

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions - TPSGC

**11 Laurier St./11, rue Laurier
Place du Portage, Phase III
Core 0B2 / Noyau 0B2**

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

Request For a Standing Offer Demande d'offre à commandes

National Master Standing Offer (NMSO)

Offre à commandes principale et nationale (OCPN)

Canada, as represented by the Minister of Public Works and Government Services Canada, hereby requests a Standing Offer on behalf of the Identified Users herein.

Le Canada, représenté par le ministre des Travaux Publics et Services Gouvernementaux Canada, autorise par la présente, une offre à commandes au nom des utilisateurs identifiés énumérés ci-après.

Comments - Commentaires

Vendor/Firm Name and Address**Raison sociale et adresse du fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Special Projects/Projets Spéciaux
Terrasses de la Chaudière 4th Floor
10 Wellington Street
Gatineau
Québec
K1A 0S5

Title - Sujet Guard services Services de gardiens	
Solicitation No. - N° de l'invitation EN578-210714/B	Date 2021-08-10
Client Reference No. - N° de référence du client 20210714	GETS Ref. No. - N° de réf. de SEAG PW-\$\$ZL-104-39839
File No. - N° de dossier 104z1.EN578-210714	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Eastern Daylight Saving Time EDT on - le 2021-09-16 Heure Avancée de l'Est HAE	
Delivery Required - Livraison exigée See Herein – Voir ci-inclus	
Address Enquiries to: - Adresser toutes questions à: Cayer, Sophie	Buyer Id - Id de l'acheteur 104z1
Telephone No. - N° de téléphone (613)858-8846 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: <div style="text-align: center;">Specified Herein Précisé dans les présentes</div>	
Security - Sécurité This request for a Standing Offer includes provisions for security. Cette Demande d'offre à commandes comprend des dispositions en matière de sécurité.	

Instructions: See Herein

Instructions: Voir aux présentes

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

TABLE OF CONTENTS

PART 1 - GENERAL INFORMATION	4
COMPONENT I: REQUEST FOR BIDS.....	4
1.1 INTRODUCTION	4
1.2 SUMMARY	5
1.3 SECURITY REQUIREMENTS	7
1.4 COMMUNICATIONS NOTIFICATION	8
1.5 DEBRIEFINGS	8
1.6 ANTICIPATED MIGRATION TO AN E-PROCUREMENT SOLUTION (EPS).....	8
PART 2 - BIDDER INSTRUCTIONS	9
2.1 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS.....	9
2.2 SUBMISSION OF BIDS.....	9
2.3 FORMER PUBLIC SERVANT	10
2.4 ENQUIRIES - BID SOLICITATION	10
2.5 APPLICABLE LAWS	10
2.6 BID CHALLENGE AND RECOURSE MECHANISMS	10
PART 3 – BID PREPARATION INSTRUCTIONS	11
3.1 BID PREPARATION INSTRUCTIONS	11
ATTACHMENT 1 TO PART 3	13
PRICING SCHEDULE	13
ATTACHMENT 2 TO PART 3	14
SECTION III – CERTIFICATIONS AND ADDITIONAL INFORMATION	14
PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION	19
4.1 EVALUATION PROCEDURES	19
4.2 TECHNICAL EVALUATION	19
4.3 FINANCIAL EVALUATION – STANDING OFFER ONLY	19
4.4 BASIS OF SELECTION.....	19
ATTACHMENT 1 TO PART 4	20
TECHNICAL CRITERIA	20
ATTACHMENT 2 TO PART 4	21
FINANCIAL CRITERION.....	21
PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION	22
COMPONENT II - STANDING OFFER AND RESULTING CONTRACT CLAUSES.....	23
PART 6A. STANDING OFFER.....	23
1. OFFER	23
2. SECURITY REQUIREMENTS	23
3. STANDARD CLAUSES AND CONDITIONS.....	24
4. TERM OF STANDING OFFER.....	25
5. AUTHORITIES	25
6. PROACTIVE DISCLOSURE OF CONTRACTS WITH FORMER PUBLIC SERVANTS	26
7. IDENTIFIED USERS	26
8. PRIORITY OF DOCUMENTS	26
9. CERTIFICATIONS AND ADDITIONAL INFORMATION	27

10.	APPLICABLE LAWS	27
11.	TRANSITION TO AN E-PROCUREMENT SOLUTION (EPS).....	28
PART 6B. CALL-UP PROCEDURES FOR THE STANDING OFFER (SO)		29
1.	CALL-UP PROCEDURES	29
2.	CALL-UP INSTRUMENT	30
3.	LIMITATION OF CALL-UPS.....	30
PART 6C - RESULTING CONTRACT CLAUSES		31
1.	STATEMENT OF WORK.....	31
2.	STANDARD CLAUSES AND CONDITIONS.....	31
3.	TERM OF CONTRACT	31
4.	PROACTIVE DISCLOSURE OF CONTRACTS WITH FORMER PUBLIC SERVANTS	31
5.	PAYMENT	31
6.	INVOICING INSTRUCTIONS	32
7.	INSURANCE - SPECIFIC REQUIREMENTS	32
8.	FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY - DEFAULT BY THE CONTRACTOR	33
9.	DISPUTE RESOLUTION	33
ANNEX A		34
STATEMENT OF WORK		34
ANNEX B		56
BASIS OF PAYMENT		56
ANNEX C		58
SECURITY REQUIREMENTS CHECK LIST		58
ANNEX D		59
INSURANCE REQUIREMENTS.....		59
ANNEX E		61
QUARTELY USAGE REPORT SAMPLE		61
COMPONENT III - SUPPLY ARRANGEMENT AND RESULTING CONTRACT CLAUSES		62
PART 7A. SUPPLY ARRANGEMENT		62
1.	ARRANGEMENT	62
2.	SECURITY REQUIREMENTS	62
3.	STANDARD CLAUSES AND CONDITIONS.....	62
4.	TERM OF SUPPLY ARRANGEMENT	63
5.	AUTHORITIES	63
6.	IDENTIFIED USERS	64
7.	ON-GOING OPPORTUNITY FOR QUALIFICATION	64
8.	PRIORITY OF DOCUMENTS.....	64
9.	CERTIFICATIONS AND ADDITIONAL INFORMATION	65
10.	APPLICABLE LAWS	65
11.	TRANSITION TO AN E-PROCUREMENT SOLUTION (EPS).....	65
PART 7B. BID SOLICITATION		66
1.	BID SOLICITATION DOCUMENTS.....	66
2.	BID SOLICITATION PROCESS	66
PART 7C. RESULTING CONTRACT CLAUSES		68
ANNEX A		69

Solicitation No. - N° de l'invitation
EN578-210714/B
Client Ref. No. - N° de réf. du client
EN578-210714

Amd. No. - N° de la modif.
File No. - N° du dossier
104zl.EN578-210714

Buyer ID - Id de l'acheteur
104zl
CCC No./N° CCC - FMS No./N° VME

STATEMENT OF WORK	69
ANNEX B	91
SECURITY REQUIREMENTS CHECK LIST	91
ANNEX C	92
INSURANCE REQUIREMENTS	92
ANNEX D	94
QUARTELY USAGE REPORT SAMPLE	94

PART 1 - GENERAL INFORMATION

COMPONENT I: REQUEST FOR BIDS

1.1 Introduction

The Request for Standing Offer/Supply Arrangements (RFSO/SA) has three components: a Request for Bids, the resulting Standing Offer (SO) and the Resulting Supply Arrangement (SA).

The Request for Bids is divided into 5 parts plus attachments, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions applicable to the clauses and conditions of the Request for Bids;
- Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid to address the evaluation criteria specified;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the bid, the security requirement, and the basis of selection; and
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;

The Attachments to Component I include: the pricing schedule, the certifications and additional information, Mandatory Criteria.

Component II: Resulting Standing Offer

The resulting Standing Offer is divided into two parts plus annexes, as follows:

- Part 6A Standing Offer: includes the Standing Offer from the Bidder and the applicable clauses and conditions;
- Part 6B Call-up Procedures; and
- Part 6C Resulting Contract Clauses: includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

The Annexes include: Annex A - Statement of Work; Annex B - Basis of Payment; Annex C - Security Requirements Check List; Annex D - Insurance Requirements; Annex E - Standing Offer Reports.

Component III: Resulting Supply Arrangement

The resulting Supply Arrangement is divided into three parts plus annexes, as follows:

- Part 7A Supply Arrangement: includes the Supply Arrangement with the applicable clauses and conditions;
- Part 7B Bid Solicitation: includes the instructions for the bid solicitation process within the scope of the Supply Arrangement; and

Part 7C Resulting Contract Clauses: includes general information for the conditions which will apply to any contract entered into pursuant to the Supply Arrangement.

The Annexes include: Annex A - Statement of Work; Annex B - Security Requirements Check List; Annex C - Insurance Requirements and Annex D – Supply Arrangement Reports.

1.2 Summary

Guard Services for any government department, agency or Crown Corporation listed in Schedules I, I.1, II of the [Financial Administration Act](#), R.S., 1985, c. F-11, must be provided by the Canadian Corps of Commissionaires under the Right of First Refusal (RFR) granted by Treasury Board (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12025>). This policy has been in place since World War II, with the 15 Canadian Corps of Commissionaires Divisions across Canada providing the guard services. In March 2020, the Treasury Board approved an extension of the RFR until 31 March 2023, and Canada values this social policy for providing employment opportunities for veterans. The primary method of supply currently in place until March 31, 2022 is a National Master Standing Offer NMSO - [EN578-211865/001/ZL](#).

While Canada maintains its commitment to the RFR policy with the Canadian Corps of Commissionaires, due to the nature of the RFR process, a request for guard services may be declined by the Canadian Corps of Commissionaires. Furthermore, not all Schedules under the [Financial Administration Act](#), R.S., 1985, c. F-11, fall under the RFR, meaning not all federal organizations are required to use the Canadian Corps of Commissionaires. There are also requirements for specialized guard services that cannot be provided under the terms and conditions of the NMSO.

This alternate method of supply can be used if/when the Canadian Corps of Commissionaires exercises their "right of first refusal" and decline the request for guard service(s), or are not able to deliver services for other reasons.

The SO and SA resulting from this RFSO/SA solicitation may be used by Identified Users to fulfill their individual requirements. Only "pre-qualified suppliers" awarded a SO and / or a SA via this RFSO/SA solicitation and qualified for the relevant Region will be eligible to provide the requested services to the Identified Users.

The guard services include but are not limited to:

- a) Access Control Reception Desk Guard;
- b) Preventative Patrol Guard;
- c) Fixed or Visual Guard;
- d) Parking Enforcement and Traffic Control Guard;
- e) Loading Dock Guard;
- f) Escort Guard;
- g) Screening Guard
- h) Crowd Control Guard;
- i) Waste Disposal Guard;
- j) Issuing Identification Cards Guard; and
- k) Processing Security Clearances Guard.

1.2.1 Determination of When to Use the Standing Offer vs. Supply Arrangement

- a) A Standing Offer will be used when the Corps of Commissionaires exercised their RFR and decline the request for guard service(s), or are not able to deliver services for other reasons.
- b) A Supply Arrangement will be used when requirements fit under ANY of the following conditions:

- i. the Corps of Commissionaires exercised their RFR and decline the request for guard service(s), or when services are not able to be delivered for other reasons; and
- ii. The services required are for large scale event(s) and are outside the basic guards services detailed above; such as but not limited to: Pandemic response, G7, Olympics and Canada Day.
- iii. Or any other unique requirements for guard services in which the Client wishes to openly compete the requirement amongst the qualified suppliers.

1.2.2 Applicable Trade Agreements

The requirement is subject to the provisions of the Canadian Free Trade Agreement (CFTA).

1.2.3 Canadian Content Policy

The requirement is limited to Canadian services.

1.2.4 Location

Bidder must clearly identify in the first page of its bid the Regions it intends to provide services.

The location areas that pertain to this bid Solicitation are as follows:

Regions: Metropolitan Areas

- National Capital Region
- Atlantic: Halifax, Moncton
- Québec: Montreal, Québec City
- Ontario: Toronto
- Western: Calgary, Edmonton, Saskatoon, Winnipeg
- Pacific: Vancouver, Victoria

For the geographical definitions of the Regions and Metropolitan Areas, refer to: [Definitions of the Remote/Virtual Access \(formerly known as the "National Zone"\), Regions and Metropolitan Areas - Centralized Professional Services ePortal - Professional Services - Buying and Selling - PSPC \(tpsgc-pwgsc.gc.ca\)](#)

1.2.5 Comprehensive Land Claims Agreements

The Request for Bids is to establish multiple RMSO and SA for the requirement detailed in the RFSO/SA, to the Identified Users across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries to locations within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside of the resulting standing offers.

1.2.6 Mandatory reporting for equity designated groups

This procurement contains a mandatory requirement to report on equity designated groups as defined in the Employment Equity Act (i.e., women, Indigenous peoples, blacks, other members of visible minorities and persons with disabilities).

1.2.7 Clients/Identified Users

Any resulting SO and SA may be used by any Federal Government Departments, Agencies or Crown Corporations as described in the **Financial Administration Act** (as amended from time to time) or any other party for which the Department of Public Works and Government Services may be authorized to act from time to time under Section 16 of the **Department of Public Works and Government Services Act** (each a "Client" or "Identified User").

1.2.8 Period of the Standing Offer and Supply Arrangement

Resulting Standing Offers will be valid until May 31, 2022.

Resulting Supply Arrangements have no defined end-date and will remain valid until such time as Canada no longer considers it to be advantageous to use it.

1.2.9 Ongoing opportunity to qualify

A Notice will be posted on Buyandsell.gc.ca/tenders every year of the SO/SA period to allow new suppliers to submit an offer or arrangement. Suppliers may submit an offer for a SO or an arrangement for a SA by responding to the posted refresh terms and conditions in effect.

Standing Offer only:

This process will also permit existing suppliers to submit a new financial offer. It is not mandatory for existing suppliers to provide a response to a refresh solicitation.

As part of the financial evaluation, a new median will be calculated at each refresh using the new (for new suppliers), revised (for existing suppliers who have submitted new prices) and initial (for existing suppliers who have not revised their prices) financial offers. Existing suppliers who have not submitted a new financial offer will keep their SO regardless of the new median. Existing suppliers who have submitted a new financial offer will be evaluated according to the new median, and would have their current SO suspended or set-aside if their financial offer is above the new median band. Suspended existing suppliers will have the opportunity to submit a revised financial offer at the subsequent refresh and be reinstated if the proposed prices are within the median band.

Canada may issue an unlimited number of SO/SAs and may continue to issue SO/SAs to new bidders throughout the SO/SA period.

1.2.10 Federal Contractors Program (FCP)

The Federal Contractors Program (FCP) for employment equity applies to this procurement; refer to Part 5 – Certifications and Additional Information, Part 6A -Standing Offer, and Part 6C - Resulting Contract Clauses, and Part 7A – Bid Solicitation and the annex titled [Federal Contractors Program for Employment Equity - Certification](#).

1.2.11 Epost

This Request for bids allows suppliers to use the epost Connect service provided by Canada Post Corporation to transmit their bids electronically. Bidders must refer to Part 2 of this Request for bids entitled Bidder Instructions and Part 3 of the Request for bids entitled Bid Preparation Instructions, for further information on using this method.

1.3 Security Requirements

1.3.1 Security Requirements for Standing Offer

Before issuance of a standing offer, the following conditions must be met:

- a) The Bidder must hold a valid organization security clearance as indicated in Part 6A – Standing Offer, issued by the Contract Security Program, PSPC;
- b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 6A – Standing Offer;
- c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;

1.3.2 Security Requirements for Supply Arrangement

Before issuance of a SA, the following conditions must be met:

- a) the Bidder must hold a valid organization security clearance as indicated in Part 7A - Supply Arrangement; issued by the Contract Security Program, PSPC;
- b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7A - Supply Arrangement;
- c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.

Bidders are reminded to obtain (or to request Sponsorship) the required security clearance promptly. Any delay in the issuance of a SO and/or SA to allow the successful Bidders to obtain the required clearance will be at the entire discretion of the SO/SA Authority.

For additional information on security requirements, bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

1.4 Communications Notification

As a courtesy, the Government of Canada requests that successful bidders notify the SO/SA Authority in advance of their intention to make public an announcement related to the issuance of a SO or SA or both.

1.5 Debriefings

After issuance of all of the SOs and SAs resulting from the bid solicitation, and also after each subsequent refresh bid solicitation evaluation for which a Bidder has submitted a bid, a Bidder will be notified in writing regarding the outcome of their bid evaluation. Bidders should make a request for any additional debriefing to the SO/SA Authority within 15 working days of receipt of such written notification. The debriefing may be in writing, by telephone or in person at the sole discretion of the SO/SA Authority.

1.6 Anticipated migration to an e-Procurement Solution (EPS)

Canada is currently developing an online EPS for faster and more convenient ordering of goods and services. In support of the anticipated transition to this system and how it may impact any resulting Standing Offer and Supply Arrangement that is issued under this solicitation, refer to 7.15 Transition to an e-Procurement Solution (EPS).

The Government of Canada's [press release](#) provides additional information.

