEX G – LOCATIONS OF CSC WORK SITES	
Instructions: See Herein Instructions : Voir aux présentes	



Solicitation Amendment 002 is issued to

1. **Extend the closing date of the Solicitation**
2. **Respond to questions 1 through 26** received the during the solicitation period;
3. **Amend the Attachment 1 to Part 3 - Pricing Schedule;**
4. **Amend the Annex A - Statement of Work;**
5. **Amend the Annex B - Basis of Payment;**
6. **Amend the Annex D - Evaluation Criteria; and**
7. **Amend the Annex G - Location of CSC Work Site**

1. Extend the closing date of the Solicitation

The Solicitation Closing date identified on page one (1) of the RFP has been extended:

Delete: Solicitation Closing date, May 20, 2021 at 14:00 EDT and;

Insert: The following, new Solicitation Closing date, June 11, 2021 at 14:00 EDT.

2. Questions and Answers 1 through 26 received the during the solicitation period:

Question 1: 4.1 Period of the Contract. The period of the Contract is from date of Contact Award Date to two years later.

- a. Can you clarify the anticipated start date of the contract? Will there be any option years?

Answer 1: The anticipated start is in the August 2021. There are no option periods as per Part 6, Article 4: Term of Contract "The period of the Contract is from date of Contact Award Date to two years later."

Question 2: In 1.9.1 – Resource qualifications for Area 1, item c)

- a) Is there flexibility with regard to the required years of experience for Intake and Assessment Services personnel as to align CSC requirements with what is required by other departments and agencies for this role?

Answer 2: The experience requirement is not flexible under this Request for Proposal.

Question 3 Can you please clarify the definition and expectations of specialized consultation and advisory services?

- In Attachment **1 to Part 3 – Pricing Schedule**, Specialized consultation and Advisory services are defined as legal, financial and career services; and face-to-face and telephone advisory services.
- Further defined in **2.4. Definitions** as: 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.
- In 1.9.4 Resource Qualifications for Area 3 you specific individuals must have a Masters degree in a variety of clinical categories, and five years' experience.



- In the case of specialized consultation, defined as legal, financial, career, the individuals delivering these services may have very different qualifications to our clinicians. For example delivering legal and financial consultations would not require these qualifications.

Question 3 a) Can CSC clarify the requirement for this category?

Answer 3 a) The clinicians will be providing emotional support related to clients with concerns of 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 related and other decision nature as described in Definitions and Area 3 - Specialized Consultation and Advisory Services in the Statement of Work.

See Amendment to Attachment 1 to Part 3 – Pricing Schedule and Annex B – Basis of Payment accordingly.

Question 3 b) In 5.3 Area 3, CSC states the contractor must offer referral services to support clients 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.

This definition mirrors that of Area 1 – Intake, Assessment and Short-term Counselling Services.

Can CSC clarify the differences between Areas 1 and 3 and the expectation of delivery related to Area 3?

Answer 3 b): The descriptions in the Statement of Word (SOW) for Area 1 and Area 3 are different. The details in response to question 3 b) can be found in section “5.1 Area 1 - Intake, Assessment and Short-Term Counselling Services” and in section “5.3 Area 3 – Specialized Consultation and Advisory Services” of the SOW.

Question 3 c) c In 3.0 Point Rated Requirements, item A3-R3, CSC requests statistics related to categories that we do not understand to be associated with the earlier definition of Specialized Consultation and Advisory Services. Can CSC please clarify the requirement here?

Answer 3 c): The bidder should identify whether 5% of the total services provided have occurred in any of the categories listed.

Question 4: In 5.1.2, Short-term counselling services, item a) iv) you require second sessions to be delivered face-to-face unless exceptional circumstances exist.

- Our philosophy is to serve the client’s needs first and foremost because denying choice limits access and creates barriers to support. If allowing virtual first and in person for the second, this would also involve multiple clinicians and not ensure a continuity of care. In addition to being a core operating philosophy, it is industry best practice to allow individuals to make their own choices related to clinical delivery. Can CSC confirm that second and further sessions, rather second sessions as face-to-face being mandatory, can be completed in the way that meets the employee’s preference?



Answer 4: Where exceptional circumstances exist, sessions other than the first can be performed in the format that the employee prefers. The same clinician can provide service in various formats therefore continuity of care can be provided.

Question 5: In 5.2.1, item c), CSC states that the proponent shall provide facilities for Crisis Intervention and CISM services within 100kms of all but two specified locations (which are 200kms).

- a. Can CSC clarify the type of facility you are seeking? Do you expect these facilities to be a permanent solution or selected on a case-by-case basis? Will CSC collaborate to find suitable locations as these services are traditionally delivered at employer sites?

Answer 5: The facilities can be on a case-by-case basis and CSC is willing to collaborate to find suitable locations. Example: acceptable facilities include: hotel boardrooms, church meeting rooms, recreational facility meeting rooms. Many CISM services such as debriefings and thematic help sessions take place in neutral locations that are not at a CSC worksite.

CISM services to groups that occur at facilities other than CSC worksites will be on an exceptional basis. For example, if we do not have enough internal resources available.

See Amendment to the Statement of Work.

Question 6: In 5.2.1 item k), CSC states a requirement for thematic help sessions.

- a) We understand this solution by definition to be a critical incident or trauma debriefing. Can CSC expand on your expectations and requirements for these sessions?

Answer 6: A thematic help sessions is a debriefing that is not usually related to one specific incident but rather a number of incidents or situations over a period of time.

