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## **PART 1 - GENERAL INFORMATION**

### **1. SACC manual clause A3080T – COVID-19 vaccination requirement**

This requirement is subject to the COVID-19 Vaccination Policy for Supplier Personnel. Failure to complete and provide the COVID-19 Vaccination Requirement Certification prior to contract award will render the bid non-responsive.

### **2. Statement of Work**

The Work to be performed is detailed under article 2 – Statement of Work of the resulting contract clauses.

### **3. Revision of Departmental Name**

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

### **4. Debriefings**

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

### **5. Procurement Ombudsman**

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



## PART 2 - BIDDER INSTRUCTIONS

### 1. Standard Instructions, Clauses and Conditions

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

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

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

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

Delete: sixty (60) days

Insert: One hundred and eighty days (180) days

### 2. Submission of Bids

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

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

CSC recommends that bidders submit their response to the requirements of this solicitation in typewritten format.

Bidders must ensure that any handwritten information included in their bid is clearly legible in order to allow CSC to complete the bid evaluation. CSC reserves the right, at its sole and entire discretion, to disregard any handwritten information which it determines to be illegible when assessing whether bids comply with all of the requirements of the bid solicitation including, if applicable, any and all evaluation criteria.

### 3. Former Public Servants

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

#### **Definitions**

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



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

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

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

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

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

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

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

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

**Work Force Adjustment Directive**

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

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;



- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

#### 4. Enquiries – Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than five (5) business days before the bid closing date. Enquiries received after that time may not be answered.

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

##### 4.1 Industry Day:

The industry day will be held at 11:00 EST on November 22, 2021 at the following location:

Virtually on Microsoft Teams

It is not mandatory for suppliers to attend the industry day in order to submit a proposal. In order to register for the industry day, please email [Nadine.Pike@csc-scc.gc.ca](mailto:Nadine.Pike@csc-scc.gc.ca) to request an invitation. Invites will be sent in advance of the industry day.

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

#### 5. Applicable Laws

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

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



## **PART 3 - BID PREPARATION INSTRUCTIONS**

### **1. Bid Preparation Instructions**

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

Section I: Technical Bid: **one (1) electronic copy in PDF format**

Section II: Financial Bid: **one (1) electronic copy in PDF format**

Section III: Certifications: **one (1) electronic copy in PDF format**

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

**Bidders should submit their technical bid and financial bid in two (2) separate documents.**

#### **2. Section I: Technical Bid**

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

#### **3. Section II: Financial Bid**

Bidders must submit their financial bid in accordance with the Basis of Payment detailed in Annex B - Proposed Basis of Payment. The total amount of Applicable Taxes must be shown separately.

See Annex B – Proposed Basis of Payment for the Pricing Schedule format.

##### **3.1 Exchange Rate Fluctuation**

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

#### **4. Section III: Certifications**

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





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

### **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 CSC and a resource under a Memorandum of Understanding that CSC entered into with the Ottawa Hospital, Dr. Worthington will evaluate the bids.

#### **1.1 Technical Evaluation**

##### **1.1.1 Mandatory Technical Criteria**

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

##### **1.1.2 Point Rated Technical Criteria**

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

#### **1.2 Financial Evaluation**

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

**2. Basis of Selection - Basis of Selection - Lowest total evaluated Price Per Point.** The total lowest evaluated price is the total bid price calculated under 3.1 Total Bid Price in Annex B – Proposed Basis of Payment

- 1. To be declared responsive, a bid must:
  - a. comply with all the requirements of the bid solicitation;
  - b. meet all mandatory technical evaluation criteria; and
  - c. obtain the required minimum of 65 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 115 points.
- 2. Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bid with the lowest evaluated price per point will be recommended for award of a contract.

### **3. Insurance Requirements**

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



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



## **PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION**

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

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

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

### **1. Certifications Precedent to Contract Award and Additional Information**

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

#### **1.1 Integrity Provisions – Declaration of Convicted Offenses**

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

#### **1.2 Integrity Provisions – Required documentation**



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

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

List of Names:

Blank lines for listing names.