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the RFSO/SA and accept the clauses and conditions of the SO and/or SA and resulting contract(s) and/or call-ups.

2.1.1 Applicable to the RFSO

The [2006](#) (2020-05-28) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

Subsection 5.4 of Standard Instructions – Request for Standing Offers – Goods or Services – Competitive Requirements, is amended as follows:

Delete: 60 days

Insert: 220 calendar days

2.1.1.1 SACC Manual Clauses

[M0019T](#) (2007-05-25) Firm Price and/or Rates

2.1.2 Applicable to the RFSA

The [2008](#) (2020-05-28) Standard Instructions - Request for Supply Arrangements - Goods or Services, are incorporated by reference into and form part of the RFSA.

Subsection 5.4 of Standard Instructions – Request for Supply Arrangements – Goods or Services, is amended as follows:

Delete: 60 days

Insert: 220 calendar days

2.2 Submission of Bids

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

Note: For offerors choosing to submit using epost Connect for offers closing at the Bid Receiving Unit in the National Capital Region (NCR) the email address is:

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

Note: Bids will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions [2006](#) or [2008](#), or to send offers through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.

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

2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, bidders must provide the information required in the **Attachment 2 to Part 3 - Certifications and additional information** 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.

2.4 Enquiries - Bid solicitation

All enquiries must be submitted in writing to the SO/SA Authority no later than 10 calendar days before the RFSO/SA 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 offerors 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 offerors may not be answered by Canada.

2.5 Applicable Laws

A SO and any contract resulting from the SO, as well as an SA and any contract awarded under it, must be interpreted and governed, and the relations between the parties determined, by the laws in force in the 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 offer, 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 offerors.

2.6 Bid Challenge and Recourse Mechanisms

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

PART 3 – BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

- a) If the Bidder chooses to submit its bid electronically, Canada requests that the Supplier submits its bid in accordance with section 08 of the 2006 or 2008 standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation. The offer must be gathered per section and separated as follows:

Section I: Technical Bid
Section II: Financial Bid (**Standing Offer only**)
Section III: Certifications and Additional Information

- b) If the Bidder chooses to submit its bid in hard copies, Canada requests that the Supplier provides its bid in separately bound sections as follows:

Section I: Technical Bid (one hard copy)
Section II: Financial Bid (**Standing Offer Only**) (one hard copy)
Section III: Certifications and Additional Information (one hard copy)

Canada prefers that the Bidder submits its bid electronically.

If there is a discrepancy between the wording of the soft copy on electronic media and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

If the Bidder is simultaneously providing copies of its bid using multiple acceptable delivery methods, and if there is a discrepancy between the wording of any of these copies and the electronic copy provided through epost Connect service, the wording of the electronic copy provided through epost Connect service will have priority over the wording of the other copies.

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

Canada requests that suppliers follow the format instructions described below in the preparation of hard copy of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the RFSO.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, Offerors should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Bid

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

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

Section II: Financial Offer

A financial bid must be submitted for a bid containing an offer for a Standing Offer.

Bidders must submit their financial bid in accordance with the Pricing schedule in Attachment 1 to Part 3.

Bidders can bid on more than one Region and/or Metropolitan area but must submit one separate financial bid for each Region and/or Metropolitan area it is bidding on. Canada requests that the Bidder clearly identifies in the first page of its bid the regions and/or Metropolitan area(s) it intends to provide services.

Bidders must submit their prices and rates FOB destination; Canadian customs duties and excise taxes included, as applicable; and Applicable taxes excluded.

As a minimum, the Bidder must respond to this pricing schedule by including in its financial bid its quoted all-inclusive fixed hourly rates in Canadian dollars, excluding taxes for all the Regions and/or Metropolitan areas listed or for all the Regions and/or Metropolitan areas where they are able to provide services.

3.1.1 Exchange Rate Fluctuation

C3011T (2013-11-06) Exchange Rate Fluctuation,

Section III: Certifications and Additional Information

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

- a) Bidders should complete their Certifications and Additional Information by Attachment 2 to Part 3 - Certifications and Additional Information.
- b) Bidders should sign the submitted attachment.

Solicitation No. - N° de l'invitation
EN578-210714/B
Client Ref. No. - N° de réf. du client
EN578-210714

Amd. No. - N° de la modif.
File No. - N° du dossier
104zl.EN578-210714

Buyer ID - Id de l'acheteur
104zl
CCC No./N° CCC - FMS No./N° VME

Attachment 1 to Part 3

Pricing Schedule

See attached excel spreadsheet

Attachment 2 to Part 3

Section III – Certifications and Additional Information

1. General information

- () The Bidder is a Joint Venture; or
() The Bidder is not a Joint Venture

(A Joint venture is an association of two or more parties who combine their money, property, knowledge, expertise or other resources in a single joint business enterprise, sometimes referred as a consortium, to bid together on a requirement.)

Bidder legal name:	
Procurement Business Number*(PBN), if applicable	
Bidder Address	
Contact Name	
Telephone number	
Email	
Designated Organization Screening (DOS) certificate number, if applicable	

*Suppliers are required to have a PBN before the issuance of a SO and/or SA. Suppliers may register for a PBN online at: <https://srisupplier.contractscanada.gc.ca/>.

2. Certifications

2.1 Certification Required with the Bid

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

2.1.1 Integrity Provisions - Declaration of Convicted Offences

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

2.2 Certifications Precedent to issuance of a SO and/ or SA 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 SO/SA 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.

2.2.1 Integrity Provisions – Required Documentation

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

Pursuant to Section 17 of the Ineligibility and Suspension Policy, all suppliers, regardless of their status under the policy, must submit the following information when participating in a procurement process or real property transaction: Suppliers 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; Suppliers bidding as sole proprietors, including sole proprietors bidding as joint ventures, must provide a complete list of the names of all owners; Suppliers that are a partnership do not need to provide a list of names.

The Bidder is:

- () a corporate entity;
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.
- () a privately owned corporation or sole proprietor;
Bidders bidding as a sole proprietors, including sole proprietors bidding as a joint ventures, must provide a complete list of the names of all owners.
- () a partnership;
Bidders that are a partnership do not need to provide a list of names.

2.2.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "[FCP Limited Eligibility to Bid](#)" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

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

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

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

2.2.3 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.)

Check only one of the following:

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

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

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

OR

- ☐ 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.

2.3 Additional Certifications Precedent to Contract Award

2.3.1 Canadian Content Certification

SACC Manual clause [A3050T](#) (2014-11-27), Canadian Content Definition.

This procurement is limited to Canadian services. (A3055T)

The Bidder certifies that the service offered is a Canadian service as defined in paragraph 2 of clause [A3050T](#).

☐ I understand and certify

3. Additional Information

3.1 Former Public Servant in Receipt of a Pension

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 spending public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below before contract award.

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 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 FPS 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: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

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

Solicitation No. - N° de l'invitation
EN578-210714/B
Client Ref. No. - N° de réf. du client
EN578-210714

Amd. No. - N° de la modif.
File No. - N° du dossier
104zl.EN578-210714

Buyer ID - Id de l'acheteur
104zl
CCC No./N° CCC - FMS No./N° VME

4. Electronic Payment Instruments

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

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

Print name: _____

Signature and Date: _____

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- b) An evaluation team composed of representatives of Canada will evaluate the bids.

4.2 Technical Evaluation

4.2.1 Mandatory Technical Criteria

Refer to attachment 1 to Part 4

4.3 Financial Evaluation – Standing Offer only

Refer to attachment 2 to Part 4

There is no financial evaluation of bids required to be issued a Supply Arrangement.

4.4 Basis of Selection

A bid must comply with the requirements of the Request for Bids and meet all mandatory technical and financial evaluation criteria to be declared responsive. All responsive bids will be recommended for issuance of a SO and/or a SA.

Step 1 – Technical Evaluation:

Canada will verify that a bid includes all applicable certifications and other documentation requested under the solicitation and that such information is complete. Each bid will be reviewed to determine if it contains an offer for a SO and a SA that meets the mandatory requirements set out in Attachment 1 to Part 4.

Step 2 – Evaluation of Financial (Standing Offer Only):

Each bid, containing an offer, meeting the mandatory requirements for the technical evaluation will be evaluated in accordance with the financial requirements in Attachment 2 to Part 4.

Step 3 – Selection and Issuance of Standing Offers and Supply Arrangements

Each technically and financially responsive bid containing an offer will be recommended for issuance of a Standing Offer on the terms stated in Component II.

Each technically responsive bid containing an arrangement will be recommended for the issuance of a Supply Arrangement on the terms stated in Component III.

Attachment 1 to Part 4

Technical Criteria

1. Mandatory Technical Criteria

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

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

Number	Mandatory Technical Criteria
MT1	The Bidder must demonstrate it holds a valid Security Agency or Security Business License to operate in the Region or Regions for which the Bidder is submitting a Bid.
MT2	<p>The Bidder must demonstrate a minimum of 5 years of experience, within the last 7 years, preceding the bid solicitation closing date, providing guard services similar to those described in section 3.2 of the Statement of Work to private or government entities.</p> <p>The Bidder must submit the following information in support of the services provided:</p> <ol style="list-style-type: none">1) The name of the client organization(s) for which the guard services were provided;2) Detailed description of the services provided to clearly show relevancy of the services;3) Period of the services provided, including start and end dates (dates must be identified by month and year e.g. March 2016 to May 2017).
MT3	<p>The Bidder must provide a plan on how they plan to hire, incentivize, and retain individuals from equity designated groups (in the Employment Equity Act it is defined as: women, Indigenous peoples, blacks, other members of visible minorities and persons with disabilities).</p> <p>The plan should contain as a minimum, a list of activities, to be carried out along with details of assessment and screening tools and methodology to be used in the search and recruitment processes.</p>
MT4	For each Region or Regions for which the Bidder is submitting a Bid, the Bidder must demonstrate that the proposed Executive Level Representative, Account Representative and Regional Supervisor have a minimum of 5 years of experience within the last 7 years, preceding the bid solicitation closing date providing similar services as per section 3.2.5 of the Statement of Work.

Attachment 2 to Part 4

Financial Criterion

For evaluation and selection purposes only, the evaluated price of an offer will be determined in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.

For each Region and Metropolitan areas, the median price range will be determined as follows:

Step 1 Each offer will be evaluated using the total of all proposed all-inclusive fixed hourly rate(s) in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.

Step 2 The median will be calculated using the median function in Microsoft Excel. A median is the middle offer in a set of offers whereby half of the offers are greater and half are lower. When an even number of technically responsive offer have been determined, an average of the middle 2 rates will be used to calculate the median.

Step 3 The 40% median price range will be calculated using the median.

Step 4 Any offer proposing an evaluated price that is in between or equal to the 40% median price range will be declared responsive. Canada will issue multiple Standing Offer(s) per Region and Metropolitan areas to responsive offers within the median range.

Example:

Name of Bidder	Service X				
A	\$ 900.00	900	\$900		
B	\$ 625.00	850			
C	\$ 675.00	800			810 (+20%)
D	\$ 700.00	750	\$750		
E	\$ 750.00	700	\$700		
F	\$ 500.00	650	\$675		Median
G	\$ 550.00	600	\$625		
Median	\$ 675.00	550	\$550		
Range of rates		500	\$500		540 (-20%)
Median (-20%)	\$ 540.00				
Median (+20%)	\$ 810.00				

4.2 Basis of Selection

To be declared responsive, an offer must:

- a) comply with all the requirements of the RFSO;
- b) meet all mandatory technical criteria; and
- c) meet all the steps described in the financial evaluation.

Offers not meeting a) or b) or c) will be declared non-responsive

Solicitation No. - N° de l'invitation
EN578-210714/B
Client Ref. No. - N° de réf. du client
EN578-210714

Amd. No. - N° de la modif.
File No. - N° du dossier
104zl.EN578-210714

Buyer ID - Id de l'acheteur
104zl
CCC No./N° CCC - FMS No./N° VME

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders must provide the required certifications and additional information to be issued a Standing Offer and a Supply Arrangement by using the Attachment 2 to Part 3.

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

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

COMPONENT II - STANDING OFFER AND RESULTING CONTRACT CLAUSES

PART 6A. STANDING OFFER

1. Offer

The Offeror offers to fulfill the requirement in accordance with the Statement of Work at Annex A

1.1 Determination of When to Use the Standing Offer

A Standing Offer will only be used when the Corps of Commissioners exercised their RFR and decline the request for guard service(s), or when services are not able to be delivered for other reasons.

2. Security Requirements

2.1 The following security requirements (SRCL and related clauses provided by the Contract Security Program) apply and form part of the Standing Offer.

2.1.1 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).

2.1.2 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**.

2.1.3 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.

2.1.4 Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, **PWGSC**.

2.1.5 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).

Due to the varying security needs across the Government of Canada in addition to client departments wanting the flexibility to append a specific SRCL (verses the above generic SRCL) to their call-up, access to the 45 Common Centralized Professional Services Security Requirements Check Lists is permitted.

The link to the related SRCLs is below:

<https://www.tpsgc-pwgsc.gc.ca/app-acq/spc-cps/31-eng.html>

2.2 Responsibility of Determining the Correct Security Requirement

The Identified User is responsible for determining the Security Requirement(s) to be applied. If unsure of the Security Requirement(s), then the issuer must make contact with their related Department Security Officer.

Link to the location of Department Security Officers across Canada: <http://intranet.canada.ca/ap/list-liste/sim-gsi/dso-asm-eng.asp>

2.3 Confirmation that Offeror/Contractor meets all Security Requirement(s)

The Identified user must ensure that the Offeror/Contractor meets all the Security Requirements prior to issuing a signed call-up. The Industrial Security Sector Call Centre will provide you with the security status of the Offeror/Contractor by phoning 1-866-368-4646 or by email to: ssi-iss@tpsgc-pwgsc.gc.ca

2.4 Affixing the SRCL(s) to the Call-Up

The Identified user must affix the SRCL to the Call-Up. If, as per the Call-Up, multiple security requirements are required, then the issuer must affix to the Call-Up the related SRCL for each security requirement.

If/when there are multiple security requirements on one Call-Up, it is important that the issuer provides a detailed breakdown of services with regard to each security requirement.

If preferred, the option exists for the issuer to issue a separate Call-Up based on each security requirement.

2.5 Routing of SRCL

All Call-ups that contain a security requirement must be sent to:

- a) The Offeror/Contractor; and
- b) Industrial Security Sector at: tpsgc.ssicontrats-isscontracts.pwgsc@tpsgc-pwgsc.gc.ca

3. Standard Clauses and Conditions

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

3.1 General Conditions

2005 (2017-06-21) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

3.2 Standing Offers Reporting

The Offeror must compile and maintain records on its provision of goods, services or both to the federal government under contracts resulting from the Standing Offer. This data must include all purchases, including those paid for by a Government of Canada Acquisition Card.

The Offeror must provide this data in accordance with the reporting requirements detailed in Annex D. If some data is not available, the reason must be indicated. If no goods or services are provided during a given period, the Offeror must still provide a "nil" report.

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

The quarterly reporting periods are defined as follows:

Quarter	Period Covered	Due on or Before
1st	April 1 to June 30	July 15th
2nd	July 1 to September 30	October 15th
3rd	October 1 to December 31	January 15th

4th	January 1 to March 31	April 15th
-----	-----------------------	------------

Failure to provide fully completed quarterly reports in accordance with the above instructions may result in the setting aside of the SO and the application of a vendor performance corrective measure.

3.2.1 Reporting on equity designated groups

The Contractor must provide a report which will include a list of activities, with specific dates that they are to be carried out and completed, along with details of assessment and screening tools and methodology to be used in the search and recruitment processes.

The report should also include a description of methods or processes used to identify members of employment equity designated groups as define in the Employment Equity Act (i.e., women, Indigenous peoples, blacks, other members of visible minorities and persons with disabilities).

The data must be submitted on a yearly basis to the Standing Offer Authority.

The yearly reporting periods are defined as follows:

Period Covered	Due on or Before
June 1 to May 31	June 15th

4. Term of Standing Offer

4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is from date of issuance to May 31, 2022.

4.2 Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for an additional 7 periods of one year each, under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority 30 days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

4.3 Comprehensive Land Claims Agreements (CLCAs)

The Standing Offer (SO) is for the delivery of the requirement detailed in the SO to the Identified Users across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries to locations within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside of the standing offer.

5. Authorities

5.1 Standing Offer Authority

The Standing Offer Authority is:

Sophie Cayer
Supply Team Leader

Specialized Professional Services Procurement Directorate
Services and Innovations Acquisitions Sector (SIAS)
Procurement Branch, Acquisition Program
Public Services and Procurement Canada
Les Terrasses de la Chaudière
10 rue Wellington, 5th Floor
Gatineau, Quebec, K1A 0S5

Telephone: 613-858-8846
Email : Sophie.Cayer@tpsgc-pwgsc.gc.ca

The SO Authority is responsible for the establishment of the SO, its administration and its revision, if applicable. Any changes to the SO must be authorized in writing by the SO Authority.

Upon the making of a Call-up, the Identified User, as Contracting Authority, will be responsible for any contractual issues relating to individual Call-ups made against the SO by any identified user.