The contractor is expected to provide Thematic Help Sessions when requested by the National or Regional Manager EAP and CISM or the CISM site coordinator. The Thematic Help Session is to be provided at an offsite facility at the provider's cost.

CISM services to groups that occur at facilities other than CSC worksites will be on an exceptional basis. For example, if we do not have enough internal resources available.

See Amendment to the Statement of Work

Question 7: In 3.0 Point Rated requirements, items A1-R3, A2-R3, A3-R3, you ask for details related to a minimum of 5% of the total hours of service we have provided to our client.

- a) The vast majority of our contracts are completed on a case model rather than hourly model. Would it be acceptable for CSC for us to present the details based on 5% of cases rather than hours?

Answer 7: If it is not possible to determine the number of hours, then it is acceptable to present the statistics based on the percentage of the cases.

See Amendment to the Evaluation Criteria.



Question 8: Further, in these same categories, A1-R1, A1-R2, A1-R3

- a. We have concerns about protecting client confidentiality while providing the details requested. Can CSC clarify what you require from us as regards the demonstration of these statistics?

Answer 8: Confidentiality is of the utmost consideration for CSC. The details required should be demonstrated by a representative from the client organization(s) who has/had oversight for the applicable contract, not individual clients that were directly provided intake, assessment or short-term counselling.

Question 9: Attachment 1 to Part 3 - Pricing Schedule: The bottom of the pricing grid indicates TOTAL Evaluated Bid Cost for CONTRACT PERIOD however the column C is a total of Usage per Year for Evaluation.

Question 9 a) Please confirm if this total should reflect only one year or the full two year contract period?

Answer 9 a) The total should reflect only one year.

See Amendment to Attachment 1 to Part 3 - Pricing Schedule.

Question 9 b) Please confirm the Intake, Assessment on the pricing is not hourly but rather per intake/assessment?

Answer 9 b): The rate indicated for Intake assessment is per each intake assessment as the unit value identified in column B of the Attachment 1 to Part 3 – Pricing Schedule.

See Amendment to amend to the Attachment 1 to Part 3 – Pricing Schedule and Annex B - Basis of Payment.

Question 10:

Answer 10: To be answered in a later solicitation amendment.

Question 11: 5.2.1 c) 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.

- a. This is the same language as stated in the standard counselling section, how does CSC expect this to apply to Crisis Intervention and Counselling and Critical Incident Stress Management (CISM) services?

Answer 11: The contact immediately following the critical incident could be provided by video conference and/or phone counselling to individuals with subsequent interventions related to the same critical incident being provided face-to-face.

Question 12: 5.3 Area 3 - Specialized Consultation and Advisory Services



- a) Reference is made to services beyond Legal, Financial and Career, can CSC please clarify expectations for this requirement?

Answer 12: The counsellors are required to provide emotional support for 5.3 of the Statement of Work Area 3 - Specialized Consultation and Advisory Services 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. Counsellors are required to identify and refer employees and their family members to community based resources for specific legal, financial and career issue support.

See Amendment to Attachment 1 to Part 3 - Pricing Schedule and Annex B - Basis of Payment, accordingly.

Question 13: 5.5 Program Monitoring and Quality Control Services - in a format determined by CSC

- a) Can CSC please provide a sample format if requesting customization outside of the scope of standard client reporting requirements?

Answer 13: Standard client reporting is anticipated, If additional information beyond the standard client reporting is determined to be necessary, CSC will provide a sample format to the contractor.

See Amendment to the Statement of Work.

Question 14: 10. Promotional Items and Information

- a) Can CSC please confirm an estimated number of on-site or virtual EAP information sessions to employees that will be requested from the Project Authority?

Answer 14: There will be an estimated 25-50 virtual (estimated 1 hour) information sessions per year to various regions.

See Amendment to the Statement of Work.

Question 15: A1 -M2: 5i. The total number of hours of face-to- face counselling

- a. Can this be provided as total cases and not hours similar to the request in question 7 above?

Answer 15: If it is not possible to determine the number of hours, then it is acceptable to present the statistics based on the percentage of the cases.

See Amendment to the Evaluation Criteria.

Question 16: A1 -M2: 6 the location(s) where the Bidder provided the services which was external to the client organization's location.

- a) How does CSC expect this information to be shared as this would encompass potentially hundreds of counselling office locations that would also be considered to be confidential to the employees of the client being asked to be a reference for?



Answer 16: The confirmation location would be confirmed by a representative from the client organization(s) who has/had oversight for the applicable contract, not individual clients that were directly provided intake, assessment or short-term counselling.

See Amendment to the Evaluation Criteria.

Question 17: A1-M2; is there a minimum sized organization to demonstrate this requirement?

Answer 17: No, as long as a response demonstrates that 10% total number of employees were provided the services mentioned in that Criteria A1-M2.

Question 18: A1-R3; Can CSC please confirm if the 5% is specific to each category?

Answer 18: Yes, the 5% applies to each category/topic.

Question 19: A2-R3; Can CSC please confirm the difference between a) Trauma and b) CISM?

Answer 19 a) Trauma is any event outside the usual realm of human experience that is markedly distressing (e.g. evokes reactions of intense fear, helplessness, horror, etc.). Such traumatic stressors usually involve the perceived threat to one's own body or to the safety of someone in close proximity. (Mitchell)

See Amendment to the Statement of Work (2.4 Definitions).

Answer 19 b) CISM; is a short-term process. It is an acute intervention designed to stabilize and mitigate the crisis response. (Everly & Mitchell, 2008).