OR

[ ] The Bidder is a partnership

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

1.3 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the Employment and Social Development Canada (ESDC) - Labour's website.

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

1.4 Status and Availability of Resources

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

1.5 Language Requirements - Bilingual

By submitting a bid, the Bidder certifies that, should it be awarded a contract as result of the bid solicitation, every individual proposed in its bid will be fluent in both official languages of Canada (French and English). The individual(s) proposed must be able to communicate orally and in writing in French and English without any assistance and with minimal errors.

1.6 Education and Experience

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

1.7 SACC Manual clause A3081T - COVID 19 Vaccination Requirement Certification

In accordance with the COVID-19 Vaccination Policy for Supplier Personnel, all Bidders must provide the COVID-19 Vaccination Requirement Certification attached to this bid solicitation, to



be given further consideration in this procurement process. This Certification is incorporated into, and forms a binding part of any resulting Contract.

**COVID-19 Vaccination Requirement Certification**

I, \_\_\_\_\_ (*first and last name*), as the representative of \_\_\_\_\_ (*name of business*) pursuant to **solicitation number 21120-22-3847435**, warrant and certify that all personnel that \_\_\_\_\_ (*name of business*) will provide on the resulting Contract who access federal government workplaces where they may come into contact with public servants will be:

- (a) fully vaccinated against COVID-19 with Health Canada-approved COVID-19 vaccine(s); or
- (b) for personnel that are unable to be vaccinated due to a certified medical contraindication, religion or other prohibited grounds of discrimination under the *Canadian Human Rights Act*, subject to accommodation and mitigation measures that have been presented to and approved by Canada; until such time that Canada indicates that the vaccination requirements of the COVID-19 Vaccination Policy for Supplier Personnel are no longer in effect.

I certify that all personnel provided by \_\_\_\_\_ (*name of business*) have been notified of the vaccination requirements of the Government of Canada’s COVID-19 Vaccination Policy for Supplier Personnel, and that the \_\_\_\_\_ (*name of business*) has certified to their compliance with this requirement.

I certify that the information provided is true as of the date indicated below and will continue to be true for the duration of the Contract. I understand that the certifications provided to Canada are subject to verification at all times. I also understand that Canada will declare a contractor in default, if a certification is found to be untrue, whether made knowingly or unknowingly, during the bid or contract period. Canada reserves the right to ask for additional information to verify the certifications. Failure to comply with any request or requirement imposed by Canada will constitute a default under the Contract.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Optional*

For data purposes only, initial below if your business already has its own mandatory vaccination policy or requirements for employees in place. Initialing below **is not** a substitute for completing the mandatory certification above.

Initials: \_\_\_\_\_

Information you provide on this Certification Form and in accordance with the Government of Canada’s COVID-19 Vaccination Policy for Supplier Personnel will be protected, used, stored and disclosed in accordance with the Privacy Act. Please note that you have a right to access and correct any information on your file, and you have a right to file a complaint with the Office of the Privacy Commissioner regarding the handling of your personal information. These rights also apply to all individuals who are deemed to be personnel for the purpose for the Contract and who require access to federal government workplaces where they may come into contact with public servants.

**1.8 Certification:**

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



## **PART 6 - RESULTING CONTRACT CLAUSES**

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

### **1. Security Requirement**

There is no security requirement applicable to this Contract.

### **2. Statement of Work**

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

### **3. Standard Clauses and Conditions**

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

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

#### **3.1 General Conditions**

2010B General Conditions - Professional services (medium complexity) (2020-05-28), apply to and apply to and form part of the Contract.

#### **3.2 Supplemental General Conditions**

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

4013 – Compliance with On-Site Measures, Standing Orders, Policies, and Rules, apply to and form part of the Contract.

The Contractor must comply and ensure that its employees and subcontractors comply with all security measures, standing orders, policies or other rules in force at the site where the Work is performed.