5.2 Offeror's Representative

This Representative is the central point of contact within the Offeror for all matters pertaining to this SO. The Offeror confirms that this individual has the authority to bind the Offeror. It is the Offeror's sole responsibility to ensure that the information related to the Offeror Representative is correct. If a replacement or a new Offeror Representative is required, the Offeror will inform the Standing Offer Authority.

(To be identified at time of issuance)

The Offeror's Representative may delegate to another individual to represent the Offeror for administrative and technical purposes under any contract resulting from this Standing Offer.

6. Proactive Disclosure of Contracts with Former Public Servants

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

7. Identified Users

The Identified Users authorized to make call-ups against the Standing Offer include any government department, agency or Crown corporation listed in Schedules I, I.1, II, III, of the [Financial Administration Act](#), R.S.C., 1985, c. F-11.

While not mandatory, any government department, agency or Crown corporation **not** listed in Schedules I, I.1, II of the [Financial Administration Act](#), R.S., 1985, c. F-11, can also issue call-ups against the Standing Offer.

Canada is pursuing the future possibility of permitting the Provinces and Territories to utilize the standing offer as identified users in order to access these services.

8. 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 call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions 2005 (2017-06-21) General Conditions - Standing Offers - Goods or Services;
- e) the general conditions 2010B (2020-05-28) General conditions: Professional services (medium complexity);
- f) Annex A, Statement of Work;
- g) Annex B, Basis of Payment;
- h) Annex C, Security Requirements Check List;
- i) Annex D, Insurance Requirements; and
- j) the Offeror's offer dated _____

9. Certifications and Additional Information

9.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Offeror with its offer or precedent to issuance of the Standing Offer (SO), and the ongoing cooperation in providing additional information are conditions of issuance of the SO and failure to comply will constitute the Offeror in default. Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO.

9.2 Federal Contractors Program for Employment Equity - Setting aside

The Offeror understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Offeror and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Standing Offer. If the AIEE becomes invalid, the name of the Offeror will be added to the "FCP Limited Eligibility to Bid" list. The imposition of such a sanction by ESDC may result in the setting aside of the Standing Offer.

9.3 SACC Manual Clauses

The Offeror warrants that the certification of Canadian Content submitted by the Offeror is accurate and complete, and that the goods, services or both to be provided under any call-ups against the Standing Offer are in accordance with the definition contained in clause A3050T.

The Offeror must keep proper records and documentation relating to the origin of the goods, services or both provided to Canada. The Offeror must not, without obtaining before the written consent of the Standing Offer Authority, dispose of any such records or documentation until the expiration of six (6) years after final payment under any contract resulting from the Standing Offer, or until settlement of all outstanding claims and disputes under the Standing Offer, whichever is later. All such records and documentation must at all times during the retention period be open to audit, inspection and examination by the representatives of Canada, who may make copies and take extracts. The Offeror must provide all facilities for such audits, inspections and examinations, and must furnish all such information as the representatives of Canada may from time to time require with respect to such records and documentation.

Nothing in this clause must be interpreted as limiting the rights and remedies which Canada may otherwise have pursuant any contract resulting from the Standing Offer.

10. Applicable Laws

Solicitation No. - N° de l'invitation
EN578-210714/B
Client Ref. No. - N° de réf. du client
EN578-210714

Amd. No. - N° de la modif.
File No. - N° du dossier
104zl.EN578-210714

Buyer ID - Id de l'acheteur
104zl
CCC No./N° CCC - FMS No./N° VME

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in the Province of Ontario, Canada, unless otherwise stipulated in the Offeror's bid in response to the bid solicitation that resulted in this SO.

11. Transition to an e-Procurement Solution (EPS)

During the period of the Standing Offer, Canada may transition to an EPS for more efficient processing and management of individual call-ups for any or all of the SO's applicable goods and services. Canada reserves the right, at its sole discretion, to make the use of the new e-procurement solution mandatory.

Canada agrees to provide the Offeror with at least a three-month notice to allow for any measures necessary for the integration of the Offer into the EPS. The notice will include a detailed information package indicating the requirements, as well as any applicable guidance and support.

If the Offeror chooses not to offer their goods or services through the e-procurement solution, the Standing Offer may be set aside by Canada.

PART 6B. CALL-UP PROCEDURES FOR THE STANDING OFFER (SO)

1. Call-up Procedures

*****IMPORTANT*****

Before the issuance of a call-up, the Identified User must ensure that the services were requested under the National Master Standing Offer (NMSO) EN578-211865/001/ZL with the Corps of Commissioners and that they exercised their RFR and declined the request for guard service(s), or the Corps of Commissioners are not able to deliver the services for other reasons.

There are multiple Regional Master Standing Offers (RMSO) across Canada for the provision of guard services, each covering a specific region and/or Metropolitan area. When accepted by Canada, each Call-up results in a separate contract between Canada and the Offeror.

1.1 Directed Call ups

Each RMSOs have been deemed financially compliant, therefore Identified user(s) may direct a call-up at or below \$2,000,000.00 (applicable taxes included) to Offeror(s) qualified in the applicable regions and/or metropolitan areas of their choice.

1.2 Call-up Process

The Offeror agrees only to perform individual call-ups made by an Identified User pursuant to this Standing Offer that does not exceed the applicable Limitation of Call-up, outlined above.

The Offeror acknowledges that no costs incurred before the receipt of a signed call-up can be charged to this Standing Offer or any call-ups made against it.

The Offeror acknowledges that the terms and conditions set out in the resulting contract clauses that form part of this Standing Offer apply to every call-up made under this Standing Offer.

The following call-up process must be followed:

1.2.1 Step 1 - Request:

The Identified User will provide a request to the Offeror with the following information by e-mail:

- a) Details of the requirement (SOW);
- b) Number of resources required;
- c) Level of resources required;
- d) Vehicle and use of force requirement, if applicable;
- e) Linguistic profile required for each resource;
- f) Security clearance level required;
- g) Approximate start and end date;
- h) Location; and
- i) Identified User information.

1.2.2 Step 2 - Response to Request

Following step 1, the Offeror must provide by e-mail, within 2 business days of receiving the request (or a different timeline if specified by the identified user), the following information to the Identified User:

- a) Confirm the availability of the resources to meet the requirement;

Solicitation No. - N° de l'invitation
EN578-210714/B
Client Ref. No. - N° de réf. du client
EN578-210714

Amd. No. - N° de la modif.
File No. - N° du dossier
104zl.EN578-210714

Buyer ID - Id de l'acheteur
104zl
CCC No./N° CCC - FMS No./N° VME

-
- b) Confirm cost of required services, as identified and in compliance with Annex B, Basis of Payment;
 - c) Confirm the start date or provide an alternative date acceptable to the Identified User; and
 - d) Total estimated cost.

1.2.4 Step 3 - Call-up issuance

Following step 2, the Identified User will issue the call-up against the Standing offer using the Call-up instrument.

2. Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using form PWGSC-TPSGC 942, Call-up against a Standing Offer or equivalent form.

3. Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$2,000,000.00 (Applicable Taxes included). Any call-ups exceeding this amount must be sent to the PSPC SO/SA Authority for review and approval.

PART 6C - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the SO.

1. Statement of Work

The Contractor must perform the Work described in the call-up against the Standing Offer.

2. Standard Clauses and Conditions

2.1 General Conditions

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

Section (15) Interest on Overdue Accounts, of [2010B](#) (2020-05-28) General Conditions - Professional Services (Medium Complexity) will not apply to payments made by credit cards.

3. Term of Contract

3.1 Period of the Contract

The Work must be completed in accordance with the call-up against the Standing Offer.

4. 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.

5. Payment

5.1 Basis of Payment - Professional Services

The Contractor will be paid for the Work performed, in accordance with the Basis of Payment at Annex B to a limitation of expenditure set out in the call-up documents. Customs duties are included and Applicable Taxes are extra.

5.2 Limitation of Expenditure

Canada's total liability to the Contractor under the Call-up must not exceed the amount set out on page one of the Call-up, less any applicable taxes. With respect to the amount set out on page one of the Call-up, Customs duties are included and applicable taxes are included.

- i. 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 exceed 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 when:

- a) it is 75 percent committed, or
 - b) 2 weeks before the Call-up expiry date, or
 - c) as soon as the Contractor considers that the Call-up funds provided are inadequate for the completion of the Work, whichever comes first.
- ii. If the notification is for inadequate Call-up funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Providing this information does not increase Canada's liability.

5.3 Method of payment

H1008C (2008-05-12) Monthly payment

5.4 SACC Manual Clauses

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

C0705C (2010-01-11) Discretionary Audit

5.5 Electronic Payment of Invoices – Call-up

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

To be completed after SO issuance

6. 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.

The invoice must be forwarded to the address or e-mail shown in the call-up for certification and payment.

Each invoice must be supported, as applicable, by:

- a) Call-up Number;
- b) Identified User name;
- c) a copy of time sheets to support the time claimed;
- d) copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses; if applicable.

7. Insurance - Specific Requirements

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

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

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

Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

8. 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. Dispute Resolution

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

ANNEX A

STATEMENT OF WORK

1. SCOPE

1.1 Objective

The Government of Canada has a requirement for the provision of licensed security guard companies to provide security guard services at various locations throughout Canada.

1.2 Background

Guard Services for any government department, agency or Crown Corporation listed in Schedules I, I.1, II of the *Financial Administration Act*, R.S., 1985, c. F-11, must be provided by the Canadian Corps of Commissionaires under the Right of First Refusal (RFR) granted by Treasury Board (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16579>). This policy has been in place since WWII, with the 15 Canadian Corps of Commissionaires Divisions across Canada providing the service. The method of supply currently in place is a National Master Standing Offer (NMSO - [EN578-211865/001/ZL](#)).

As the granted RFR can result in the Canadian Corps of Commissionaires turning down a request for guard services and the fact that not all Schedules under the *Financial Administration Act*, R.S., 1985, c. F-11., fall under the RFR, meaning not all federal organizations are required to use the Canadian Corps of Commissionaires, the need for an alternate back-up Method of Supply for Guard Services exists.

2.0 REFERENCE DOCUMENTS

- 2.1 The Security Officers and Security Officer Supervisor's standard, CAN/CGSB-133.1-2017 as approved by the Canadian General Standards Board.

[P29-133-1-2017-eng.pdf \(publications.gc.ca\)](#)

3. REQUIREMENT

3.1. Scope of work

3.1.1 Guard(s) and supervisor(s)

The contractor must provide:

- a) Guard(s) and/or supervisor(s) on an "as and when requested" basis, as defined at section 3.1.2 to cover all applicable Posts services as detailed in section 3.2.1;
- b) Guard(s) and/or supervisor(s) on an "as and when requested" basis as per the Standard of Selection as detailed in section 3.2.2;
- c) Uniforms and equipment for guard(s) and/or supervisor(s) as detailed in section 3.2.3;
- d) Training for guard(s) and/or supervisor(s) as detailed in section 3.2.4; and
- e) A management structure as detailed in section 3.2.5.

3.1.2 Level of guard(s) and supervisor(s)

3.1.2.1 Guard(s)

- a) Level 1

A level 1 guard:

- i. Must have successfully completed the Canadian General Standard Board training and possess a valid provincial guard license;
- ii. Must be familiar with the site Post orders and Emergency/Evacuation procedures prior to commencing work at any site;
- iii. Must be able to perform independently a range of standard guard tasks; and
- iv. Have the ability and experience to deal with common situations such as routine administrative guard services which represents low risks.

It also includes guards up to the level of Secret government security clearance.

b) Level 2

A level 2 guard:

- i. Must have successfully completed the Canadian General Standard Board training and possess a valid provincial guard license;
- ii. Must be familiar with the site Post orders and Emergency/Evacuation procedures prior to commencing work at any site;
- iii. Have the ability and experience to deal with higher risk, unusual, dangerous or potentially dangerous situations;
- iv. Have experience in controlling and avoiding the escalation of situations by remaining calm and de-escalating such situations, until local law enforcement arrives as applicable; and
- v. Be able to perform independently more complex higher-level guard tasks.

It also includes up to the level of Top Secret government security clearance.

3.1.2.2. Supervisor(s)

a) Site Supervisor Level 1

A Site Supervisor Level 1:

- i. Must have successfully completed the Canadian General Standard Board training and possess a valid provincial guard license, in addition to the Canadian General Standard Board Supervisory training;
- ii. Is responsible for a crew of guards, including basic site operations, site management and daily dealings with the client; and
- iii. Must react to off duty site management issues.

b) Site Supervisor Level 2

A Site Supervisor Level 2 includes the training and abilities specified for the Site Supervisor Level 1 and:

- i. Must have experience in managing one or multiple sites with multiples crews and functions;
- ii. Must be able to deliver onsite training, if necessary.

3.2 Tasks

3.2.1 Applicable Post Services

The Contractor must provide guard(s) and/or supervisor(s) for the following services on an “as and when requested” basis.

For all the applicable Post services detailed below, the Contractor must ensure all guard(s) and/or supervisor(s) provide common requirements/services that include but are not limited to:

- a) complying with Post orders;
- b) assisting visitors and Government of Canada (GoC) employees;
- c) if/when required, provide first aid;
- d) responding to all security and emergency situations;
- e) carrying out evacuation procedures in the event of a fire or emergency;
- f) use of force (to be further defined); and
- g) summoning and coordinating with law enforcement when necessary to address a situation.

Through a formal process that involves the Identified User and the Technical Authority, additional guard Posts can be added to the list below. This would be accomplished through an amendment to the Standing Offer. Like the guard Posts below, any additional guard Post will have to fall within the scope of the training offered under above article 3.2.4 - Minimum Training Requirements

3.2.1.1 Access Control Reception Desk Guard

Duties include, but are not limited to:

- a) signing visitors in and out;
- b) enforcing access control procedures;
- c) providing directions to both visitors and employees;
- d) theft protection;
- e) emergency procedure assistance;
- f) answering phone calls;
- g) responding to email requests for visitor access; and
- h) operating multi-line phone systems.

3.2.1.2 Preventive Patrol Guard

Duties include, but are not limited to:

- a) performing security preventive patrols in accordance with the Identified User's requirements;
- b) ensuring a list of activities to be completed while on patrol is determined in advance of patrol;
- c) ensure the timing and route of the patrol are varied so as to not become too predictable;
- d) performing patrols with the required equipment (e.g. working communication equipment, working flashlights, etc.);
- e) checking all floors inside and all areas outside the building, including but not limited to parking and loading docks;
- f) identifying potential security risks and requirements inside the location as well as the outside premises, such as, but not limited to, doors left ajar, doors not closing completely, unrecognizable smells and unrecognizable sounds;
- g) observe and provide recommendations on how to reduce and prevent risks and threats, as requested;
- h) following the contract protocol as defined in the Post orders in cases of any security incidents, technical issues, or compromises that affect the site;
- i) check with the guard at Post, where applicable, before leaving the premises to confirm that the patrol is completed and that they are leaving; and
- j) completing a Guard Report immediately after the patrol, outlining any corrective action recommended, security incidents and alarm responses (if an alarm is triggered during the patrol).

If the preventive patrol guard triggers an alarm, the patrol guard must call the Alarm Monitoring Service Provider, identifying themselves as the patrol guard and confirm that they caused the alarm while entering/leaving the premises.

3.2.1.3 Fixed or Visual Guard

Duties include, but are not limited to providing continuous security observation, either visually or through the assistance of surveillance cameras.

3.2.1.4 Parking Enforcement and Traffic Control Guard

Duties include, but are not limited to:

- a) controlling traffic at entrances to buildings or in parking lots to ensure traffic safety and to assist in the movement of vehicles;
- b) using conventional signals and movements in order to be understood and seen by drivers;
- c) provide parking enforcement of the various parking by-laws;
- d) issue parking infraction notices; and
- e) coordinate towing of unauthorized vehicles.

3.2.1.5 Loading Dock Guard

Duties include, but are not limited to:

- a) providing full access control;
- b) stopping all vehicles before they enter the building and checking manifests to ensure validity;
- c) calling contacts on manifests to inform addressees of deliveries and confirm they are expected;
- d) obtaining and confirming proper identification of delivery personnel and updating the Loading Dock Log before access is granted; and
- e) inspecting and verifying contents of vehicles before they enter the building.

3.2.1.6 Escort Guard

Duties include, but are not limited to:

- a) obtaining written instructions from the Identified User or the guard at Post, briefing what floors the third party have been granted access to and if access keys are required to conduct the escort;
- b) escorting the third party contractors at all times;
- c) safe and timely escorting of designated public and government personnel in and out of buildings; and
- d) issuing and retrieving GoC property (e.g. visitor badges, etc.)

The Identified User should electronically (by e-mail) notify the Contractor a minimum of 48 hours before an Escort Guard is required. Although all efforts will be made to provide a minimum of 48 hours' notice, suppliers must have capacity to provide an Escort Guard on notice as short as 4 hours in certain emergency situations (e.g. after hours unforeseen maintenance or repair).

3.2.1.7 Screening Guard

Duties include, but are not limited to:

- a) screening persons, belongings and parcels for weapons or other prohibited items; and
- b) using x-ray screening equipment, walk through metal detectors and hand-held metal detectors.