Question 20: A3-R3 a) Can CSC please clarify the request for this section as the only Specialized Consultations requested are legal, financial and career?

Answer 20 a): CSC has clarified Specialized Consultations and Advisory Services required of the SOW in responses to Questions 3 and 12, which clarifies the requirements of point rated criteria A3-R3.

See Amendment Attachment 1 to Part 3 - Pricing Schedule and Annex B - Basis of Payment.

Question 20 b) Is CSC expecting proponents to demonstrate experience of themes by Advisory Services?

Answer 20 b): Yes, there is an expectation to demonstrate experience of Advisory Services in each topic area mentioned in A3-R3 (Trauma, Issues specific to children, Family-related issues – Couple, Work-related issues, Mental health/emotional, health issues, Legal, Physical Health, Financial and Addictions).

Question 21: Mandatory and Point Rated Criteria

- a) Are proponents required to demonstrate experience with a single client or multiple clients? Is there a minimum number of client organizations required to meet the requirement or can proof of experience be with the same client organization for all?

Answer 21: Experience with single or multiple client organizations will be accepted unless specifically identified in the Criteria.



Question 22: Pricing Schedule

- a. Are proponents able to provide a Value Added summary of services available as options that are not part of the core table presented in the pricing schedule?

Answer 22: No

Question 23: ANNEX E Insurance Requirement - Commercial General Liability Insurance

- a. There are no service elements outlined in the RFP that would require or be covered by medical malpractice insurance. The services being requested would be covered by professional liability (or errors & omissions) insurance which has been established as being sufficient by numerous federal departments, agencies, crown corporations and many other private and public sector organizations receiving EAP service. Would this insurance be sufficient for the purposes of this contract?

Answer 23: CSC considers EAP services to be Health Care Professional services and therefore will keep the medical malpractice insurance requirement

Question 24: 5.3.1 Specialized Consultation and Advisory Services - Forms of Delivery 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.

- a. We offer Advisory Services over the phone. People leaders seeking guidance are connected with Masters' level clinicians for support and advice. Having this guidance available telephonically 24/7/265 reduces barriers to accessing this support. Does CSC have flexibility around requiring in person Advisory Services? Will you accept an RFP response from a proponent who does not provide in-person Advisory Services?

Answer 24: In-person support must also be made available

Question 25: RE 2. Submission of Bids. This section states that submissions are to be emailed the bid submissions address on the cover page. Can CSC clarify if there are any file size limitations for the email transfer?

Answer 25: The capacity of the email inbox is 10-20 mega bites, if documentation exceeds this amount in one (1) email, more than one email can be sent. The bidder will receive a notification if an email does not go through due to exceeding file attachment limits.

Question 26: RE: 2.0 Mandatory Requirements and 3.0 Point Rated Requirements. Would we be deemed non-compliant if we were to adjust the tables to better accommodate space for our reply? For example, would it be acceptable if we move Bidder Response to a row below for more space for our answer?

Answer 26: The bidder can make changes to accommodate their response; however, the onus is on the bidder to clearly input the necessary information in the response which can be easily interpreted by CSC

3. Amend the Attachment 1 to Part 3 – Pricing Schedule



Delete: Attachment 1 to Part 3 – Pricing Schedule in its entirety; and

Insert: The following new Attachment 1 to Part 3 – Pricing Schedule

4. Amend the Annex A – Statement of Work

4.1 Insert; Annex A – Statement of Work 2.4 Definition

Trauma - is any event outside the usual realm of human experience that is markedly distressing (e.g. evokes reactions of intense fear, helplessness, horror, etc.). Such traumatic stressors usually involve the perceived threat to one's own body or to the safety of someone in close proximity. (Mitchell)

4.2 Delete: At Annex A – Statement of Work, 5.2.1 Crisis Intervention Assessment and Counselling and Critical Incident Stress Management (CISM) Services - Forms of Delivery, section c); and

Insert: at Annex A – Statement of Work, 5.2.1 Crisis Intervention Assessment and Counselling and Critical Incident Stress Management (CISM) Services - Forms of Delivery new section c);

c) Provide facilities on a case-by-case basis 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.

Example of facilities include however are not limited to; hotel boardrooms, church meeting rooms, recreational facility meeting rooms. CSC is willing to collaborate to find suitable locations

4.4 at Delete: at Annex A – Statement of Work 5.2.1 Crisis Intervention Assessment and Counselling and Critical Incident Stress Management (CISM) Services - Forms of Delivery k) ; and

Insert: at Annex A – Statement of Work The following, Statement of Work 5.2.1 Crisis Intervention Assessment and Counselling and Critical Incident Stress Management (CISM) Services - Forms of Delivery, new item k)

k) The Contractor must provide Thematic Help Sessions when requested by the National or Regional Manager EAP and CISM or the CISM site coordinator. A thematic help session is a debriefing that is not usually related to one specific incident but rather a number of incidents or situations over a period of time. Thematic Help Sessions are held with a small working group following event such as a court investigation or multiple incidents of a similar nature 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. The Thematic Help Session is to be provided at an offsite facility at the provider's cost.

4.5 at Delete: at Annex A – Statement of Work 5.3.1 Specialized Consultation and Advisory Services - Forms of Delivery b) ; and

Insert: at Annex A – Statement of Work The following, Statement of Work 5.3.1 Specialized Consultation and Advisory Services - Forms of Delivery, new item b)

b) Service must be provided by telephone or online, upon request of the CSC client.