#### **3.3 Replacement of Specific Individuals**

1. If specific individuals are identified in the Contract to perform the Work, the Contractor must provide the services of those individuals unless the Contractor is unable to do so for reasons beyond its control.
2. If the Contractor is unable to provide the services of any specific individual identified in the Contract, it must provide a replacement with similar qualifications and experience. The replacement must meet the criteria used in the selection of the Contractor and be acceptable to Canada. The Contractor must, as soon as possible, give notice to the Contracting Authority of the reason for replacing the individual and provide:
  - a. The name, qualifications and experience of the proposed replacement; and



- b. Proof that the proposed replacement has the required security clearance granted by Canada, if applicable.
3. The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that a replacement stop performing the Work. In such a case, the Contractor must immediately comply with the order and secure a further replacement in accordance with subsection 2. The fact that the Contracting Authority does not order that a replacement stop performing the work does not release the Contractor from its responsibility to meet the requirements of the Contract.

#### **4. Term of Contract**

##### **4.1 Period of the Contract**

The Work is to be performed during the period of date of contract award to 2.5 years later.

#### **5. Authorities**

##### **5.1 Contracting Authority**

The Contracting Authority for the Contract is:

Name: Nadine Pike  
Title: Senior Procurement Officer  
Correctional Service Canada  
Branch/Directorate: Comptroller/Contracting and Material Service - NHQ  
Telephone: (506) 378-1049  
E-mail address: Nadine.Pike@csc-scc.gc.ca

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

[Fill in at contract award only.]

##### **5.2 Project Authority**

The Project Authority for the Contract is:

Name: (XXX)  
Title: (XXX)  
Correctional Service Canada  
Branch/Directorate: (XXX)  
Telephone: (XXX)  
Facsimile: (XXX)  
E-mail address: (XXX)

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority, however the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

[Fill in at contract award only.]

##### **5.3 Contractor's Representative**



The Authorized Contractor's Representative is:

Name:  
Title:  
Company:  
Address:  
Telephone:  
Facsimile:  
E-mail address:

## **6. Payment**

### **6.1 Basis of Payment**

The Contractor will be paid in accordance with the Basis of Payment at Annex B.

### **6.2 Limitation of Price**

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

### **6.3 Method of Payment**

**For items under 1.0 Basis of Payment:**

#### **6.3.1 Milestone Payments**

Canada will make milestone payments in accordance with the Schedule of Milestones detailed in the Contract and the payment provisions of the Contract if:

- a. an accurate and complete claim for payment, Claim for Progress Payment, and any other document required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all the certificates have been signed by the respective authorized representatives;
- c. all work associated with the milestone and as applicable any deliverable required has been completed and accepted by Canada.

**For items under 2.0 Basis of Payment:**

#### **6.3.2: Firm Hourly Rates, Monthly Payment**

The Contractor will be paid firm hourly rates, for work performed in accordance with the Basis of Payment at Annex B. Customs duties are included and Applicable Taxes are extra.

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

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

### **6.4 SACC Manual Clauses**





SACC Manual clause A9117C (2007-11-30), T1204 - Direct Request by Customer Department  
SACC Manual clause C0710C, (2007-11-30), Time and Contract Price Verification  
SACC Manual clause C0705C, (2010-01-11), Discretionary Audit

## 6.5 Travel and Living Expenses

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

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

All payments are subject to government audit.

Estimated Cost: **\$ 40,000.00**

## 6.6 Electronic Payment of Invoices – Contract

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

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

## 7. Invoicing Instructions

7.1 The Contractor must submit a claim for payment using form [PWGSC-TPSGC 1111](#), Claim for Progress Payment. Each claim must show:

- a) all information required on form [PWGSC-TPSGC 1111](#);
- b) all applicable information detailed under the section entitled "Invoice Submission" of the general conditions;
- c) a list of all expenses;
- d) the description and value of the milestone claimed as detailed in the Contract.