3.2.1.8 Crowd Control Guard

Duties include, but are not limited to:

- a) controlling access to a site, including monitoring entrance and gate passage;
- b) inspection of bags; and
- c) controlling or restoring order to a crowd.

3.2.1.9 Waste Disposal Guard

Duties include, but are not limited to:

- a) Picking up and shredding Protected information using standard shredding equipment;
- b) Disposing of information up to Secret level using an approved RCMP shredding machine; and
- c) Disposing of information technology equipment using an approved Communications Security Establishment machine.

3.2.1.10 Issuing Identification Cards Guard

Duties include, but are not limited to:

- a) Ensuring that all required equipment is operational;
- b) Before issuing a security ID card, verify that the worker is in possession of a valid security clearance; and
- c) Updating the appropriate data base of the employees' status within the department.

3.2.1.11 Processing Security Screening Guard

Duties include, but are not limited to:

- a) In support of the departmental personal security program for all personnel who require a security screening (Reliability Status, Site Access, Secret and above), verify the required forms for accuracy, ensuring to process their fingerprints and forward them to the RCMP for verification and any other related duties as specified by the personnel security manager.

3.2.1.12 Supervisor Duties

The general duties assigned to the Supervisor are stated below. Duties in addition to what are listed will form part of the related Post orders. As such, the Contractor must provide supervisors with responsibilities that include, but are not limited to:

- a) Assigning qualified guards with a valid security clearance to their required assignment or Post.
- b) Supervising all guards on duty and ensuring quality services.
- c) Ensuring incident reports are completed and forwarded to the Identified User and additional personnel as defined within the Post orders within 24 hours of an occurrence.
- d) Ensuring all guards comply with Post orders and operational procedures, policies and procedures.
- e) Ensuring all guards are up to date with any new issues or situations (provided by the Identified User) by debriefing them and handing out procedures or instructions 15 minutes at the end and before each shift, as required.
- f) Ensuring the completion of all forms, reports and paperwork required by the Identified User, in accordance with the Post orders and operational procedures.
- g) Ensuring initial and ongoing on-site training of new guards.
- h) Ensuring that all staff understand and follow the Fire and Evacuation Plan, and that all safety measures are implemented (alarm panels, fire alarms, emergency doors, cameras, etc. as specified by the Responsible Building Authority).

- i) Providing continual reviews with staff on Post orders and operational procedures.
- j) Being the main point of contact for guards on duty in providing issue resolution.
- k) Managing emergency situations until the arrival of the Identified User.
- l) Performing and applying corrective action immediately when there is a deficiency or obvious performance issue with a guard or Post.

3.2.2 Standard of Selection

The Contractor must provide guard(s) and/or supervisor(s) on an "as and when requested" basis as per the following Standard of Selection:

a) Citizenship

All guard(s) must be Canadian Citizens, landed immigrants or permanent residents of Canada that hold a valid employment authorization document.

b) Abilities

The guard as a minimum must have:

- i. A demonstrated ability to read, write and speak in English or French as specified in each Call-up (bilingual guards may be required for some areas; fluency in a local Indigenous dialect would be an asset in other areas); and
- ii. Basic level computer skills, where required.

c) Health Standards and Mobility Standards

- i. Provide guard(s) and/or supervisor(s) that are in a state of health consistent with the ability to perform the required safety and security tasks.
- ii. At a minimum, ensure that all guard(s) and/or supervisor(s) meet the standards outlined in [Security Officers and Security Officer Supervisors CAN/CGSB-133.1-2017](#)

d) Personnel Appearance

The Contractor must ensure that guard(s) and/or supervisor(s) are neat and clean in appearance. When applicable, for health and safety reasons, the guard(s) and/or supervisor(s) are prohibited from wearing jewelry and must ensure that hair longer than shoulder length is kept securely fastened.

3.2.3 Uniform Requirement

3.2.3.1 General Uniform Requirements

The Contractor must provide all uniforms and ensure that they are identical in design, color and "non-military" style and must be worn by all guard(s) and/or supervisor(s) when providing services.

The contractor must ensure that all uniforms are:

- a) Regular dark color (navy or black) trousers, slacks or skirts, white shirt or blouse and plain dark color shoes or boots;
- b) Clean, pressed, properly fitting and in a state of good repair; and
- c) if/when a vest, raincoat, winter coat, cap, gloves or neck gaiter are worn, they match and complement the type of uniform worn.

3.2.3.2 Equipment:

The Contractor must provide all necessary equipment required in the provision of services including but not limited to: working flashlights, radios, cellular phones, notebooks and computers.

3.2.3.3 Use of Force (to be further defined following industry input)

The Contractor must provide all necessary equipment, including batons, hand-cuffs, ballistic vests.

3.2.3.4 Personal Protective Equipment (PPE)

The contractor must provide all necessary PPE, including masks, face shields, face masks, gloves, hand sanitizer, etc.

3.2.4 Minimum Training Requirements

3.2.4.1 Minimum guard training

The Contractor must:

- a) Provide guards that have successfully completed training in accordance with the [Security Officers and Security Officer Supervisors CAN/CGSB-133.1-2017](#)– Security Officers Basic (Pre-Assignment) Training Program, as approved by the Canadian General Standards Board.
- b) Provide guards that have a valid basic qualification in First Aid to the St. John Ambulance Emergency level (or equivalent).

The table below provides an overview of the related content and the suggested hours of training.

Security Officers Basic (Pre-Assignment) Training Program		
#	Training Program Content	Suggested Hours of Training
1	Administration/Introduction/Evaluation of Candidates' Knowledge	3
2	Introduction to Duties and Responsibilities	2
3	Professionalism and Public Relations	3
4	Legal Authorities, Duties and Responsibilities	6
5	Use of Force Principles and Guidelines	6
6	Alarm and Protection Systems	2
7	Traffic Movement	1
8	Personnel and Material Access Control	3
9	Report Writing, Note Taking, Evidence and Crime-Scene Sketching	4
10	Response to Emergency Situations (Bombs, Fires, Suspicious Packages etc.)	9

11	Patrol Procedures	4
12	Labour Disputes	2
13	Relations with Police	1
14	Effective Communications	8
15	First Aid/CPR Training	Additional Hours as Required

3.2.4.2 Minimum supervisor training

The Contractor must:

- Provide supervisors that have completed 3.2.4.1 above; and
- Provide Supervisors that have successfully completed training in accordance with the [Security Officers and Security Officer Supervisors CAN/CGSB-133.1-2017](#) – Security Officer Supervisors (Pre-Assignment) Training Program, as approved by the Canadian General Standards Board.

Note the table below provides an overview of the related content and the suggested hours of training.

Security Officer Supervisor (Pre-Assignment) Training Program		
#	Training Program Content	Suggested Hours of Training
1	Administration/Introduction/Evaluation of Candidates' Knowledge	4
2	Supervision	7
3	Human Resources and Staff Relations	7
4	Fire Prevention, Safety and Emergency Procedures	7
5	Legal Responsibilities	7
6	Performance Evaluation Reports and Techniques	2
7	On the Job Training Theory	1

3.2.4.3 Retraining

The Contractor must:

- Retrain guard(s) and/or supervisor(s), at the Contractor's expense to ensure all required certifications are valid, or when it has been mutually agreed upon by the Contractor and the Identified User that the need to retrain exists.

3.2.4.4 Additional Training/Licensing Requirements

Any additional new training and/or licensing requirements above and beyond what is stated in articles 3.2.4.1, 3.2.4.2 and 3.2.4.3 will be at the Identified Users expense, outside of the scope of this Standing Offer and/or Supply Arrangement.

3.2.4.5 Site Orientation

The Contractor must ensure, at no cost to Canada, satisfactory completion of on-the-job orientation by all guards and/or supervisor(s) prior to commencing an assignment and re-assignment to a Post including but not limited to:

- a) Thorough knowledge and understanding of Post orders.
- b) Orientation and operation of security system.
- c) Orientation and operation of fire equipment.
- d) Access control.
- e) Key control.

Whenever it becomes necessary to assign or reassign guards to a Post for the first time without the guards having first completed on-the-job orientation, the Contractor must arrange, at their own expense, to have new guards "double bank" with experienced guards from the work site, prior to the guard taking over the Post on their own. The Contractor's supervisor or a designate must visit the Post to ensure that new guards are knowledgeable and performing their duties.

3.2.5 Management Structure

The Contractor must provide the following resources:

3.2.5.1 Executive Level Representative

The Executive Level Representative must:

- a) Be at a senior level within Contractor's organization and be responsible for communicating with the Standing Offer (SO)/Supply Arrangement (SA) Authority in regards to outstanding Contractual issues.
- b) Act as the Contractor's Representative for the SO/SA; and
- c) Be the highest level of resolution and authority for all matters relating to the SO/SA.

3.2.5.2 Account Representative

The Account Representative must:

- a) act as the single point of contact for Identified Users' questions/issues;
- b) identify the expertise within their organization for follow-up to a) above; and
- c) play an active role in the resolution of all action items.

3.2.5.3 Regional Supervisor

The Regional Supervisor responsibilities include, but not limited to:

- a) oversee day to day operational matters within the region; and
- b) ensure the effective, efficient, responsive and compliant delivery of the required services within the region.

4. CONTRACTOR'S ROLES AND RESPONSIBILITIES

The Contractor must:

- a) Possess a valid Security Agent Permit to operate in the province where they are providing service.
- b) Provide guard(s) and/or supervisor(s) that possess a valid Security Guard License for the province where the services are to be provided, and a valid security clearance in accordance with the requirement.
- c) Ensure that all guard(s) and/or supervisor(s) carry the valid Security Guard License while providing services.
- d) Ensure that guard(s) and/or supervisor(s) have a valid driver's license if/when requested to provide Vehicle Patrol Services.
- e) Ensure that, if the equipment is issued by the Identified User for use by the Contractor, it needs to be controlled and maintained. This includes, but is not limited to: two Way Radios; and computers.
- f) Provide properly trained resources as back-up support for illness, holidays or other absences.
- g) Ensure the proper number of relief guards are present on the worksite to perform relief duties during meals and rest period.
- h) In order to reduce the need for retraining or re-orienting guards, make best effort to assign the same resources to the Post location.
- i) Ensure the satisfactory completion of on-the-job training by all guards and supervisors prior to assignment or reassignment, at no cost to the Government of Canada.
- j) Ensure consistency of services:
 - i. ensuring best effort is made to schedule the same guards at the same units; and
 - ii. providing properly trained back-up support in the event of illness, holidays, or other absences.
- k) Ensure that Canada is only billed for the services requested, for example, Canada will not be billed for:
 - i. Overfills - when the Contractor provides too many guards or guards for longer periods than requested.
 - ii. Shortfalls - when the requested services is not provided (e.g. late arrival of guard to Post, guard leaving Post early, insufficient number of guards). The Contractor must ensure that the Identified User is not billed overtime as a result of the Contractor having to fill the Shortfall.
- l) Ensure that all personnel adhere to the policy of the Government of Canada's that prohibits smoking on government premises.
- m) Ensure that Government owned property is only used for official business.

4.1 Post Arrival

The Contractor must:

- a) Inspect all Post equipment to ensure it is operational.
- b) Check the Post for cleanliness and perform any post maintenance required to maintain a safe and presentable work area.
- c) Account for all Post keys.
- d) If applicable, ask the guard they are relieving if there is any important information to pass on.
- e) Ensure all necessary Post paperwork and Post forms are available.
- f) Locate and review the Post orders.
- g) Report any Post discrepancies to their supervisor (or delegate) immediately.

4.2 Post Items Not Authorized

The Contractor must ensure that:

- a) Televisions, radios and digital music devices, used for personal reasons are not permitted.

- b) The use of personal cell phones for non-security/non-emergency related matters are not permitted.
- c) Hand-carried bags of all types (purses, back packs, etc.) are kept out of the sight of the general public.
- d) Only work-related reading material is allowed. Personal reading material such as newspapers, magazines, school books, etc., are not permitted.
- e) Food items and beverages, (exception: water in clear bottles or cups) are not permitted at Post.
- f) No eating on Post, unless the Post orders specify otherwise.

4.3 Post Orders

Post orders are written documents that clearly outline duties, responsibilities and expectations of the security operations at a facility. They also provide instructions on how to specifically respond to predictable situations that may occur. The creation of the Post orders are the responsibility of the Identified User.

The sample Post order in Appendix 1 to Statement of Work – Sample Post Order, provides an overview.

The Contractor must:

- a) Adhere to all Post order duties, responsibilities and expectations.
- b) Ensure that all personnel providing related services have signed off that they have read and understand the Post orders.
- c) Ensure Post orders are located in a safe place, out of public view.

5. GOVERNMENT OF CANADA'S ROLES AND RESPONSIBILITIES

5.1 Chief Security Officer

As per the Directive on Department Security Management, the Chief Security Officer (CSO) is to manage the departmental security program and is responsible for:

- a) Planning;
- b) Governance;
- c) Management of Security Risks;
- d) Monitoring and Oversight;
- e) Performance Measurement and Evaluation; and
- f) Government Wide Support.

While the above Directive is all encompassing when it comes to a department security program, there are elements within the Directive that apply to the security services provided under this SO/SA. These elements are stated below.

5.1.1 Planning

From a planning perspective, the CSO (or delegate) is responsible for developing, implementing, monitoring and maintaining a Department Security Plan. This includes, but is not limited to:

- a) The creation of the Post orders and their administrative review once a year.

5.1.2 Governance

From a governance standpoint, this includes, but is not limited to:

- a) Providing input into the Statement of Work.

5.1.3 Monitoring and Oversight

From a monitoring and oversight perspective, this includes, but is not limited to:

- a) Monitoring the effectiveness of the security services being provided.
- b) Ensuring that security controls remain current.

5.1.4 Performance Measurement and Evaluation

From a performance measurement and evaluation perspective, this includes, but is not limited to:

- a) Evaluating the security services to ensure services being provided meet all requirements.

5.2 **Identified User**

The Identified User is responsible for:

5.2.1 General Requirements

If/when required, as stated in the Post orders, the provision of:

- a) office space;
- b) office furnishings (e.g. chairs, desks);
- c) landline phones;
- d) limited network access;
- e) any communication equipment required by the Identified User or essential to the safety of the provision of guard services (e.g. radio);
- f) up to date Post orders; and
- g) all required Post forms.

- 5.2.2 Verification of received invoices and follow-up with the contractor for any discrepancies.

5.2.3 Creation of Post Orders

- a) ensuring Departmental Security Officer or the authorized representative creates the Post orders and maintains them relevant to the current work environment; and
- b) ensuring Post orders are of sufficient detail to allow the Contractor to effectively carry out their duties.

5.2.4 Post Orders Revision

- a) ensuring the Departmental Security Officer or authorized representative review the Post orders a minimum of once a year or as required and update accordingly for any changes to procedures; and
- b) ensuring the original Post orders and any amendments are dated.

6. **CONSTRAINTS**

6.1 **Deficiencies**

Should a guard or supervisor be found unsuitable to, or a deficiency found in the services provided, the nature of the issue should be stated in writing by the Identified User and forwarded to the Contractor. Upon receipt of the written notice, the Contractor must, within one (1) business day, propose corrective

action for the Identified User's review/approval and specify the date the corrective action will be implemented. Any costs associated with the corrective action will be borne by the Contractor.

If the deficiency is not corrected by the agreed date and the corrective action remains outstanding, the SO/SA Authority should be notified.

Where a deficiency remains, this could be deemed to be a material breach of the call-up/contract entitling the Identified User to terminate the call-up/contract for cause in accordance with the related terms and conditions.

6.2 Language

The Contractor must:

- a) Upon request, provide guards who are able to read and speak English or French. In addition, some Post locations may require personnel to understand, read and speak in both official languages. The requirement to provide bilingual services will be identified in the resulting call-up/contract. The call-up/contract authority should also specify on the call-up/contract, the hours for which bilingual services are required.
- b) Upon request, provide guards that are bilingual.
- c) Ensure that, if the guard providing requested bilingual services temporarily leaves a Post, the guard continuing to provide the services can provide the same level of bilingual services.

6.2.1 Definition of Oral Bilingual Communications

Effective communications in both official languages means the ability to communicate orally, to clearly understand and be understood in both English and French.

The following is the acceptable level of second language ability for guards to ensure effective communications for purposes of meeting the requirements of the call-up/contract.

The Contractor must:

- a) Ensure guards can meet the following acceptable level of second language ability:
 - i. a person at this level can sustain a conversation on concrete topics relevant to the duties as specified in the Call-Up/contract. He/she can give factual descriptions of actions taken, give straightforward instructions and directives to the public and visitors to the site, and give straightforward explanations; and
 - ii. at this level of oral interaction, an individual can handle most telephone and face to face conversations requesting concrete, routine information from members of the public or visitors to the site about services, publications, locations, numbers, times, dates, etc.
- b) Ensure that communications and services of their offices are actively offered in English and French, as per the [Appendix 2 – Definition of the Government of Canada Directive on Official Languages for Communications and Services.](#)
 - i. clearly indicate visually and verbally that members of the public can communicate with and obtain services from a designated office in either English or French. Mechanisms are in place to ensure that services are available in the official language chosen by the member of the public; and
 - ii. the availability of communications and services in both official languages can be promoted in a number of ways including: Prominently displaying the official languages

symbol; Greeting members of the public in both official languages, beginning with the official language of the majority of the population of the province or territory where the office is located; For example, "Hello/Bonjour, Can I help you/puis-je vous aider" for all provinces outside of Quebec and "Bonjour/Hello, puis-je vous aider/can I help you" in the Province of Quebec.