4.6 Delete: at Annex A – Statement of Work 5.5 Program Monitoring and Quality Control Services item b); and



Insert: at Annex A – Statement of Work The following, Annex A – Statement of Work 5.5 Program Monitoring and Quality Control Services, new item b);

b) Provide bi-annual EAP statistics, in a *standard client reporting 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.

* If additional reporting goes beyond the standard client reporting, CSC will provide a sample format to the contractor.

4.7 Delete: at Annex A – Statement of Work, 10. Promotional Items and Information, item b) ; and

Insert: at Annex A – Statement of Work 10. Promotional Items and Information, new item b)

b) On-site or virtual EAP information sessions to employees upon request from the Project Authority or authorized representative. An estimated 25-50 virtual (estimated 1 hour each) information sessions per year to various regions.

5. Amend the Annex B – Basis of Payment

Delete: at Annex B - Basis of Payment in its entirety; and

Insert: revised Annex B - Basis of Payment (see below)

6. Amend the Annex D - Evaluation Criteria

Delete: at Annex D - **Evaluation Criteria** in its entirety; and

Insert: at revised Annex D - **Evaluation Criteria** (see below)

6.1 Delete: at Annex D - Evaluation Criteria 2.0 MANDATORY REQUIREMENTS, A1 – M2; and

Insert: at Annex D - Evaluation Criteria 2.0 MANDATORY REQUIREMENTS: revised criteria A1 – M2

A1 -M2: The Bidder must have provided all of the following:

- 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,
- 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.

* 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.

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

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 and that the counselling sessions were delivered in a facility arranged by the bidder, which was external to the client organization's location.
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;
 - i. the total number of hours of services or the total cases of services 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 that support the minimum 10% utilization rate.

6.2 Delete: at Annex D - Evaluation Criteria, 3.0 POINT RATED REQUIREMENTS, A1-R3; and

Insert: at Annex D - Evaluation Criteria The following, 3.0 POINT RATED REQUIREMENTS, revised criteria A1-R3:

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 or 5% of total cases of services were provided in any of the following topic areas:

- 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

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:

- 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 or 5% of total cases 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

6.3 Only applicable to French Amendment 002

6.4 Delete: at Annex D - Evaluation Criteria 3.0 POINT RATED REQUIREMENTS, A2-R3; and

Insert: at Annex D - Evaluation Criteria, 3.0 POINT RATED REQUIREMENTS, revised criteria A2-R3:

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 or 5% of total cases of services were provided in any of the following topic areas;



- a) Trauma
- b) CISM – Immediate intervention, defusing, debriefings, thematic help sessions

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:

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 or 5% of total cases 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

6.5 at Annex D - Evaluation Criteria 3.0 POINT RATED REQUIREMENTS, A3-R1;

In the right hand column; Delete "Points will be awarded based on years of demonstrated experience which conforms to **A2-R1**:"

at Annex D - Evaluation Criteria, 3.0 POINT RATED REQUIREMENTS, revised criteria A3-R1:

In the right hand column: insert "Points will be awarded based on years of demonstrated experience which conforms to **A3-R1**:"

6.6 Only applicable to French Amendment 002

6.7 Delete: at Annex D - Evaluation Criteria 3.0 POINT RATED REQUIREMENTS, A3-R3; and

Insert: at Annex D - Evaluation Criteria, 3.0 POINT RATED REQUIREMENTS, revised criteria A3-R3:

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 or 5% of total cases of services were provided in any of the following topic areas

- a) Trauma
- b) Issues specific to children
- c) Family-related issues – Couple
- d) Work-related issues
- e) Mental health/emotional health issues
- f) Legal
- g) Physical Health
- h) Financial
- i) Addictions

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:

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 or 5% of total cases 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



6.8 For clarity, a revised Annex D - Evaluation Criteria is attached complete with all revisions (see below).

7. Amend the Annex G – Location of CSC Work Site

Delete: at Annex G - Locations of CSC Work Sites in its entirety; and

Insert: the following new Annex G - Locations of CSC Work Sites

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.



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	8800	\$ _____ per hour	\$	N/A
Online	75	\$ _____ per hour	\$	N/A
Telephone	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				
Face to face	30	\$ _____ per hour	\$	N/A
Telephone/ Online	50	\$ _____ per hour	\$	N/A
Specialized consultation				
Face to face	10	\$ _____ per hour	\$	N/A
Online	5	\$ _____ per hour	\$	N/A
Telephone	5	\$ _____ per hour	\$	NA
				N/
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	10	\$ ____ per hour	\$	N/A
Online	15	\$ ____ per hour	\$	N/A
Telephone	10	\$ ____ 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 per year (Excluding GST/HST as applicable) using totals in Column C:				N/A



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 Rate	Cancellation Fee /
Intake, Assessment	\$ _____/each	N/A

Category	Firm Hourly Rate	Cancellation Fee /
Short-Term Counselling Services: <div style="text-align: right; padding-right: 20px;">Face-to-face;</div> <div style="text-align: right; padding-right: 20px;">Online;</div> <div style="text-align: right; padding-right: 20px;">Telephone;</div> no-show or cancellation fee (less than 24 hour notice)	\$ _____	N/A
	\$ _____	N/A
	\$ _____	N/A
	N/A	\$ _____
Crisis Intervention, Assessment and Counselling and Critical Incident Stress Management (CISM) Services <div style="text-align: right; padding-right: 20px;">Face to face;</div> <div style="text-align: right; padding-right: 20px;">Telephone /Online:</div>	\$ _____	N/A
	\$ _____	N/A
Specialized Consultation <div style="text-align: right; padding-right: 20px;">Face to Face;</div> <div style="text-align: right; padding-right: 20px;">Online;</div> <div style="text-align: right; padding-right: 20px;">Telephone;</div> No-show or cancellation fee (less than 24 hour notice)	\$ _____	N/A
	\$ _____	N/A
	\$ _____	N/A
	N/A	\$ _____
Advisory Services		