7.2 The Contractor must prepare and certify one claim on form [PWGSC-TPSGC 1111](#), and forward it to the Project Authority identified under the section entitled "Authorities" of the Contract for appropriate certification after inspection and acceptance of the Work takes place.

7.3 The Contractor must not submit claims until all work identified in the claim is completed.

## 8. Certifications and Additional Information

### 8.1 Compliance

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

## 9. Applicable Laws



The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in \_\_\_\_\_ [Fill in at contract award only.]

## 10. Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the Supplemental General Conditions 4008 (2008-12-12) Supplemental General Conditions
- (c) the Supplemental General Conditions 4013 – Compliance with On-Site Measures, Standing Orders, Policies, and Rules;
- (d) the General Conditions 2010B; Professional services (medium complexity) Services (2020-05-28), apply to and apply to and form part of the Contract.
- (e) Annex A, Statement of Work;
- (f) Annex B, Basis of Payment;
- (g) the Contractor's bid dated \_\_\_\_\_ (to be inserted at contract award)

## 11. 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. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

## 12. Liability

The Contractor is liable for any damage caused by the Contractor, its employees, subcontractors, or agents to Canada or any third party. Canada is liable for any damage caused by Canada, its employees or agents to the Contractor or any third party. The Parties agree that no limitation of liability or indemnity provision applies to the Contract unless it is specifically incorporated in full text in the Articles of Agreement. Damage includes any injury to persons (including injury resulting in death) or loss of or damage to property (including real property) caused as a result of or during the performance of the Contract.

## 13. Ownership Control

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

- (a) The Contractor warrants that it is not under ownership control of any non-resident entity (i.e. Individual, partnership, joint venture, corporation, limited liability company, parent company, affiliate or other).



- (b) The Contractor must advise the Minister of any change in ownership control for the duration of the contract.
- (c) The Contractor acknowledges that the Minister has relied on this warranty in entering into this Contract and that, in the event of breach of such warranty, or in the event that the Contractor's ownership control becomes under a non-resident entity, the Minister will have the right to treat this Contract as being in default and terminate the contract accordingly.
- (d) For the purposes of this clause, a non-resident entity is any individual, partnership, joint venture, corporation, limited liability company, parent company, affiliate or other residing outside of Canada.

#### **14. Closure of Government Facilities**

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

#### **15. Tuberculosis Testing**

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

#### **16. Compliance with CSC Policies**

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

#### **17. Health and Labour Conditions**

- 17.1 In this section, "Public Entity" means the municipal, provincial or federal government body authorized to enforce any laws concerning health and labour applicable to the performance of the Work or any part thereof.



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

## **18. Identification Protocol Responsibilities**

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

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

## **19. Dispute Resolution Services**

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

## **20. Contract Administration**

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



services, please see the [Procurement Ombudsman Regulations](#) or visit [the Office of the Procurement Ombudsman website](#).

## **21. Proactive Disclosure of Contracts with Former Public Servants**

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

## **22. Information Guide for Contractors**

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

## **23. Government Site Regulations**

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

## **Annex A – Statement of Work**

Correctional Service Canada (CSC) is mandated, under the Corrections and Conditional Release Act (CCRA), to “provide every inmate with essential health care; and reasonable access to non essential health care.” For health care provided to inmates, CSC;

- supports the professional autonomy and the clinical independence of registered health care professionals and their freedom to exercise, without undue influence, their professional judgment in the care and treatment of inmates;
- supports those registered health care professionals in their promotion, in accordance with their respective professional code of ethics, of patient-centered care and patient advocacy; and
- promotes decision-making that is based on the appropriate medical care, dental care and mental health care criteria

### **1.1 Background**

The Commissioner’s Directives 800 Health Services and its associated guidelines are the key references on essential health care. Health care services must respect gender, cultural, religious and linguistic differences. In order to support those in custody in taking responsibility for proactively safeguarding their health, CSC provides: information and education on health promotion and disease prevention.