6.3 Performance and Quality Management

The Contractor must:

- a) Develop and implement actions to correct or improve any performance or non-conformance issues identified by the Identified User and or the SO/SA Authority.
- b) Monitor and, if necessary, adjust any actions developed and implemented to correct or improve performance or non-conformance issues.
- c) Upon request, report on the progress of any corrective actions.

7. MEETING

The Contractor will not be reimbursed for any costs incurred for meetings.

7.1 Kick off Meeting

A Kick-off meeting will be held within thirty (30) working days from the date of Standing Offer/Supply Arrangement (SO/SA) issuance. The kick-off meeting will be organized as a teleconference. The exact time and location of the kick-off meeting will be provided after SO/SA issuance.

The purpose of the kick-off meeting will be to:

- a) Review the SO/SA requirements;
- b) Discuss the reporting requirement; and
- c) Review and clarify the respective roles and responsibilities of the SO/SA Authority, the Project Authority and the Contractor to ensure common understanding of the requirement and the terms and conditions of the SO/SA.

7.2 Progress Review Meetings

Progress review meetings will be completed as per the Project Authority's request during the first year of the SO/SA, and then occur once per fiscal year thereafter or more often if required. The PRM will be organized through a teleconference or held in person. In person meetings may be held at other locations if mutually agreed. The SO/SA Authority will be invited to attend Progress review meeting.

The purpose of the progress review meeting is to:

- a) Discuss and resolve operational, administrative or contractual issues; and,
- b) The Project Authority is responsible of coordinating Progress Review Meeting with the Contractor.

Appendix 1 to Annex A

Sample Post Order

1. Contact Information
2. Reporting to Post Instructions
3. Shift Relief/Lunch and Break Periods
4. Acknowledgement of Understanding
5. Location of Post
6. Post Duties
7. Foot Patrols
8. Keys
9. Locking and Unlocking Doors
10. Cleaning Staff
11. Identification and Access Pass
12. Visitors
13. Fire Alarm
14. Bomb Threat or Suspicious Package
15. Medical Emergency
16. Base Building System(s) Failure
17. Vandalism/Theft
18. Parking Control
19. Control of the Posting of Signs/Posters
20. Freight Parcels and Courier Traffic
21. Lost and Found Registry
22. Removal of Government of Canada Equipment by Employees
23. Access Control during Silent Hours
24. Removal of Persons in Stalled Elevators
25. Unwanted Individual(s) On-Site
26. Strike/Demonstrations/Sit-Ins
27. Chemical Accident
28. Armed Intrusion, Shooting or Hostage Taking Situation
29. Newspapers
30. Building Contractors
31. 2 Way Radios
32. Post Reports

Sample Post Order Information

1. Contact Information

Emergency Numbers should include, but are not limited to:

- a) Police.
- b) Fire.
- c) Ambulance.
- d) Hospitals.
- e) Building Maintenance.
- f) Building Heating.
- g) Building Electrical.
- h) Alarm Company.
- i) Elevator Company.
- j) Department Security Officer's contacts.

2. Reporting to Post Instructions

Should include, but is not limited to:

- a) Detailed instructions of guard responsibilities related to:
 - i) shift startup/change over; and
 - ii) new guard orientation.

3. Shift Relief/Lunch and Break Periods

Should include, but is not limited to:

- a) Detailed instructions of guard responsibilities in regards to adherence to:
 - i) shift relief protocol;
 - ii) lunch period; and
 - iii) break periods.

4. Acknowledgement of Understanding

Should include, but is not limited to:

- a) Detailed instructions of guard responsibilities in regard to:
 - i) ensuring Post orders are both read and understood (e.g. as per below).

Table 1 – Acknowledgement of Post Orders			
By signing below, I have both read and understood the related Post orders.			
Contractor	Personnel Name	Personnel Signature	Date

5. Location of Post

Should include, but is not limited to:

- a) The exact location of the Post.

6. Post Duties

Should include, but is not limited to:

- a) A detailed description of each Post and duties that correspond to the Statement of Work plus any additional duties.

7. Foot Patrols

Should include, but is not limited to:

- a) A detailed description of the type of patrol e.g. if staggered, the frequency, the route and the location of punch stations, if applicable.

8. Keys

Should include, but is not limited to:

- a) Number of keys.
- b) Where the keys are located.
- c) What the keys are used for.
- d) Who is authorized to use the keys.

9. Locking and Unlocking Doors

Should include, but is not limited to:

- a) A complete list of doors, and when each door should be:
 - i) locked;
 - ii) unlocked.

10. Cleaning Staff

Should include, but is not limited to:

- a) Name of the cleaning company.
- b) The hours of cleaning service.
- c) Name of a contact person from the cleaning company.
- d) Contact phones numbers in case of emergency.

11. Identification and Access Pass

Should include, but is not limited to:

- a) Employee access pass protocol such as:
 - i) employees are required to visibly wear their Departmental Identification Cards at all times while on the premises and must be prepared to show their card to the guard upon request.
- b) Screening process to be followed for individuals entering the premises such as:
 - i) ensuring identification card has not expired;
 - ii) verification of photograph on the identification card versus the individual presenting the card; and
 - iii) if applicable, sign in and sign out.
- c) Process to follow when presented with an expired identification card, such as:
 - i) retaining; and
 - ii) returning to related department.
- d) Procedures to follow if/when an individual has forgotten or misplaced their identification card.

12. Visitors

Should include, but is not limited to:

- a) Procedure to follow in regards to visitors (e.g. free entry, signing in, GoC escort required etc.)

13. Fire Alarm

Should include, but is not limited to:

- a) Detailed instructions of guard duties and who is to be contacted (e.g. designated GoC employees as well as Fire Department and Police Department).
- b) What follow-up reports need to be completed.

14. Bomb Threat or Suspicious Package

Should include, but is not limited to:

- a) Detailed instructions of guard duties and who is to be contacted (e.g. Contractor supervisor, designated GoC employees as well as Fire Department and Police Department).
- b) Process to follow for a) above, during normal working hours and silent hours.
- c) Process to follow if a suspicious package is found.
- d) What follow-up reports need to be completed.

15. Medical Emergency

Should include, but is not limited to:

- a) Location of First Aid kit(s)/First Aid room.
- b) Process for administering First Aid.
- c) Process to follow if person requires evacuation (e.g. non serious injury or serious injury).
- d) What follow-up reports need to be completed.

16. Base Building System(s) Failure

In the event of an electrical power failure, elevator malfunction, heating/cooling system malfunction or other base building issues, should include, but is not limited to:

- a) Detailed instructions of guard duties and who is to be contacted (e.g. Building manager, Contractor supervisor, designated GoC employees etc.)
- b) Process to follow for a) above, during normal working hours and silent hours.
- c) What follow-up reports need to be completed.

17. Vandalism/Theft

Should include, but is not limited to:

- a) Detailed instructions of guard duties and who is to be contacted (e.g. Building manager, Contractor supervisor, designated GoC employees etc.)
- b) What follow-up reports need to be completed.

18. Parking Control

Should include, but is not limited to:

- a) Location(s) of the parking sites, access/exit routes, number of parking levels etc.
- b) Detailed instructions of guard duties.

19. Control of the Posting of Signs/Posters

Should include, but is not limited to:

- a) Detailed instructions of guard duties on how to:
 - i) control the posting of signs/posters outside Government of Canada tenant spaces.

20. Freight Parcels and Courier Traffic

Should include, but is not limited to:

- a) Detailed instructions of guard duties in regards to:
 - i) not being responsible for signing or accepting deliveries; and
 - ii) redirecting to receiving/loading dock (e.g. location etc.)

21. Lost and Found Registry

Should include, but is not limited to:

- a) Detailed instructions of guard duties for:
 - i) the control and disposition of found items; and
 - ii) when a loss is reported.

22. Removal of Government of Canada Equipment by Employees

Should include, but is not limited to:

- a) Detailed instructions of guard duties in regards to
 - i) the process for removal of assets from the secured area; and
 - ii) what, if any, follow-up reports need to be completed.

23. Access Control during Silent Hours

Should include, but is not limited to:

- a) Detailed instructions of guard duties for:
 - i) access control during silent hours.

24. Removal of Persons in Stalled Elevators

Post instructions should include, but are not limited to:

- a) Detailed instructions of guard responsibilities related to:
 - i) the notification protocol (e.g. National Call Centre, Elevator Company);
 - ii) information gathering protocol (e.g. names, phone numbers etc.); and
 - iii) emergency procedures if/when required (e.g. person trapped is claustrophobic).

25. Unwanted Individual(s) On-Site

Post instructions should include, but are not limited to:

- a) Detailed instructions of guard responsibilities related to:
 - i) the removal of unauthorized individuals from the premises;
 - ii) protocol when unauthorized individuals refuse to leave the premises; and
 - iii) what, if any, reports should be completed and to whom the reports should be sent.

26. Strike/Demonstrations/Sit-Ins

Post instructions should include, but are not limited to:

- a) Detailed guard responsibilities related to:
 - i) the notification protocol (e.g. supervisor, related CSO, Police);
 - ii) how to control the situation if/when required; and
 - iii) what, if any, reports should be completed and to whom the reports should be sent.

27. Chemical Accident

Post instructions should include, but are not limited to:

- a) Detailed guard responsibilities related to:
 - i) the notification protocol for the incident (e.g. supervisor, related CSO, Police, Fire Department);
 - ii) decision making protocol on whether or not area or building evacuation is required;
 - iii) notification protocol to evacuate area/building;
 - iv) protocol for when safe to return to area/building;

- v) notification protocol for return to area/building; and
- vi) what, if any, reports should be completed and to whom the reports should be sent.

28. Armed Intrusion, Shooting or Hostage Taking Situation

Post instructions should include, but are not limited to:

- a) Detailed guard responsibilities related to:
 - i) the notification protocol for the incident (e.g. supervisor, related CSO, Police);
 - ii) decision making protocol on whether or not area or building evacuation is required;
 - iii) notification protocol to evacuate area/building;
 - iv) if required, first aid response protocol;
 - v) protocol for when safe to return to area/building;
 - vi) notification protocol for return to area/building; and
 - vii) what, if any, reports should be completed and to whom the reports should be sent.

29. Newspapers

Post instructions should include, but are not limited to:

- a) Detailed Guard responsibilities related to:
 - i) ensuring bundles of newspapers are not left at the security station; and
 - ii) how to dispose of newspapers that are left at the security station.

30. Building Contractors

Post instructions should include, but are not limited to:

- a) Detailed Guard responsibilities related to:
 - i) controlling access passes for building Contractors;
 - ii) pre-authorization access process; and
 - iii) non pre-authorization access process.

31. Two- Way Radios

Post instructions should include, but are not limited to:

- a) Detailed Guard responsibilities related to:
 - i) the use of two-way radios.

32. Post Reports

Post instructions should include, but are not limited to:

- a) Detailed guard responsibilities related to:
 - i) the location of all Post reports;
 - ii) when reports need to be completed;
 - iii) accurate completion of reports;
 - iv) frequency of completing reports;

Solicitation No. - N° de l'invitation
EN578-210714/B
Client Ref. No. - N° de réf. du client
EN578-210714

Amd. No. - N° de la modif.
File No. - N° du dossier
104zl.EN578-210714

Buyer ID - Id de l'acheteur
104zl
CCC No./N° CCC - FMS No./N° VME

-
- v) whom completed reports are sent to; and
 - vi) how and when completed reports are sent.

ANNEX B

BASIS OF PAYMENT

1.0 Professional fees for Initial Standing offer Period (from issuance to May 31, 2022)

1.1 Region:

Resource category	All-Inclusive Fixed Hourly Rate (CAD)
Supervisor	\$ <i>to be inserted at issuance</i>
Guard	\$ <i>to be inserted at issuance</i>

Premiums	All-Inclusive Fixed Hourly Rate (CAD)
Vehicle	\$ <i>to be inserted at issuance</i>
Bilingual	\$ <i>to be inserted at issuance</i>
Use of Force	\$ <i>to be inserted at issuance</i>

1.2 Metropolitan Area:

Resource category	All-Inclusive Fixed Hourly Rate (CAD)
Supervisor	\$ <i>to be inserted at issuance</i>
Guard	\$ <i>to be inserted at issuance</i>

Premiums	All-Inclusive Fixed Hourly Rate (CAD)
Vehicle	\$ <i>to be inserted at issuance</i>
Bilingual	\$ <i>to be inserted at issuance</i>
Use of Force	\$ <i>to be inserted at issuance</i>

2.0 Overtime and Statutory Holidays

2.1 Overtime

Overtime must not be performed under the contract unless authorized in advance and in writing by the identified user. Any request for payment must be accompanied by a copy of the overtime authorization, including any premium to be paid, and a report containing the details of the overtime performed pursuant to the written authorization.

Overtime is regulated by provincial legislation and is therefore calculated based on where the work is performed.

2.2 Statutory holidays

Payment for Statutory holidays must not be made under the contract unless authorized in advance and in writing by the identified user. Any request for payment must be accompanied by a copy of the statutory

Solicitation No. - N° de l'invitation
EN578-210714/B
Client Ref. No. - N° de réf. du client
EN578-210714

Amd. No. - N° de la modif.
File No. - N° du dossier
104zl.EN578-210714

Buyer ID - Id de l'acheteur
104zl
CCC No./N° CCC - FMS No./N° VME

holiday authorization, including any premium to be paid, and a report containing the details of the statutory holiday worked pursuant to the written authorization.

Statutory holidays are regulated by provincial legislation and is therefore calculated based on where the work is performed.

3. 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.

Solicitation No. - N° de l'invitation
EN578-210714/B
Client Ref. No. - N° de réf. du client
EN578-210714

Amd. No. - N° de la modif.
File No. - N° du dossier
104zl.EN578-210714

Buyer ID - Id de l'acheteur
104zl
CCC No./N° CCC - FMS No./N° VME

ANNEX C

SECURITY REQUIREMENTS CHECK LIST



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		Public Works and Government Services Canada	
2. Branch or Directorate / Direction générale ou Direction		Procurement Branch	
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Alternate Guard services method of supply. (Standing Offer)			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input checked="" type="checkbox"/>		NATO / OTAN <input type="checkbox"/>	
Foreign / Étranger <input type="checkbox"/>			
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>			
Restricted to: / Limité à : <input type="checkbox"/>		Restricted to: / Limité à : <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays :		Specify country(ies): / Préciser le(s) pays :	
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input type="checkbox"/>		NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>		NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	
PROTECTED C PROTÉGÉ C <input type="checkbox"/>		NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>		NATO SECRET NATO SECRET <input type="checkbox"/>	
SECRET SECRET <input type="checkbox"/>		COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	
TOP SECRET TRÈS SECRET <input type="checkbox"/>			
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>			
		PROTECTED A PROTÉGÉ A <input type="checkbox"/>	
		PROTECTED B PROTÉGÉ B <input type="checkbox"/>	
		PROTECTED C PROTÉGÉ C <input type="checkbox"/>	
		CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	
		SECRET SECRET <input type="checkbox"/>	
		TOP SECRET TRÈS SECRET <input type="checkbox"/>	
		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	



PART A (continued) / PARTIE A (suite)

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

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

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

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

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

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

Special comments:

Commentaires spéciaux : _____

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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



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

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens 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?

☒ No
Non ☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non ☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

ANNEX D

INSURANCE REQUIREMENTS

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. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
 - m. Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.
 - n. Advertising Injury: While not limited to, the endorsement must include coverage piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.
 - o. All Risks Tenants Legal Liability - to protect the Contractor for liabilities arising out of its occupancy of leased premises.
 - p. 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:

Solicitation No. - N° de l'invitation
EN578-210714/B
Client Ref. No. - N° de réf. du client
EN578-210714

Amd. No. - N° de la modif.
File No. - N° du dossier
104zl.EN578-210714

Buyer ID - Id de l'acheteur
104zl
CCC No./N° CCC - FMS No./N° VME

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.

Solicitation No. - N° de l'invitation
EN578-210714/B
Client Ref. No. - N° de réf. du client
EN578-210714

Amd. No. - N° de la modif.
File No. - N° du dossier
104zl.EN578-210714

Buyer ID - Id de l'acheteur
104zl
CCC No./N° CCC - FMS No./N° VME

ANNEX E

QUARTELY USAGE REPORT SAMPLE

In accordance with Part 6A, Article 3.2 - Standing Offer Reporting, the Offeror must report on a quarterly basis by electronic means the following information by Region and/or Metropolitan Area.

- a) The Standing Offer Number;
- b) The reporting period;
- c) Call-up No.:
- d) The Identified User;
- e) Level of guard(s);
- f) Level of supervisor(s);
- g) Premiums(s);
- h) Number of hours; and
- i) Total cost

Here is a sample report.