Face to Face;	\$ _____	N/A
Online;	\$ _____	N/A
Telephone;	\$ _____	N/A
No-show or cancellation fee (less than 24 hour notice)	N/A	\$ _____
Promotional Items and Information are included – no extra cost	\$0	\$0



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> <ul style="list-style-type: none"> a) Employee Assistance Program (EAP) Service; and, b) Intake, Assessment and Short-Term Counselling Services <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> <ul style="list-style-type: none"> 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, 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>* As an example provided counselling services to a minimum of 500 employees</p>		



<p>per year in an organization with 5,000 employees = minimum 10% of the total number of employees. 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 and that the counselling sessions were delivered in a facility arranged by the bidder, which was external to the client organization's location. 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 services or the total cases of services 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 that support the minimum 10% utilization rate. 		
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Area 2 - Crisis Intervention Assessment and Counselling and Critical Incident Stress Management		
<p>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:</p> <p>a) Onsite Critical Incident Stress Management interventions (CISM) Services; and,</p> <p>b) Crisis intervention assessment and counselling and Critical Incident Stress Management (CISM) services with 24</p>		



<p>hours per day, 365 days per year access through a telephone number; and,</p> <p>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.</p> <p>Bidders must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"> 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		
<p>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:</p> <p>a) Management, union representatives, and all employees in external organization(s) with a minimum of 5,000 employees; and,</p> <p>b) Client organization(s) have employees 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. 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. 		



<p>3. Start and end dates of the work experience.</p> <p>4. The number of employees.</p> <p>5. A description of the nature and scope of the services provided.</p>		
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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"> Contract or agreement number and date. Name of the client organization(s) and contact information that can provide a reference of proposed experience. Information to confirm that the client organization(s) includes first responders. Start and end dates of the work experience. 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"> Contract or agreement number and date Name of the client organization(s) and contact information that can provide a reference of proposed experience. Address of the client organization(s) locations in provinces or territories across Canada 			<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>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).</p>			<p>15,000 + employees = 6 points 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 or 5% of total cases 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> <ul 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 or 5% of total cases 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 = 30 points out of 49 points total for Area 1:</p>			<p>/49</p>



Area 2 - Crisis Intervention Assessment and Counselling and Critical Incident Stress Management			
<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> <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>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"> 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). 			<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 or 5% of total cases</p>			<p>Points will be awarded based on the topic areas addressed conforming to the requirements of A2-R3:</p>



<p>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 or 5% of total cases 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>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 A3-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</p>			<p>Less than 5000 employees = 0 point</p>



<p>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). 		<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 or 5% of total cases of services were provided in any of the following topic areas</p> <ol style="list-style-type: none"> a) Trauma b) Issues specific to children c) Family-related issues – Couple d) Work-related issues e) Mental health/emotional health issues 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 or 5% of total cases 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 5 points
			Total points: /34
Minimum passing score: <u>28 points</u> out of 46 points total for Area 3:			/46



Annex - G
Locations of CSC Work Sites

Atlantic Region	
Regional Headquarters 1045 Main Street, 2nd Floor Moncton, New Brunswick E1C 1H1	Saint John Parole Office 23 Carleton Street Saint John, NB E2L 2Z2
Atlantic Institution 13175 Route 8, PO Box 102 Renous, New Brunswick E9E 2E1	Parrtown CCC 23 Carleton Street Saint John, NB E2L 2Z2
Dorchester Penitentiary 4902 Main Street Dorchester, New Brunswick E4K 2Y9	Jamieson Community Correctional Centre / Nova Scotia Area Office 19 Morris Drive Dartmouth, NS B3B 0M3
Springhill Institution 330 McGee Street Springhill, Nova Scotia B0M 1X0	Halifax Parole Office 2131 Gottingen Street Suite 200 Halifax, NS B3K 5Z7
Nova Institution for Women 180 James Street Truro, Nova Scotia B2N 6R8	Kentville Parole Office 491 Main Street, Suite 101 Kentville, NS B4N 1K9
Shepody Healing Centre 4902 Main Street Dorchester, New Brunswick E4K 2Y9	Yarmouth Parole Sub-Office for Kentville 15 Willow Street Yarmouth, NS B5A 1T0
Correctional Learning and Development Centre 777 Main Street, 2nd floor Moncton, NB E1C 1E9	Dartmouth Parole Office 45 Alderney Drive, Suite 209 Queen Square Dartmouth, NS B2Y 2N6
Atlantic District 1045 Main Street, 3rd Floor, Moncton, New Brunswick E1C 1H1	Truro Parole Office 14 Court Street, Suite 300 Truro, NS B2N 3H7
New Brunswick/PEI Area Office 1 Factory Lane, Suite 104 Moncton, NB E1C 9M3	Sydney Parole Office 196 George Street, Floor 2 Sydney, NS B1P 1J3
Bathurst Parole Office 159 Main Street, Suite 305 Bathurst, NB E2A 1A6	Newfoundland Area Office 531 Charter Avenue, St. John's, NL A1A 1P7
Charlottetown Parole Office 250 Queen Street Suite #101 Charlottetown, PEI C1A 4B8	St. John's Parole Office 531 Charter Avenue St. John's, NL A1A 1P7
Edmundston Parole Sub-office for Bathurst 15 Église Street Suite 201 Edmundston, NB E3V 1J3	Grand Falls-Windsor Parole Sub-Office for St- John's NL P.O. Box 175 4A Bayley Street A2A 2J4
Fredericton Parole Office	Labrador Parole Sub-Office for Corner Brook