There are 43 institutions within CSC and about 14,000 inmates at any given time. Within CSC, health care is provided in Primary Care Health Centres (PCHC), Intermediate Mental Health Care Units, Regional Continuing Care Centres (RCCC; 24x7 care), Regional Treatment / Psychiatric Centres (24x7 care) and other health care units as designated by the Commissioner. Those in custody may have to go to the community for emergency health care, specialized health care (Cancer Care; some diagnostics); hospitalizations, and other essential health care that cannot be accommodated within CSC.

Primary health care (including health and wellness promotion, illness prevention, assessment, diagnosis, treatment) is the method of delivery used for organizing and coordinating care for persons in custody throughout incarceration from admission to discharge. Primary health care must also ensure safe and effective transition to the community for offenders leaving custody. Within CSC, primary health care also includes public health functions (including, but not limited to harm reduction initiatives such as needle exchange, distribution of condoms, bleach).

Primary care operates with a dual function by addressing both the health needs of individuals, and recognizing and responding to population health needs (for example older persons; Indigenous Persons; Persons Who Inject Drugs). Effective primary care service requires the integration of key elements including:

- care driven by the therapeutic relationship
- person first orientation (person-centred care)
- non-judgemental (avoidance of professional stigma, especially within the correctional system)
- accessibility to care (timeliness)
- comprehensiveness (interdisciplinary team that collaborates with specialists as required)
- coordination and integration (most responsible provider collaborates with the patient and considers the needs of the whole person in context)
- health promotion
- appropriate use of technology (telemedicine to increase access to specialists)
- continuity of care between providers and at transition points
- cost effectiveness (“choosing wisely” and avoiding unnecessary use of diagnostic tests and evaluations)
- disease surveillance
- reasonable quality improvement measures to confirm service standards.

CSC Health Services has been reviewing its care delivery at all levels (primary care, intermediate care, 24 hour nursing care, psychiatric hospital care) and has undertaken to strengthen the delivery of Primary Care by adopting a more integrated, interdisciplinary team based model.

Health Services seeks to implement a model for CSC patients based on the pillars outlined within the College of Family Physicians Canada (CFPC) model for the Patient Medical Home (PMH).

## **1.2 Objectives:**

CSC is seeking a Contractor to work directly (virtually and limited in person) with five interdisciplinary primary care teams and the related Regional Management structures.

CSC wants to implement the PMH model with adaptations, as needed, for a correctional setting in the following geographic locations; Springhill Nova Scotia, Joliette Quebec, Bath Ontario, Prince Albert Saskatchewan and Abbotsford British Columbia .

The Contractor's consultant team must include a project lead, a physician and a nurse and must have access to other disciplines, as needed, such as: health administrator, epidemiologist, social worker, psychologist, quality improvement specialist, health planner, other health disciplines.

The Contractor's consultant team must work in collaboration with the Health Services Executive Team (National Governance for Health Services within CSC), the National Medical Advisory Committee, and the CSC National Primary Care Working Group.

The Contractor's consultant team must give expert advice, based on experience, in the following areas:

- quality improvement in healthcare with a focus on implementation in primary care in multiple settings (such as: provinces, health authorities; group of family primary care health teams);
- population health and organization of the interdisciplinary team to better address prevalence of diseases, particularly chronic diseases;
- application and effective integration of health technology into primary care clinical practice;
- enhancing & building integrated primary care between and among health disciplines (including, but not limited to nurses, primary care physicians, psychiatrist, social workers, psychologists, occupational therapist, nurse practitioners, dentists, pharmacists);
- using a chronic disease model to organize the interrelationship of integrated interdisciplinary team members;
- working with interdisciplinary teams to integrate medical, mental health, and substance use care;
- developing practical tools to optimize integrated team-based care for patients;
- implementing the PMH primary care model on behalf of provincial health authorities, provincial health ministries, provincial medical associations, and networks of community interdisciplinary primary care practices, in jurisdictions across Canada;
- accessing others in international settings with experience and expertise in the implementation of models similar to PMH;
- building organizational capacity, at both the clinical and administrative level, for continuous quality improvement in a PMH model;
- scaling up quality improvement primary care projects to allow implementation across provinces, health authorities, or groups of community practices;
- working with Indigenous groups or organizations to improve quality of health care services;
- developing evidence-based tools, and resources to support clinical practice improvements;

- fostering clinical teams' capacity and willingness to adapt to change;
- enhancing & supporting change management.