Sample Report						
Region and/or Metropolitan Area:						
Standing Offer No.: EN578-210714/XX/XX						
Reporting Period: April 1 to June 30						
Call-up No.:	Identified user	Guard Level	Supervisor Level	Premiums	Number of Hours	Total Cost
12345	PSPC	Level 1	n/a	Bilingual	100	\$XXX

COMPONENT III - SUPPLY ARRANGEMENT AND RESULTING CONTRACT CLAUSES

PART 7A. SUPPLY ARRANGEMENT

1. Arrangement

The Supply Arrangement covers the Work described in the Statement of Work at Annex A.

2. Security Requirements

2.1 The following security requirements (SRCL and related clauses provided by the Contract Security Program) apply and form part of the Supply Arrangement.

2.1.1 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).

2.1.2 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**.

2.1.3 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.

2.1.4 Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, **PWGSC**.

2.1.5 The Contractor/Offeror must comply with the provisions of the:

- a) Security Requirements Check List and security guide (if applicable), attached at Annex B;
- b) *Contract Security Manual* (Latest Edition).

3. Standard Clauses and Conditions

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

3.1 General Conditions

2020 (2020-07-01) General Conditions - Supply Arrangement - Goods or Services, apply to and form part of the Supply Arrangement.

3.2 Supply Arrangement Reporting

The Supplier must compile and maintain records on its provision of goods, services or both to the federal government under contracts resulting from the Supply Arrangement. This data must include all purchases, including those paid for by a Government of Canada Acquisition Card.

The Supplier must provide this data in accordance with the reporting requirements detailed in Annex D. If some data is not available, the reason must be indicated. If no goods or services are provided during a given period, the Supplier must still provide a "NIL" report.

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

The quarterly reporting periods are defined as follows:

Quarter	Period Covered	Due on or Before
1st	April 1 to June 30	July 15th
2nd	July 1 to September 30	October 15th
3rd	October 1 to December 31	January 15th
4th	January 1 to March 31	April 15th

The data must be submitted to the Supply Arrangement Authority no later than 15 calendar days after the end of the reporting period.

3.2.1 Reporting on equity designated groups

The Contractor must provide a report which will include a list of activities, with specific dates that they are to be carried out and completed, along with details of assessment and screening tools and methodology to be used in the search and recruitment processes.

The report should also include a description of methods or processes used to identify members of employment equity designated groups as define in the Employment Equity Act (i.e., women, Indigenous peoples, blacks and other members of visible minorities and persons with disabilities).

The data must be submitted on a yearly basis to the Standing Offer Authority.

The yearly reporting periods are defined as follows:

Period Covered	Due on or Before
June 1 to May 31	June 15th

4. Term of Supply Arrangement

4.1 Period of the Supply Arrangement

The Supply Arrangement has no defined end-date and will remain valid until such time as Canada no longer considers it to be advantageous to use it.

The period for awarding contracts under the Supply Arrangement begins *To be identified at time of issuance*

4.2 Comprehensive Land Claims Agreements (CLCAs)

The Supply Arrangement (SA) is for the delivery of the requirement detailed in the SA to the Identified Users across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries to locations within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside of the supply arrangement.

5. Authorities

5.1 Supply Arrangement Authority

The Supply Arrangement Authority is:

Sophie Cayer
Supply Team Leader
Specialized Professional Services Procurement Directorate
Services and Innovations Acquisitions Sector (SIAS)
Procurement Branch, Acquisition Program
Public Services and Procurement Canada
Les Terrasses de la Chaudière
10 rue Wellington, 5th Floor
Gatineau, Quebec, K1A 0S5

Telephone: 613-858-8846

Email : Sophie.Cayer@tpsgc-pwgsc.gc.ca

The Supply Arrangement Authority is responsible for the issuance of the Supply Arrangement, its administration and its revision, if applicable.

5.2 Supplier's Representative

This individual is the central point of contact within the Supplier for all matters pertaining to this Supply Arrangement. The Supplier confirms that this individual has the authority to bind the Supplier. It is the Supplier's sole responsibility to ensure that the information related to the Supplier Representative is correct. If a replacement or a new Supplier Representative is required, the Supplier will inform the Supply Arrangement Authority.

To be identified at time of issuance

6. Identified Users

The Identified Users include any government department, agency or Crown corporation listed in Schedules I, I.1, II, III, of the [Financial Administration Act](#), R.S.C., 1985, c. F-11.

While not mandatory, any government department, agency or Crown corporation **not** listed in Schedules I, I.1, II of the [Financial Administration Act](#), R.S., 1985, c. F-11, can also use this SA.

Canada is pursuing the future possibility of permitting the Provinces and Territories to utilize the supply arrangement as identified users in order to access these services.

7. On-going Opportunity for Qualification

A Notice will be posted once a year on Buyandsell.gc.ca/tenders to allow new Suppliers to become qualified. Existing qualified Suppliers, who have been issued a supply arrangement, will not be required to submit a new arrangement.

8. 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 the Supply Arrangement;
- (b) the general conditions [2020](#) (2020-07-01), General Conditions - Supply Arrangement - Goods or Services
- (c) Annex A, Statement of work
- (d) Annex B, Security Requirements Check List

(e) the Supplier's arrangement dated _____

9. Certifications and Additional Information

9.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Supplier in its arrangement or precedent to issuance of the Supply Arrangement (SA), and the ongoing cooperation in providing additional information are conditions of issuance of the SA and failure to comply will constitute the Supplier in default. Certifications are subject to verification by Canada during the entire period of the SA and of any resulting contract that would continue beyond the period of the SA.

10. Applicable Laws

The Supply Arrangement (SA) and any contract resulting from the SA must be interpreted and governed, and the relations between the parties determined, by the laws in force in *To be identified at time of issuance*

11. Transition to an e-Procurement Solution (EPS)

During the period of the Supply Arrangement, Canada may transition to an EPS for more efficient processing and management of individual contracts for any or all of the SA's applicable goods and services. Canada reserves the right, at its sole discretion, to make the use of the new e-procurement solution mandatory.

Canada agrees to provide the Supplier with at least a three-month notice to allow for any measures necessary for the integration of the Supply Arrangement into the EPS. The notice will include a detailed information package indicating the requirements, as well as any applicable guidance and support.

If the Supplier chooses not to provide the supply arrangement of their goods or services through the e-procurement solution, the Supply Arrangement may be set aside by Canada.

PART 7B. BID SOLICITATION

1. Bid Solicitation Documents

Canada will use the following bid solicitation templates based on the estimated dollar value and complexity of the requirement:

- Simple, for low dollar value requirements;
- Medium Complexity (MC) for medium complexity requirements;

A copy of the standard procurement template(s) can be requested by suppliers from the Supply Arrangement Authority or the Contracting Authority, as applicable.

Note: References to the HC, MC and Simple templates in PWGSC Requests for Supply Arrangements are provided as examples only. The latest versions of the template and terms and conditions will be used at time of bid solicitation.

The bid solicitation will contain as a minimum the following:

- a) security requirements (*if applicable*);
- b) a complete description of the Work to be performed;
- c) 2003, Standard Instructions - Goods or Services - Competitive Requirements; **OR** 2004, Standard Instructions - Goods or Services - Non-competitive Requirements;

Subsection 3.a) of Section 01, Integrity Provisions - Bid of the Standard Instructions (*insert, as applicable: 2003 or 2004*) incorporated by reference above is deleted in its entirety and replaced with the following:

- a. at the time of submitting an arrangement under the Request for Supply Arrangements (RFS), the Bidder has already provided a list of names, as requested under the *Ineligibility and Suspension Policy*. During this procurement process, the Bidder must immediately inform Canada in writing of any changes affecting the list of directors."
- d) bid preparation instructions;
- e) instructions for the submission of bids (address for submission of bids, bid closing date and time);
- f) evaluation procedures and basis of selection;
- g) certifications;
 - **Federal Contractors Program (FCP) for Employment Equity - Notification**
 - SACC Manual A3005T, A3010T for service requirements when specific individuals will be proposed for the work;
 - **Integrity Provisions - Declaration of Convicted Offences;**
- h) conditions of the resulting contract.

2. Bid Solicitation Process

2.1 Bids will be solicited for specific requirements within the scope of the Supply Arrangement (SA) from Suppliers who have been issued a SA.

2.2 A bid solicitation will be posted on PWGSC's Buyandsell (or as applicable with a Canada web-based electronic procurement tool) or will be emailed directly to Supplier, depending on the selection methodology selected by the Client. Both methods of selection require that a notice of

proposed procurement (NPP) be published simultaneously on PWGSC's Buyandsell with the issuance of the invitation to suppliers.

2.3 Identification of Contract Authorities

Provided a Client has the legal authority to contract, it may choose to award contracts under this SA in accordance with the Tier 1 or Tier 2 Requirement Limitations described below. All contracts for Clients without authority to contract under Tier 1 or Tier 2 will be managed by PSPC.

Tier 1: Requirements up to and including \$5M: client or PSPC.

Clients may issue a contract to a Supplier satisfying the requirement particulars and any additional pre-determined criteria as set out in the bid solicitation in accordance with the following: a minimum of 5 pre-qualified suppliers must be invited via e-mail to submit a bid, with the Client selecting 5 Suppliers of their choice.

As a minimum, invited suppliers will be given a minimum of 10 calendar days to submit a bid in response to a bid solicitation. The time limit for bidding may be extended based upon the complexity of the requirement.

Note: If the number of Suppliers that meet the requirement is less than 5, all pre-qualified suppliers must be invited.

Tier 2: Requirements greater than \$5M: PWGSC

Clients may issue a contract to a Supplier satisfying the requirement particulars as set out in the bid solicitation in accordance with the following: all pre-qualified suppliers must be invited via e-mail to submit a bid. A NPP will be posted on BuyandSell.

As a minimum, invited suppliers will be given a minimum of 20 calendar days to submit a bid in response to a bid solicitation. The time limit for bidding may be extended based upon the complexity of the requirement.

PART 7C. RESULTING CONTRACT CLAUSES

1. General

The conditions of any contract awarded under the Supply Arrangement will be in accordance with the resulting contract clauses of the template used for the bid solicitation.

For any contract to be awarded using the template:

- a) **Simple** (for low dollar value requirements), general conditions [2029](#) will apply to the resulting contract;
or
- b) **MC** (for medium complexity requirements), general conditions [2010B](#) will apply to the resulting contract;

A copy of the template(s) can be provided upon request by contacting the Strategic Policy Integration Division by sending a query to TPSGC.Outilsdapprovisionnement-ProcurementTools.PWGSC@tpsgc-pwgsc.gc.ca.

Note: References to the MC and Simple templates in PWGSC Requests for Supply Arrangements are provided as examples only. The latest versions of the template and terms and conditions will be used at time of bid solicitation.

ANNEX A

STATEMENT OF WORK

1. SCOPE

1.1 Objective

The Government of Canada has a requirement for the provision of licensed security guard companies to provide security guard services at various locations throughout Canada.

1.2 Background

Guard Services for any government department, agency or Crown Corporation listed in Schedules I, I.1, II of the *Financial Administration Act*, R.S., 1985, c. F-11, must be provided by the Canadian Corps of Commissionaires under the Right of First Refusal (RFR) granted by Treasury Board (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16579>). This policy has been in place since WWII, with the 15 Canadian Corps of Commissionaires Divisions across Canada providing the service. The method of supply currently in place is a National Master Standing Offer (NMSO - [EN578-211865/001/ZL](#)).

As the granted RFR can result in the Canadian Corps of Commissionaires turning down a request for guard services and the fact that not all Schedules under the *Financial Administration Act*, R.S., 1985, c. F-11., fall under the RFR, meaning not all federal organizations are required to use the Canadian Corps of Commissionaires, the need for an alternate back-up Method of Supply for Guard Services exists.

2.0 REFERENCE DOCUMENTS

- 2.1 The Security Officers and Security Officer Supervisor's standard, CAN/CGSB-133.1-2017 as approved by the Canadian General Standards Board.

[P29-133-1-2017-eng.pdf \(publications.gc.ca\)](#)

3. REQUIREMENT

3.1. Scope of work

3.1.1 Guard(s) and supervisor(s)

The contractor must provide:

- f) Guard(s) and/or supervisor(s) on an "as and when requested" basis, as defined at section 3.1.2 to cover all applicable Posts services as detailed in section 3.2.1;
- g) Guard(s) and/or supervisor(s) on an "as and when requested" basis as per the Standard of Selection as detailed in section 3.2.2;
- h) Uniforms and equipment for guard(s) and/or supervisor(s) as detailed in section 3.2.3;
- i) Training for guard(s) and/or supervisor(s) as detailed in section 3.2.4; and
- j) A management structure as detailed in section 3.2.5.

3.1.2 Level of guard(s) and supervisor(s)

3.1.2.1 Guard(s)

a) Level 1

A level 1 guard:

- v. Must have successfully completed the Canadian General Standard Board training and possess a valid provincial guard license;
- vi. Must be familiar with the site Post orders and Emergency/Evacuation procedures prior to commencing work at any site;
- vii. Must be able to perform independently a range of standard guard tasks; and
- viii. Have the ability and experience to deal with common situations such as routine administrative guard services which represents low risks.

It also includes guards up to the level of Secret government security clearance.

b) Level 2

A level 2 guard:

- vi. Must have successfully completed the Canadian General Standard Board training and possess a valid provincial guard license;
- vii. Must be familiar with the site Post orders and Emergency/Evacuation procedures prior to commencing work at any site;
- viii. Have the ability and experience to deal with higher risk, unusual, dangerous or potentially dangerous situations;
- ix. Have experience in controlling and avoiding the escalation of situations by remaining calm and de-escalating such situations, until local law enforcement arrives as applicable; and
- x. Be able to perform independently more complex higher-level guard tasks.

It also includes up to the level of Top Secret government security clearance.

3.1.2.2. Supervisor(s)

a) Site Supervisor Level 1

A Site Supervisor Level 1:

- iv. Must have successfully completed the Canadian General Standard Board training and possess a valid provincial guard license, in addition to the Canadian General Standard Board Supervisory training;
- v. Is responsible for a crew of guards, including basic site operations, site management and daily dealings with the client; and
- vi. Must react to off duty site management issues.

b) Site Supervisor Level 2

A Site Supervisor Level 2 includes the training and abilities specified for the Site Supervisor Level 1 and:

- iii. Must have experience in managing one or multiple sites with multiples crews and functions;
- iv. Must be able to deliver onsite training, if necessary.

3.2 Tasks

3.2.1 Applicable Post Services

The Contractor must provide guard(s) and/or supervisor(s) for the following services on an “as and when requested” basis.

For all the applicable Post services detailed below, the Contractor must ensure all guard(s) and/or supervisor(s) provide common requirements/services that include but are not limited to:

- h) complying with Post orders;
- i) assisting visitors and Government of Canada (GoC) employees;
- j) if/when required, provide first aid;
- k) responding to all security and emergency situations;
- l) carrying out evacuation procedures in the event of a fire or emergency;
- m) use of force (to be further defined); and
- n) summoning and coordinating with law enforcement when necessary to address a situation.

Through a formal process that involves the Identified User and the Technical Authority, additional guard Posts can be added to the list below. This would be accomplished through an amendment to the Standing Offer. Like the guard Posts below, any additional guard Post will have to fall within the scope of the training offered under above article 3.2.4 - Minimum Training Requirements

3.2.1.1 Access Control Reception Desk Guard

Duties include, but are not limited to:

- i) signing visitors in and out;
- j) enforcing access control procedures;
- k) providing directions to both visitors and employees;
- l) theft protection;
- m) emergency procedure assistance;
- n) answering phone calls;
- o) responding to email requests for visitor access; and
- p) operating multi-line phone systems.

3.2.1.2 Preventive Patrol Guard

Duties include, but are not limited to:

- k) performing security preventive patrols in accordance with the Identified User's requirements;
- l) ensuring a list of activities to be completed while on patrol is determined in advance of patrol;
- m) ensure the timing and route of the patrol are varied so as to not become too predictable;
- n) performing patrols with the required equipment (e.g. working communication equipment, working flashlights, etc.);
- o) checking all floors inside and all areas outside the building, including but not limited to parking and loading docks;
- p) identifying potential security risks and requirements inside the location as well as the outside premises, such as, but not limited to, doors left ajar, doors not closing completely, unrecognizable smells and unrecognizable sounds;
- q) observe and provide recommendations on how to reduce and prevent risks and threats, as requested;
- r) following the contract protocol as defined in the Post orders in cases of any security incidents, technical issues, or compromises that affect the site;
- s) check with the guard at Post, where applicable, before leaving the premises to confirm that the patrol is completed and that they are leaving; and

- t) completing a Guard Report immediately after the patrol, outlining any corrective action recommended, security incidents and alarm responses (if an alarm is triggered during the patrol).

If the preventive patrol guard triggers an alarm, the patrol guard must call the Alarm Monitoring Service Provider, identifying themselves as the patrol guard and confirm that they caused the alarm while entering/leaving the premises.

3.2.1.3 Fixed or Visual Guard

Duties include, but are not limited to providing continuous security observation, either visually or through the assistance of surveillance cameras.