364 York Street Unit 103 Fredericton, NB E3B 3P7	176 Hamilton River Road, Glenn Plaza P.O. Box 1930 Station B Happy Valley – Goose Bay Labrador A0P 1E0
Moncton Parole Office 1 Factory Lane Suite 104 Moncton, NB E1C 9M3	Stephenville Parole Office West Coast Correctional Centre Building 443 Massachusetts Drive 3rd Floor Stephenville, NL A2N 2Z5
St. John's CCC 531 Charter Avenue St. John's, NL A1A 1P7	
Ontario Region	
Regional Headquarters 443 Union Street PO Box 1174 Kingston, Ontario K7L 4Y8	Correctional Learning and Development Centre 443 Union Street West PO Box 260 Kingston, Ontario K7L 4V8
Millhaven Institution / Regional Treatment Centre Highway 33, PO Box 280 Bath, Ontario K0H 1G0	Correctional Service of Canada Museum 555 King Street West Kingston, Ontario K7L 4V7
Collins Bay Institution 1455 Bath Road, PO Box 190 Kingston, Ontario K7L 4V9	Correctional Management Learning Centre 1950 Montreal Road Cornwall, Ontario K6H 6L2
Beaver Creek Institution 2000 Beaver Creek Drive P.O. Box 5000 Gravenhurst, Ontario P1P 1Y2	Central Ontario District 180 Dundas St. West Suite 215 Toronto, ON M5G 1Z8
Joyceville Institution Highway 15, PO Box 880 Kingston, Ontario K7L 4X9	Toronto Downtown Area Parole 180 Dundas Street West, Suite 200 Toronto, ON M5G 1Z8
Warkworth Institution County Road #29, PO Box 760 Campbellford, Ontario K0L 1L0	Toronto Women's Supervision Unit 180 Dundas St. West, Suite 210 Toronto, ON M5G 1Z8
Bath Institution / Regional Treatment Centre 5775 Bath Rd. PO Box 1500 Bath, Ontario K0H 1G0	Brantford Parole Office 195 Henry Street Unit 6D Brantford, ON N3S 5C9
Grand Valley Institution for Women 1575 Homer Watson Blvd. Kitchener, Ontario N2P 2C5	Hamilton Parole Office 55 Bay Street, North 2 nd Floor Hamilton, ON L8R 3P7
St-Catharines Parole Office 32 Church St., Suite B St. Catharines, ON L2R 3B6	Toronto East Parole Office 2240 Midland Avenue, 2nd Floor Toronto, ON M1P 4R8
Durham Parole Office	Toronto West Parole Office



40 King Street West – 1st Floor Oshawa, ON L1H 1A4	350 Rutherford Road S. Plaza 1, Suite 1 Brampton, ON L6W 3P6
Brampton Interview Office 199 County Court Blvd Brampton, ON L6W 4P7	Keele CCC 330 Keele Street 2nd Floor Toronto, ON M6P 2K7
Guelph Parole Office 117-255 Woodlawn Road West Guelph, ON N1H 8J1	London Parole Office 138-355 Wellington Street London, ON N6A 3N7
Windsor Parole Office 2090 Wyandotte Street East 3rd Floor Windsor, ON N8Y 5B2	Ottawa Parole Office 145 Metcalfe St Ottawa, ON K2P 1N8
Nunavut Parole Office 1043 Woodhouse Street Iqaluit, Nunavut X0A 0H0	Kingston Parole Office 552 Princess Street Suite 200 2nd floor Kingston, ON K7L 1C7
Peterborough Parole Office 310 Water Street Peterborough, ON K9J 3C7	Henry Trail CCC 1453 Bath Rd Kingston, ON K7M 4X2
Sudbury Parole Office 19 Lisgar Street Room 302 Sudbury, ON P3E 3L4	Sault Ste Marie Parole Sub-Office for Sudbury 22 Bay St. Room 295 Sault Ste Marie, ON P6A 5S2
North Bay Parole Sub-Office for Sudbury 176B Main Street West North Bay, ON P1B 2T5	Barrie Parole Office 48 Owen St., Suite 302 Barrie, ON L4M 3H1
National Training Academy 443 Union Street PO Box 1174 Kingston, Ontario K7L 4Y8	
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	
Regional Mental Health Centre 246 Monté Gagnon Sainte-Anne-des-Plaines, Quebec J0N 1H0	Ville-Marie Parole Office 5151 rue de la Savane, Suite 200 Montreal, Quebec, H4P 1V1