### 1.3 Tasks & Deliverables

The Contractor's consultant team must work with 5 interdisciplinary site teams. CSC will provide a population health profile of the persons receiving health care at each of the 5 sites to the consultant team.

The Contractor's consultant team must also work with 5 regional interdisciplinary site teams (meeting will primarily be virtual, except for 1 in-person site meeting for each of the 5 sites)

The Contractor's consultant team must perform the following tasks and produce the associated deliverables:

#### Task 1

- Kick-off "orientation to the project" session with each of the 5 regional interdisciplinary site teams and related management.
- One in-person site visit to each of the 5 regional sites Springhill Nova Scotia, Joliette Quebec, Bath Ontario, Prince Albert Saskatchewan and Abbotsford British Columbia (subject to COVID-19 related requirements and restrictions).

#### Deliverables:

1. Introductory virtual meeting of the consultant team with the site clinical team and related management with each of the above listed 5 regional sites.
2. \*Site visit at each of the 5 regional sites.

\* If Canadian Health Authorities have lifted travel restrictions within Canada, and as determined by CSC.

#### Task 2

- conduct an assessment of readiness requirements for clinical participants, institution & regional leadership and identify strategies to increase readiness
- develop training sessions to facilitate and support change. The training sessions will focus on explaining the importance of an interrelationships of the following: integrated care; patient participation/partnership in care; patient satisfaction/experience; the role of quality improvement measurements in guiding changes to care

#### Deliverables:

1. A brief written summary (one – two pages or equivalent in PowerPoint) of the readiness assessment and strategies to increase readiness as needed
2. PowerPoint training presentation focusing on explaining the importance of and interrelationships of the following: integrated care; patient participation and partnership in care; patient satisfaction and experience; the role of quality improvement measurements in guiding changes to care.

#### Task 3

- choosing a specific chronic disease/condition (such as: diabetes, opioid agonist treatment, chronic pain, mental illness, hypertension, obesity) in collaboration with each of the 5 regional interdisciplinary site teams, illustrate (working with the team to practice) how the elements of a PMH, relevant to CSC's environment, and an effective integrated team model embedding quality improvement capacity works.
- working with 5 regional interdisciplinary site teams, adopt and adapt the tools and resources utilized to build an effective integrated team based model of chronic disease management that would also include efficient management of acute exacerbations or other acute illness.



**Deliverables:**

1. Identification of a specific chronic disease or condition and coaching the team in following a path of coordinated and integrated person centred care applying the model. This will include assessment(s), case conferencing, identifying Most Responsible Provider (MRP) roles of each discipline, proper documentation, mechanism of monitoring and reporting on clinical improvements.
2. Identify tools and resources that can be adopted by the team to support effective integrated team based model of chronic disease management
3. Same process as the two bullets above for each of 5 Regional sites

**Task 4**

- working with 5 regional interdisciplinary site teams, establish a clinic scheduling system that considers planned follow-up care consistent with professional practice standards and timelines, episodic care, urgent care, and preventive care that would meet the performance expectations of a community PMH or equivalent that could be utilized across all similar institutions.

**Deliverable:**

1. A clinic scheduling system as described above. The Contractor's consultant team must assume that the basic scheduling system can be used at each of the 5 sites with modification.