3.2.1.4 Parking Enforcement and Traffic Control Guard

Duties include, but are not limited to:

- f) controlling traffic at entrances to buildings or in parking lots to ensure traffic safety and to assist in the movement of vehicles;
- g) using conventional signals and movements in order to be understood and seen by drivers;
- h) provide parking enforcement of the various parking by-laws;
- i) issue parking infraction notices; and
- j) coordinate towing of unauthorized vehicles.

3.2.1.5 Loading Dock Guard

Duties include, but are not limited to:

- f) providing full access control;
- g) stopping all vehicles before they enter the building and checking manifests to ensure validity;
- h) calling contacts on manifests to inform addressees of deliveries and confirm they are expected;
- i) obtaining and confirming proper identification of delivery personnel and updating the Loading Dock Log before access is granted; and
- j) inspecting and verifying contents of vehicles before they enter the building.

3.2.1.6 Escort Guard

Duties include, but are not limited to:

- e) obtaining written instructions from the Identified User or the guard at Post, briefing what floors the third party have been granted access to and if access keys are required to conduct the escort;
- f) escorting the third party contractors at all times;
- g) safe and timely escorting of designated public and government personnel in and out of buildings; and
- h) issuing and retrieving GoC property (e.g. visitor badges, etc.)

The Identified User should electronically (by e-mail) notify the Contractor a minimum of 48 hours before an Escort Guard is required. Although all efforts will be made to provide a minimum of 48 hours' notice, suppliers must have capacity to provide an Escort Guard on notice as short as 4 hours in certain emergency situations (e.g. after hours unforeseen maintenance or repair).

3.2.1.7 Screening Guard

Duties include, but are not limited to:

- c) screening persons, belongings and parcels for weapons or other prohibited items; and

- d) using x-ray screening equipment, walk through metal detectors and hand-held metal detectors.

3.2.1.8 Crowd Control Guard

Duties include, but are not limited to:

- d) controlling access to a site, including monitoring entrance and gate passage;
- e) inspection of bags; and
- f) controlling or restoring order to a crowd.

3.2.1.9 Waste Disposal Guard

Duties include, but are not limited to:

- d) Picking up and shredding Protected information using standard shredding equipment;
- e) Disposing of information up to Secret level using an approved RCMP shredding machine; and
- f) Disposing of information technology equipment using an approved Communications Security Establishment machine.

3.2.1.10 Issuing Identification Cards Guard

Duties include, but are not limited to:

- d) Ensuring that all required equipment is operational;
- e) Before issuing a security ID card, verify that the worker is in possession of a valid security clearance; and
- f) Updating the appropriate data base of the employees' status within the department.

3.2.1.11 Processing Security Screening Guard

Duties include, but are not limited to:

- b) In support of the departmental personal security program for all personnel who require a security screening (Reliability Status, Site Access, Secret and above), verify the required forms for accuracy, ensuring to process their fingerprints and forward them to the RCMP for verification and any other related duties as specified by the personnel security manager.

3.2.1.12 Supervisor Duties

The general duties assigned to the Supervisor are stated below. Duties in addition to what are listed will form part of the related Post orders. As such, the Contractor must provide supervisors with responsibilities that include, but are not limited to:

- m) Assigning qualified guards with a valid security clearance to their required assignment or Post.
- n) Supervising all guards on duty and ensuring quality services.
- o) Ensuring incident reports are completed and forwarded to the Identified User and additional personnel as defined within the Post orders within 24 hours of an occurrence.
- p) Ensuring all guards comply with Post orders and operational procedures, policies and procedures.
- q) Ensuring all guards are up to date with any new issues or situations (provided by the Identified User) by debriefing them and handing out procedures or instructions 15 minutes at the end and before each shift, as required.
- r) Ensuring the completion of all forms, reports and paperwork required by the Identified User, in accordance with the Post orders and operational procedures.
- s) Ensuring initial and ongoing on-site training of new guards.

- t) Ensuring that all staff understand and follow the Fire and Evacuation Plan, and that all safety measures are implemented (alarm panels, fire alarms, emergency doors, cameras, etc. as specified by the Responsible Building Authority).
- u) Providing continual reviews with staff on Post orders and operational procedures.
- v) Being the main point of contact for guards on duty in providing issue resolution.
- w) Managing emergency situations until the arrival of the Identified User.
- x) Performing and applying corrective action immediately when there is a deficiency or obvious performance issue with a guard or Post.

3.2.2 Standard of Selection

The Contractor must provide guard(s) and/or supervisor(s) on an "as and when requested" basis as per the following Standard of Selection:

a) Citizenship

All guard(s) must be Canadian Citizens, landed immigrants or permanent residents of Canada that hold a valid employment authorization document.

b) Abilities

The guard as a minimum must have:

- iii. A demonstrated ability to read, write and speak in English or French as specified in each Call-up (bilingual guards may be required for some areas; fluency in a local Indigenous dialect would be an asset in other areas); and
- iv. Basic level computer skills, where required.

c) Health Standards and Mobility Standards

- iii. Provide guard(s) and/or supervisor(s) that are in a state of health consistent with the ability to perform the required safety and security tasks.
- iv. At a minimum, ensure that all guard(s) and/or supervisor(s) meet the standards outlined in [Security Officers and Security Officer Supervisors CAN/CGSB-133.1-2017](#)

d) Personnel Appearance

The Contractor must ensure that guard(s) and/or supervisor(s) are neat and clean in appearance. When applicable, for health and safety reasons, the guard(s) and/or supervisor(s) are prohibited from wearing jewelry and must ensure that hair longer than shoulder length is kept securely fastened.

3.2.3 Uniform Requirement

3.2.3.1 General Uniform Requirements

The Contractor must provide all uniforms and ensure that they are identical in design, color and "non-military" style and must be worn by all guard(s) and/or supervisor(s) when providing services.

The contractor must ensure that all uniforms are:

- d) Regular dark color (navy or black) trousers, slacks or skirts, white shirt or blouse and plain dark color shoes or boots;
- e) Clean, pressed, properly fitting and in a state of good repair; and

- f) if/when a vest, raincoat, winter coat, cap, gloves or neck gaiter are worn, they match and complement the type of uniform worn.

3.2.3.2 Equipment:

The Contractor must provide all necessary equipment required in the provision of services including but not limited to: working flashlights, radios, cellular phones, notebooks and computers.

3.2.3.3 Use of Force (to be further defined following industry input)

The Contractor must provide all necessary equipment, including batons, hand-cuffs, ballistic vests.

3.2.3.4 Personal Protective Equipment (PPE)

The contractor must provide all necessary PPE, including masks, face shields, face masks, gloves, hand sanitizer, etc.

3.2.4 **Minimum Training Requirements**

3.2.4.1 Minimum guard training

The Contractor must:

- a) Provide guards that have successfully completed training in accordance with the Security Officers and Security Officer Supervisors CAN/CGSB-133.1-2017– Security Officers Basic (Pre-Assignment) Training Program, as approved by the Canadian General Standards Board.
- b) Provide guards that have a valid basic qualification in First Aid to the St. John Ambulance Emergency level (or equivalent).

The table below provides an overview of the related content and the suggested hours of training.

Security Officers Basic (Pre-Assignment) Training Program		
#	Training Program Content	Suggested Hours of Training
1	Administration/Introduction/Evaluation of Candidates' Knowledge	3
2	Introduction to Duties and Responsibilities	2
3	Professionalism and Public Relations	3
4	Legal Authorities, Duties and Responsibilities	6
5	Use of Force Principles and Guidelines	6
6	Alarm and Protection Systems	2
7	Traffic Movement	1
8	Personnel and Material Access Control	3

9	Report Writing, Note Taking, Evidence and Crime-Scene Sketching	4
10	Response to Emergency Situations (Bombs, Fires, Suspicious Packages etc.)	9
11	Patrol Procedures	4
12	Labour Disputes	2
13	Relations with Police	1
14	Effective Communications	8
15	First Aid/CPR Training	Additional Hours as Required

3.2.4.2 Minimum supervisor training

The Contractor must:

- a) Provide supervisors that have completed 3.2.4.1 above; and
- b) Provide Supervisors that have successfully completed training in accordance with the [Security Officers and Security Officer Supervisors CAN/CGSB-133.1-2017](#) – Security Officer Supervisors (Pre-Assignment) Training Program, as approved by the Canadian General Standards Board.

Note the table below provides an overview of the related content and the suggested hours of training.

Security Officer Supervisor (Pre-Assignment) Training Program		
#	Training Program Content	Suggested Hours of Training
1	Administration/Introduction/Evaluation of Candidates' Knowledge	4
2	Supervision	7
3	Human Resources and Staff Relations	7
4	Fire Prevention, Safety and Emergency Procedures	7
5	Legal Responsibilities	7
6	Performance Evaluation Reports and Techniques	2
7	On the Job Training Theory	1

3.2.4.3 Retraining

The Contractor must:

- a) Retrain guard(s) and/or supervisor(s), at the Contractor's expense to ensure all required certifications are valid, or when it has been mutually agreed upon by the Contractor and the Identified User that the need to retrain exists.

3.2.4.4 Additional Training/Licensing Requirements

Any additional new training and/or licensing requirements above and beyond what is stated in articles 3.2.4.1, 3.2.4.2 and 3.2.4.3 will be at the Identified Users expense, outside of the scope of this Standing Offer and/or Supply Arrangement.

3.2.4.5 **Site Orientation**

The Contractor must ensure, at no cost to Canada, satisfactory completion of on-the-job orientation by all guards and/or supervisor(s) prior to commencing an assignment and re-assignment to a Post including but not limited to:

- a) Thorough knowledge and understanding of Post orders.
- b) Orientation and operation of security system.
- c) Orientation and operation of fire equipment.
- d) Access control.
- e) Key control.

Whenever it becomes necessary to assign or reassign guards to a Post for the first time without the guards having first completed on-the-job orientation, the Contractor must arrange, at their own expense, to have new guards "double bank" with experienced guards from the work site, prior to the guard taking over the Post on their own. The Contractor's supervisor or a designate must visit the Post to ensure that new guards are knowledgeable and performing their duties.

3.2.5 **Management Structure**

The Contractor must provide the following resources:

3.2.5.1 Executive Level Representative

The Executive Level Representative must:

- d) Be at a senior level within Contractor's organization and be responsible for communicating with the Standing Offer (SO)/Supply Arrangement (SA) Authority in regards to outstanding Contractual issues.
- e) Act as the Contractor's Representative for the SO/SA; and
- f) Be the highest level of resolution and authority for all matters relating to the SO/SA.

3.2.5.2 Account Representative

The Account Representative must:

- d) act as the single point of contact for Identified Users' questions/issues;
- e) identify the expertise within their organization for follow-up to a) above; and
- f) play an active role in the resolution of all action items.

3.2.5.3 Regional Supervisor

The Regional Supervisor responsibilities include, but not limited to:

- c) oversee day to day operational matters within the region; and

- d) ensure the effective, efficient, responsive and compliant delivery of the required services within the region.

4. CONTRACTOR'S ROLES AND RESPONSIBILITIES

The Contractor must:

- n) Possess a valid Security Agent Permit to operate in the province where they are providing service.
- o) Provide guard(s) and/or supervisor(s) that possess a valid Security Guard License for the province where the services are to be provided, and a valid security clearance in accordance with the requirement.
- p) Ensure that all guard(s) and/or supervisor(s) carry the valid Security Guard License while providing services.
- q) Ensure that guard(s) and/or supervisor(s) have a valid driver's license if/when requested to provide Vehicle Patrol Services.
- r) Ensure that, if the equipment is issued by the Identified User for use by the Contractor, it needs to be controlled and maintained. This includes, but is not limited to: two Way Radios; and computers.
- s) Provide properly trained resources as back-up support for illness, holidays or other absences.
- t) Ensure the proper number of relief guards are present on the worksite to perform relief duties during meals and rest period.
- u) In order to reduce the need for retraining or re-orienting guards, make best effort to assign the same resources to the Post location.
- v) Ensure the satisfactory completion of on-the-job training by all guards and supervisors prior to assignment or reassignment, at no cost to the Government of Canada.
- w) Ensure consistency of services:
 - iii. ensuring best effort is made to schedule the same guards at the same units; and
 - iv. providing properly trained back-up support in the event of illness, holidays, or other absences.
- x) Ensure that Canada is only billed for the services requested, for example, Canada will not be billed for:
 - iii. Overfills - when the Contractor provides too many guards or guards for longer periods than requested.
 - iv. Shortfalls - when the requested services is not provided (e.g. late arrival of guard to Post, guard leaving Post early, insufficient number of guards). The Contractor must ensure that the Identified User is not billed overtime as a result of the Contractor having to fill the Shortfall.
- y) Ensure that all personnel adhere to the policy of the Government of Canada's that prohibits smoking on government premises.
- z) Ensure that Government owned property is only used for official business.

4.1 Post Arrival

The Contractor must:

- a) Inspect all Post equipment to ensure it is operational.
- b) Check the Post for cleanliness and perform any post maintenance required to maintain a safe and presentable work area.
- c) Account for all Post keys.
- d) If applicable, ask the guard they are relieving if there is any important information to pass on.
- e) Ensure all necessary Post paperwork and Post forms are available.
- f) Locate and review the Post orders.
- g) Report any Post discrepancies to their supervisor (or delegate) immediately.

4.2 Post Items Not Authorized

The Contractor must ensure that:

- a) Televisions, radios and digital music devices, used for personal reasons are not permitted.
- b) The use of personal cell phones for non-security/non-emergency related matters are not permitted.
- c) Hand-carried bags of all types (purses, back packs, etc.) are kept out of the sight of the general public.
- d) Only work-related reading material is allowed. Personal reading material such as newspapers, magazines, school books, etc., are not permitted.
- e) Food items and beverages, (exception: water in clear bottles or cups) are not permitted at Post.
- f) No eating on Post, unless the Post orders specify otherwise.

4.3 Post Orders

Post orders are written documents that clearly outline duties, responsibilities and expectations of the security operations at a facility. They also provide instructions on how to specifically respond to predictable situations that may occur. The creation of the Post orders are the responsibility of the Identified User.

The sample Post order in Appendix 1 to Statement of Work – Sample Post Order, provides an overview.

The Contractor must:

- a) Adhere to all Post order duties, responsibilities and expectations.
- b) Ensure that all personnel providing related services have signed off that they have read and understand the Post orders.
- c) Ensure Post orders are located in a safe place, out of public view.

5. GOVERNMENT OF CANADA'S ROLES AND RESPONSIBILITIES

5.1 Chief Security Officer

As per the Directive on Department Security Management, the Chief Security Officer (CSO) is to manage the departmental security program and is responsible for:

- a) Planning;
- b) Governance;
- c) Management of Security Risks;
- d) Monitoring and Oversight;
- e) Performance Measurement and Evaluation; and
- f) Government Wide Support.

While the above Directive is all encompassing when it comes to a department security program, there are elements within the Directive that apply to the security services provided under this SO/SA. These elements are stated below.

5.1.1 Planning

From a planning perspective, the CSO (or delegate) is responsible for developing, implementing, monitoring and maintaining a Department Security Plan. This includes, but is not limited to:

- a) The creation of the Post orders and their administrative review once a year.

5.1.2 Governance

From a governance standpoint, this includes, but is not limited to:

- a) Providing input into the Statement of Work.

5.1.3 Monitoring and Oversight

From a monitoring and oversight perspective, this includes, but is not limited to:

- c) Monitoring the effectiveness of the security services being provided.
- d) Ensuring that security controls remain current.

5.1.4 Performance Measurement and Evaluation

From a performance measurement and evaluation perspective, this includes, but is not limited to:

- b) Evaluating the security services to ensure services being provided meet all requirements.

5.2 **Identified User**

The Identified User is responsible for:

5.2.1 General Requirements

If/when required, as stated in the Post orders, the provision of:

- h) office space;
- i) office furnishings (e.g. chairs, desks);
- j) landline phones;
- k) limited network access;
- l) any communication equipment required by the Identified User or essential to the safety of the provision of guard services (e.g. radio);
- m) up to date Post orders; and
- n) all required Post forms.

5.2.2 Verification of received invoices and follow-up with the contractor for any discrepancies.

5.2.3 Creation of Post Orders

- c) ensuring Departmental Security Officer or the authorized representative creates the Post orders and maintains them relevant to the current work environment; and
- d) ensuring Post orders are of sufficient detail to allow the Contractor to effectively carry out their duties.

5.2.4 Post Orders Revision

- c) ensuring the Departmental Security Officer or authorized representative review the Post orders a minimum of once a year or as required and update accordingly for any changes to procedures; and
- d) ensuring the original Post orders and any amendments are dated.

6. **CONSTRAINTS**

6.1 **Deficiencies**

Should a guard or supervisor be found unsuitable to, or a deficiency found in the services provided, the nature of the issue should be stated in writing by the Identified User and forwarded to the Contractor. Upon receipt of the written notice, the Contractor must, within one (1) business day, propose corrective action for the Identified User's review/approval and specify the date the corrective action will be implemented. Any costs associated with the corrective action will be borne by the Contractor.

If the deficiency is not corrected by the agreed date and the corrective action remains outstanding, the SO/SA Authority should be notified.

Where a deficiency remains, this could be deemed to be a material breach of the call-up/contract entitling the Identified User to terminate the call-up/contract for cause in accordance with the related terms and conditions.