<p>Archambault Institution 242 boul. Gibson Ste-Anne-des-Plaines, Quebec, J5N 1V8</p> <p>Archambault Institution (Minimim Security) 244 monté Gagnon Sainte-Anne-de-Plaines, Quebec J0N 1H0</p>	<p>Québec East/West Distric 100 Ducharme Blvd., Suite 240 Ste-Thérèse , Quebec J7E 4R6</p>
<p>Regional Headquarters – Quebec 4 Place Laval Suite 400 Laval, Quebec H7N 5Y3</p>	<p>Laferrière Community Correctional Centre 202 St-Georges Street St-Jérôme, Quebec J7Z 5J6</p>
<p>Correctional Learning and Development Centre, Quebec 5500 Lévesque Boulevard East City of Laval, Quebec H7C 1N7</p>	<p>Marcel-Caron Community Correctional Centre 825 Kirouac Street Quebec, Quebec G1N 2J7</p>
<p>Cowansville Institution 400 Fordyce Avenue Cowansville, Quebec J2K 3N7</p>	<p>Québec Parole Office 1125 Blvd. Lebourgneuf, Suite 100 Quebec, Quebec G2K 0J2</p>
<p>Donnacona Institution 1537 Highway 138 Donnacona, Quebec G3M 1C9</p>	<p>Lanaudière Parole Office 3 Papineau, Suite 107 Joliette, Quebec J6E 2K3</p>
<p>Drummond Institution 2025 Jean-de-Brébeuf Blvd. Drummondville, Quebec J2B 7Z6</p>	<p>Rimouski Parole Office 180 Cathédrale Avenue, Suite 230 Rimouski, Quebec G5L 5H9</p>
<p>Federal Training Centre 6099 Lévesque Boulevard East Laval, Quebec H7C 1P1</p>	<p>Chicoutimi Parole Office 255 Racine Street East, Suite 400 Chicoutimi, Quebec, G7H 7L2</p>
<p>Joliette Institution 400 Marsolais Street Joliette, Quebec J6E 8V4</p>	<p>Trois-Rivières Parole Office 25, Des Forges Street. Suite 150 Trois-Rivières, Quebec G9A 6A7</p>
<p>Port-Cartier Institution Chemin de l'Aéroport P.O Box 7070'Port-Cartier, Quebec G5B 2W2</p>	<p>Laval Parole Office 3131 de la Concorde Blvd. East, Suite 400 Duvernay, Laval, Quebec H7E 4W4</p>
<p>Outaouais Parole Office 15 Gamelin Street Suite 102 Gatineau, Quebec J8Y 1V4</p>	<p>Rouyn-Noranda Parole Office 151 Avenue du Lac, 2nd floor, Suite 200 Rouyn, Quebec J9X 4N6</p>
<p>La Macaza Institution 321 Chemin de l'Aéroport La Macaza, Quebec J0T 1R0</p>	<p>Maisonneuve Parole Office 2030 Boulevard Pie-IX, Room 420 Montreal, Quebec H1V 2C8</p>
<p>Metropolitan Montreal District 305, René-Lévesque Blvd. West Office 102 Montreal, Quebec H2Z 1X1</p>	<p>Longueuil Parole Office 550 Chemin Chambly, Suite 280 Longueuil, Quebec J4H 3L8</p>
<p>Estrie Parole Office 1650 King Stree West, Suite 102 Sherbrooke, Quebec J1J2C3</p>	<p>Laurentides Parole Office 955 Michèle-Bohec Blvd., Suite C Blainville, Quebec J7C 5J6</p>
<p>Granby Parole Office 180 Principale Street, 2nd Floor Granby, Quebec J2G 2V6</p>	<p>Martineau Community Correctional Centre 10345 St-Laurent Blvd. Montreal, Quebec H3L 2P1</p>
<p>Hochelaga Community Correctional Centre 6905 Hochelaga Street Montreal, Quebec H1N 1Y9</p>	<p>Sherbrooke Community Centre 2190 Sherbrooke Street East Montreal, Quebec H2K 1C7</p>
<p>Ogilvy Community Correctional Centre</p>	



435 Ogilvy Street Montreal, Quebec H3N 1M3	
Prairie Region	
Regional Headquarters 3427 Faithfull Avenue Saskatoon SK S7K 8H6	Pê Sâkâstêw Centre Autoroute 2A, CP 1500 Mâskwâcîs AB T0C 1N0
Edmonton Institution 21611 Meridian Street Edmonton, Alberta T5Y 6E7	Regional Psychiatric Center 2520 ave Central N CP 9243 Saskatoon SK S7K 3X5
Saskatchewan Penitentiary 15th Street West, PO Box 160 Prince Albert, Saskatchewan S6V 5R6	Edmonton Institution for Women 11151 178e street Edmonton AB T5S 2H9
Stony Mountain Institution Highway #7, PO Box 4500 Winnipeg, Manitoba R3C 3W8	Saskatchewan Penitentiary 15e Rue Ouest, C.P. 160 Prince Albert (Saskatchewan) S6V 5R6
Bowden Institution and Annex Highway #2 PO Box 6000 Innisfail, Alberta T4G 1V1	Stony Mountain Institution Autoroute #7 Nord C. P. 4500 Winnipeg (Manitoba) R3C 3W8
Drumheller Institution Highway #9 PO Box 3000 Drumheller, Alberta T0J 0Y0	Willow Cree Healing Lodge C. P. 520 Duck Lake (Saskatchewan) S0K 1J0
*Grande Cache Institution Hoppe Avenue Bag 4000 Grande Cache, Alberta T0E 0Y0	Alberta / Northwest Territories District Office 600-10025 106e street Edmonton (Alberta) T5J 1S6
Grierson Institution 9530 – 101 st Avenue (Basement) Edmonton, Alberta T5H 0B3	Calgary Urban and Rural Parole Office 101-225 Manning Road North East Calgary, AB T2E 2P5
Okimaw Ohci Healing Lodge CP 1929 Maple Creek SK S0N 1N0	Drumheller Parole Office PO Box 3000, Highway 9 Drumheller, AB T0J 0Y0
Edmonton Area Parole Office and Rural 9530 101 Avenue 2nd floor Edmonton, AB T5H 0B3	Grande Prairie Parole Office Unit 102, 9906-106 Street Grande Prairie, AB T8V 6L6
Lethbridge Parole Office 704 - 4 Ave S Room 401 Lethbridge, AB T1J 0N8	Medicine Hat Parole Office, 770 6 Street South West Suite 203 Medicine Hat, AB T1A 4J6
Northwest Territories Parole Office 5101 50 Avenue, Ground Floor PO Box 2430 Yellowknife, NWT X1A 2P8	Red Deer Parole Office 4805 48 Avenue Red Deer, AB T4N 3T2