6.2 Language

The Contractor must:

- d) Upon request, provide guards who are able to read and speak English or French. In addition, some Post locations may require personnel to understand, read and speak in both official languages. The requirement to provide bilingual services will be identified in the resulting call-up/contract. The call-up/contract authority should also specify on the call-up/contract, the hours for which bilingual services are required.
- e) Upon request, provide guards that are bilingual.
- f) Ensure that, if the guard providing requested bilingual services temporarily leaves a Post, the guard continuing to provide the services can provide the same level of bilingual services.

6.2.1 Definition of Oral Bilingual Communications

Effective communications in both official languages means the ability to communicate orally, to clearly understand and be understood in both English and French.

The following is the acceptable level of second language ability for guards to ensure effective communications for purposes of meeting the requirements of the call-up/contract.

The Contractor must:

- a) Ensure guards can meet the following acceptable level of second language ability:
 - iii. a person at this level can sustain a conversation on concrete topics relevant to the duties as specified in the Call-Up/contract. He/she can give factual descriptions of actions taken, give straightforward instructions and directives to the public and visitors to the site, and give straightforward explanations; and
 - iv. at this level of oral interaction, an individual can handle most telephone and face to face conversations requesting concrete, routine information from members of the public or visitors to the site about services, publications, locations, numbers, times, dates, etc.
- b) Ensure that communications and services of their offices are actively offered in English and French, as per the [Appendix 2 – Definition of the Government of Canada Directive on Official Languages for Communications and Services](#).
 - iii. clearly indicate visually and verbally that members of the public can communicate with and obtain services from a designated office in either English or French.

- Mechanisms are in place to ensure that services are available in the official language chosen by the member of the public; and
- iv. the availability of communications and services in both official languages can be promoted in a number of ways including: Prominently displaying the official languages symbol; Greeting members of the public in both official languages, beginning with the official language of the majority of the population of the province or territory where the office is located; For example, "Hello/Bonjour, Can I help you/puis-je vous aider" for all provinces outside of Quebec and "Bonjour/Hello, puis-je vous aider/can I help you" in the Province of Quebec.

6.3 Performance and Quality Management

The Contractor must:

- a) Develop and implement actions to correct or improve any performance or non-conformance issues identified by the Identified User and or the SO/SA Authority.
- b) Monitor and, if necessary, adjust any actions developed and implemented to correct or improve performance or non-conformance issues.
- c) Upon request, report on the progress of any corrective actions.

7. MEETING

The Contractor will not be reimbursed for any costs incurred for meetings.

7.1 Kick off Meeting

A Kick-off meeting will be held within thirty (30) working days from the date of Standing Offer/Supply Arrangement (SO/SA) issuance. The kick-off meeting will be organized as a teleconference. The exact time and location of the kick-off meeting will be provided after SO/SA issuance.

The purpose of the kick-off meeting will be to:

- d) Review the SO/SA requirements;
- e) Discuss the reporting requirement; and
- f) Review and clarify the respective roles and responsibilities of the SO/SA Authority, the Project Authority and the Contractor to ensure common understanding of the requirement and the terms and conditions of the SO/SA.

7.2 Progress Review Meetings

Progress review meetings will be completed as per the Project Authority's request during the first year of the SO/SA, and then occur once per fiscal year thereafter or more often if required. The PRM will be organized through a teleconference or held in person. In person meetings may be held at other locations if mutually agreed. The SO/SA Authority will be invited to attend Progress review meeting.

The purpose of the progress review meeting is to:

- c) Discuss and resolve operational, administrative or contractual issues; and,
- d) The Project Authority is responsible of coordinating Progress Review Meeting with the Contractor.

Solicitation No. - N° de l'invitation
EN578-210714/B
Client Ref. No. - N° de réf. du client
EN578-210714

Amd. No. - N° de la modif.
File No. - N° du dossier
104zl.EN578-210714

Buyer ID - Id de l'acheteur
104zl
CCC No./N° CCC - FMS No./N° VME

Appendix 1 to Annex A

Sample Post Order

1. Contact Information
2. Reporting to Post Instructions
3. Shift Relief/Lunch and Break Periods
4. Acknowledgement of Understanding
5. Location of Post
6. Post Duties
7. Foot Patrols
8. Keys
9. Locking and Unlocking Doors
10. Cleaning Staff
11. Identification and Access Pass
12. Visitors
13. Fire Alarm
14. Bomb Threat or Suspicious Package
15. Medical Emergency
16. Base Building System(s) Failure
17. Vandalism/Theft
18. Parking Control
19. Control of the Posting of Signs/Posters
20. Freight Parcels and Courier Traffic
21. Lost and Found Registry
22. Removal of Government of Canada Equipment by Employees
23. Access Control during Silent Hours
24. Removal of Persons in Stalled Elevators
25. Unwanted Individual(s) On-Site
26. Strike/Demonstrations/Sit-Ins
27. Chemical Accident
28. Armed Intrusion, Shooting or Hostage Taking Situation
29. Newspapers
30. Building Contractors
31. 2 Way Radios
32. Post Reports

Sample Post Order Information

2. Contact Information

Emergency Numbers should include, but are not limited to:

- a) Police.
- b) Fire.
- c) Ambulance.
- d) Hospitals.
- e) Building Maintenance.
- f) Building Heating.
- g) Building Electrical.
- h) Alarm Company.
- i) Elevator Company.
- j) Department Security Officer's contacts.

2. Reporting to Post Instructions

Should include, but is not limited to:

- a) Detailed instructions of guard responsibilities related to:
 - i) shift startup/change over; and
 - ii) new guard orientation.

3. Shift Relief/Lunch and Break Periods

Should include, but is not limited to:

- a) Detailed instructions of guard responsibilities in regards to adherence to:
 - i) shift relief protocol;
 - ii) lunch period; and
 - iii) break periods.

4. Acknowledgement of Understanding

Should include, but is not limited to:

- a) Detailed instructions of guard responsibilities in regard to:
 - i) ensuring Post orders are both read and understood (e.g. as per below).

Table 1 – Acknowledgement of Post Orders			
By signing below, I have both read and understood the related Post orders.			
Contractor	Personnel Name	Personnel Signature	Date

5. Location of Post

Should include, but is not limited to:

- a) The exact location of the Post.

6. Post Duties

Should include, but is not limited to:

- a) A detailed description of each Post and duties that correspond to the Statement of Work plus any additional duties.

7. Foot Patrols

Should include, but is not limited to:

- a) A detailed description of the type of patrol e.g. if staggered, the frequency, the route and the location of punch stations, if applicable.

8. Keys

Should include, but is not limited to:

- a) Number of keys.
- b) Where the keys are located.
- c) What the keys are used for.
- d) Who is authorized to use the keys.

9. Locking and Unlocking Doors

Should include, but is not limited to:

- a) A complete list of doors, and when each door should be:
 - i) locked;
 - ii) unlocked.

10. Cleaning Staff

Should include, but is not limited to:

- a) Name of the cleaning company.
- b) The hours of cleaning service.
- c) Name of a contact person from the cleaning company.
- d) Contact phones numbers in case of emergency.

11. Identification and Access Pass

Should include, but is not limited to:

- a) Employee access pass protocol such as:
 - i) employees are required to visibly wear their Departmental Identification Cards at all times while on the premises and must be prepared to show their card to the guard upon request.
- b) Screening process to be followed for individuals entering the premises such as:
 - i) ensuring identification card has not expired;
 - ii) verification of photograph on the identification card versus the individual presenting the card; and
 - iii) if applicable, sign in and sign out.
- c) Process to follow when presented with an expired identification card, such as:
 - i) retaining; and
 - ii) returning to related department.
- d) Procedures to follow if/when an individual has forgotten or misplaced their identification card.

12. Visitors

Should include, but is not limited to:

- a) Procedure to follow in regards to visitors (e.g. free entry, signing in, GoC escort required etc.)

13. Fire Alarm

Should include, but is not limited to:

- a) Detailed instructions of guard duties and who is to be contacted (e.g. designated GoC employees as well as Fire Department and Police Department).
- b) What follow-up reports need to be completed.

14. Bomb Threat or Suspicious Package

Should include, but is not limited to:

- a) Detailed instructions of guard duties and who is to be contacted (e.g. Contractor supervisor, designated GoC employees as well as Fire Department and Police Department).
- b) Process to follow for a) above, during normal working hours and silent hours.
- c) Process to follow if a suspicious package is found.
- d) What follow-up reports need to be completed.

15. Medical Emergency

Should include, but is not limited to:

- a) Location of First Aid kit(s)/First Aid room.
- b) Process for administering First Aid.
- c) Process to follow if person requires evacuation (e.g. non serious injury or serious injury).
- d) What follow-up reports need to be completed.

16. Base Building System(s) Failure

In the event of an electrical power failure, elevator malfunction, heating/cooling system malfunction or other base building issues, should include, but is not limited to:

- a) Detailed instructions of guard duties and who is to be contacted (e.g. Building manager, Contractor supervisor, designated GoC employees etc.)
- b) Process to follow for a) above, during normal working hours and silent hours.
- c) What follow-up reports need to be completed.

17. Vandalism/Theft

Should include, but is not limited to:

- a) Detailed instructions of guard duties and who is to be contacted (e.g. Building manager, Contractor supervisor, designated GoC employees etc.)
- b) What follow-up reports need to be completed.

18. Parking Control

Should include, but is not limited to:

- a) Location(s) of the parking sites, access/exit routes, number of parking levels etc.
- b) Detailed instructions of guard duties.

19. Control of the Posting of Signs/Posters

Should include, but is not limited to:

- a) Detailed instructions of guard duties on how to:
 - i) control the posting of signs/posters outside Government of Canada tenant spaces.

20. Freight Parcels and Courier Traffic

Should include, but is not limited to:

- a) Detailed instructions of guard duties in regards to:
 - i) not being responsible for signing or accepting deliveries; and
 - ii) redirecting to receiving/loading dock (e.g. location etc.)

21. Lost and Found Registry

Should include, but is not limited to:

- a) Detailed instructions of guard duties for:
 - i) the control and disposition of found items; and
 - ii) when a loss is reported.

22. Removal of Government of Canada Equipment by Employees

Should include, but is not limited to:

- b) Detailed instructions of guard duties in regards to
 - i) the process for removal of assets from the secured area; and
 - ii) what, if any, follow-up reports need to be completed.

23. Access Control during Silent Hours

Should include, but is not limited to:

- b) Detailed instructions of guard duties for:
 - i) access control during silent hours.

24. Removal of Persons in Stalled Elevators

Post instructions should include, but are not limited to:

- a) Detailed instructions of guard responsibilities related to:
 - i) the notification protocol (e.g. National Call Centre, Elevator Company);
 - ii) information gathering protocol (e.g. names, phone numbers etc.); and
 - iii) emergency procedures if/when required (e.g. person trapped is claustrophobic).

25. Unwanted Individual(s) On-Site

Post instructions should include, but are not limited to:

- a) Detailed instructions of guard responsibilities related to:
 - i) the removal of unauthorized individuals from the premises;
 - ii) protocol when unauthorized individuals refuse to leave the premises; and
 - iii) what, if any, reports should be completed and to whom the reports should be sent.

26. Strike/Demonstrations/Sit-Ins

Post instructions should include, but are not limited to:

- a) Detailed guard responsibilities related to:
 - i) the notification protocol (e.g. supervisor, related CSO, Police);
 - ii) how to control the situation if/when required; and
 - iii) what, if any, reports should be completed and to whom the reports should be sent.

27. Chemical Accident

Post instructions should include, but are not limited to:

- a) Detailed guard responsibilities related to:
 - i) the notification protocol for the incident (e.g. supervisor, related CSO, Police, Fire Department);
 - ii) decision making protocol on whether or not area or building evacuation is required;
 - iii) notification protocol to evacuate area/building;
 - iv) protocol for when safe to return to area/building;

- v) notification protocol for return to area/building; and
- vi) what, if any, reports should be completed and to whom the reports should be sent.

28. Armed Intrusion, Shooting or Hostage Taking Situation

Post instructions should include, but are not limited to:

- a) Detailed guard responsibilities related to:
 - i) the notification protocol for the incident (e.g. supervisor, related CSO, Police);
 - ii) decision making protocol on whether or not area or building evacuation is required;
 - iii) notification protocol to evacuate area/building;
 - iv) if required, first aid response protocol;
 - v) protocol for when safe to return to area/building;
 - vi) notification protocol for return to area/building; and
 - vii) what, if any, reports should be completed and to whom the reports should be sent.

29. Newspapers

Post instructions should include, but are not limited to:

- a) Detailed Guard responsibilities related to:
 - i) ensuring bundles of newspapers are not left at the security station; and
 - ii) how to dispose of newspapers that are left at the security station.

30. Building Contractors

Post instructions should include, but are not limited to:

- a) Detailed Guard responsibilities related to:
 - i) controlling access passes for building Contractors;
 - ii) pre-authorization access process; and
 - iii) non pre-authorization access process.

31. Two- Way Radios

Post instructions should include, but are not limited to:

- a) Detailed Guard responsibilities related to:
 - i) the use of two-way radios.

32. Post Reports

Post instructions should include, but are not limited to:

- a) Detailed guard responsibilities related to:
 - i) the location of all Post reports;
 - ii) when reports need to be completed;
 - iii) accurate completion of reports;
 - iv) frequency of completing reports;

Solicitation No. - N° de l'invitation
EN578-210714/B
Client Ref. No. - N° de réf. du client
EN578-210714

Amd. No. - N° de la modif.
File No. - N° du dossier
104zl.EN578-210714

Buyer ID - Id de l'acheteur
104zl
CCC No./N° CCC - FMS No./N° VME

-
- v) whom completed reports are sent to; and
 - vi) how and when completed reports are sent.

Solicitation No. - N° de l'invitation
EN578-210714/B
Client Ref. No. - N° de réf. du client
EN578-210714

Amd. No. - N° de la modif.
File No. - N° du dossier
104zl.EN578-210714

Buyer ID - Id de l'acheteur
104zl
CCC No./N° CCC - FMS No./N° VME

ANNEX B

SECURITY REQUIREMENTS CHECK LIST



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		Public Works and Government Services Canada	
2. Branch or Directorate / Direction générale ou Direction Procurement Branch			
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Alternate Guard services method of supply. (Supply Arrangement)			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input checked="" type="checkbox"/>		NATO / OTAN <input type="checkbox"/>	
Foreign / Étranger <input type="checkbox"/>			
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>	
Restricted to: / Limité à: <input type="checkbox"/>		Specify country(ies): / Préciser le(s) pays:	
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input type="checkbox"/>		NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>		NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	
PROTECTED C PROTÉGÉ C <input type="checkbox"/>		NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>		NATO SECRET NATO SECRET <input type="checkbox"/>	
SECRET SECRET <input type="checkbox"/>		COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	
TOP SECRET TRÈS SECRET <input type="checkbox"/>			
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>			
		PROTECTED A PROTÉGÉ A <input type="checkbox"/>	
		PROTECTED B PROTÉGÉ B <input type="checkbox"/>	
		PROTECTED C PROTÉGÉ C <input type="checkbox"/>	
		CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	
		SECRET SECRET <input type="checkbox"/>	
		TOP SECRET TRÈS SECRET <input type="checkbox"/>	
		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	



PART A (continued) / PARTIE A (suite)

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

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

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

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

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

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

Special comments:

Commentaires spéciaux : _____

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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



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

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens 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?

☒ No
Non ☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non ☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

ANNEX C

INSURANCE REQUIREMENTS

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. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
 - m. Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.
 - n. Advertising Injury: While not limited to, the endorsement must include coverage piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.
 - o. All Risks Tenants Legal Liability - to protect the Contractor for liabilities arising out of its occupancy of leased premises.
 - p. 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.

Solicitation No. - N° de l'invitation
EN578-210714/B
Client Ref. No. - N° de réf. du client
EN578-210714

Amd. No. - N° de la modif.
File No. - N° du dossier
104zl.EN578-210714

Buyer ID - Id de l'acheteur
104zl
CCC No./N° CCC - FMS No./N° VME

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.

Solicitation No. - N° de l'invitation
EN578-210714/B
Client Ref. No. - N° de réf. du client
EN578-210714

Amd. No. - N° de la modif.
File No. - N° du dossier
104zl.EN578-210714

Buyer ID - Id de l'acheteur
104zl
CCC No./N° CCC - FMS No./N° VME

ANNEX D

QUARTELY USAGE REPORT SAMPLE

In accordance with Part 7A, Article 3.2 – Supply Arrangement Reporting, the Supplier must report on a quarterly basis by electronic means the following information by Region and/or Metropolitan Area.

- a) The Supply Arrangement Number;
- b) The reporting period;
- c) Contract No.:
- d) The Identified User;
- e) Level of guard(s);
- f) Level of supervisor(s);
- g) Premiums(s);
- h) Number of hours; and
- i) Total cost

Here is a sample report.

Sample Report						
Region and/or Metropolitan area:						
Standing Offer No.: EN578-210714/XX/XX						
Reporting Period: April 1 to June 30						
Contract No.:	Identified User	Guard Level	Supervisor Level	Premiums	Number of Hours	Total Cost
12345	PSPC	Level 1	n/a	Bilingual	100	\$XXX