Osborne - Community Correctional Centre 1048 Main street Winnipeg, Manitoba R2W 3R3	Oskana Community Correctional Centre 1650 Halifax Street Regina, Saskatchewan S4P 1S8
Manitoba, Saskatchewan, northwest Ontario District 709-269 Main Street Winnipeg, Manitoba R3C 1B2	Brandon Parole Office 203-153 11 th street Brandon, Manitoba R7A 4J5
Prince Albert Parole Office 1288 Central avenue Prince Albert, Saskatchewan S6V 4V8	Regina Parole Office Room 200 – 1975 Scarth street Regina, Saskatchewan S4P 2H1
Saskatoon Parole Office 603-230, 22 Street East Saskatoon, SK S7K 0E9	Thompson Parole Office 4-40 Moak Crescent Thompson, MB R8N 2B7
Thunder Bay Area Parole Office 103-130 Syndicate Ave. South Thunder Bay, ON P7E 1C6	Winnipeg Urban Parole office 102-123 Main Street Winnipeg, MB R3C 1A3
Winnipeg Rural Parole office 200 - 153 11 th Street Brandon, MB R7A 7K6	La Ronge Parole Office Mistasinihk Place 1320 La Ronge Avenue, PO Box 5000 La Ronge, SK S0J 1L0
Correctional Learning and Development Centre 2309 Hanselman Place Saskatoon, SK S7L 6A9	
Pacific Region	
Regional Headquarters PO Box 4500 100-33991 Gladys Avenue Abbotsford, BC V2S 2E8	Pacific Institution/Regional Treatment Centre 33344 King Road PO Box 3000 Abbotsford, BC V2S 4P4
Kent Institution 4732 Cemetery Road PO Box 1500 Agassiz, BC V0M 1A0	Matsqui Institution 33344 King Road PO Box 2500 Abbotsford, BC V2S 4P3
Mountain Institution 4732 Cemetery Road, PO Box 1600 Agassiz, BC V0M 1A0	Mission Institution (Med) 8751 Stave Lake Street, PO Box 60 Mission, BC V2V 4L8
Mission Institution (Min) 33737 Dewdney Trunk Road PO Box 50 Mission, BC V2V 4L8	Kwikw̓̓welhp Healing Village (Min) PO Box 110 16255 Morris Valley Road Harrison Mills, BC V0M 1L0
William Head Institution (Min) 6000 William Head Road Victoria, BC V9C 0B5	Fraser Valley Institution for Women (Multi) 33344 King Road Abbotsford, BC V2S 6J5
Regional Supply Depot PO Box 3333 33344 King Road Abbotsford, BC V2S 5X7	Pacific Region Correctional Learning and Development Centre 103 – 30585B Progressive Way Abbotsford, BC V2T 6W3
Pacific District Office 33344 King Road, PO Box 3333 Abbotsford, BC V2S 5X7	Temporary Detention Unit 33344 King Road, PO Box 3000 Abbotsford, BC V2S 4P4
Abbotsford Parole Office 100-32544 George Ferguson Way Abbotsford, BC V2T 4Y1	Victoria Parole Office 101-1230 Government Street Victoria, BC V8W 3M4



<p>Maple Ridge Parole Office 105 – 20110 Lougheed Hwy Maple Ridge, BC V2X 2P7</p>	<p>Chilliwack Parole Office 8990 Young Road, Chilliwack, BC V2P 4R8</p>
<p>Chilliwack Community Correctional Centre 45914 Rowat Avenue Chilliwack, BC V2P 1J3</p>	<p>Kamloops Parole Office Suite 200, 175-2nd Avenue Kamloops, BC V2C 5W1</p>
<p>Kelowna Parole Office 1863 Bredin Road Kelowna, BC V1Y 7S9</p>	<p>Prince George Parole Office 201-280 Victoria Street Prince George, BC V2L 4X3</p>
<p>Vancouver Parole Office 401-877 Expo Boulevard Vancouver, BC V6B 1K9</p>	<p>Belkin Enhanced CRF 453 - 555 Homer Street Vancouver, BC V6B 1K8</p>
<p>Yukon Territory Parole Sub-Office P.O Box 2703 (J-5) Whitehorse, Yukon Y1A 2C6</p>	<p>New Westminster Parole Office 600 Columbia Street New Westminster, BC V3M 1A5</p>
<p>Surrey Parole Office 100-7404 King George Boulevard Surrey, BC V3W 1N6</p>	<p>Nanaimo Parole Office 200 – 256 Wallace Street Nanaimo, BC V9R 5B3</p>
<p>Courtenay Parole Sub-Office 200 – 256 Wallace Street Nanaimo, BC V9R 5B3</p>	

* Larger service area applies