**Task 5**

- develop an implementation plan for the PMH model with defined timelines & measurable outcomes for the remaining 38 institutions sites
- develop training tools and resources to equip CSC to facilitate the wider implementation of the PMH

**Deliverables:**

1. A written implementation plan as described above

**Task 6**

- Work with one quality improvement resource person from each of the five regions to enable them to become familiar with using quality improvement process to improve care. CSC will identify the CSC Quality Improvement resource.

**Deliverables:**

1. Recommend a certificate-level training program in quality improvement that would be suitable for CSC Health Services

**Task 7**

Working with the National Governance for Health Services within CSC and related structures (Health Services Executive Team (HSET), National Medical Advisory Committee (NMAC), National Primary Care Working Group (NPCWG):

- kick-off "orientation to the project" session with HSET and NMAC
- conduct an assessment of administrative readiness and identify strategies to increase readiness as needed
- deliver up to 4 project update sessions to HSET and NMAC
- "orientation to the project" session with the NPCWG

**Deliverables:**

1. PowerPoint presentation of the consultant's approach to the project and draft timelines and a revised PowerPoint based on the discussion and feedback

2. A brief written summary (one – two pages or equivalent in PowerPoint) of the readiness assessment and strategies to increase readiness as needed;
3. Provide verbal virtual updates to HSET and NMAC along with a brief one page status summary;
4. Present the PowerPoint presentation of the consultant's approach to the project to the NPCWG.

#### **Task 8**

- Two half day (on the same day) presentations to a Health Services forum in Ottawa with representations from clinical and management leadership of 43 sites (about 230 persons)
- The presentation should include:
  - The role of national, regional and site leadership in providing effective and efficient health care to those in custody.
  - A summary of the following: a) the training provided to each of teams b) an illustration of how the model works within CSC using a specific chronic disease; c) how to apply quality improvement measures to improve care; d) specific challenges and/or adaptations of the model in a correctional environment;
  - Recommendations for staff and management training/orientation
  - Strategies to ensure sustainability in application of the model
- A written report of the project
  - The report will include a summary of the following: a) the training provided to each of teams b) the illustration of how the model works within CSC using a specific chronic disease; c) how to apply quality improvement measures to improve care; d) specific challenges and/or adaptations of the model in a correctional environment; recommendations for staff and management training/orientation
  - The report will be a word document with attachments as appropriate (for example, a Powerpoint presentation used with the site team)
  - The report must be provided within 30 days of providing consultation to the last of 5 regional interdisciplinary site teams (excluding the provision of follow-up and support to each of the with 5 interdisciplinary site teams once per month for 2 hours for one year after implementation of the integrated team based Patient Person Health Care Home (PPHCH) model.

#### **Deliverables:**

1. In-person One day presentation (7.5 hrs) (subject to COVID -19 requirements/restrictions) as described above
2. A written report as described above. Note that the written report and the one day presentation (7.5 hrs) presentations to a Health Services forum in Ottawa are based on the same content.

#### **Task 9**

- provide follow-up and support to each of the with 5 interdisciplinary site teams once per month for 2 hours for one year after implementation of the integrated team based PPHCH model

#### **Deliverable:**

- Virtual meetings with the clinical team as described above. Up to 10 hours monthly for 12 monthly after implementation of the integrated team based PPHCH model (120 hours total)

#### **1.4 Location of work:**

- a. The Contractor must perform the work at the contractor's place of business (Methods: Workshop must be delivered virtually using interactive methods, including self-evaluation, small group

discussion, case studies, pairs coaching), or on-site at CSC institutions (subject to COVID -19 requirements and restrictions), escorted by a CSC employee.

b. Travel

- i. Travel is anticipated for performance of the work under this contract
- ii. All Travel must be requested by and pre-approved by Project Authority.

**1.5 Language of Work:**

Upon request by the Project Authority, the Contractor's consultant team must provide services in both English and French as requested.

## Annex B – Proposed Basis of Payment

### 1.0 Milestone Prices: Canada will pay the milestone prices as set out below:

Resources	All inclusive consultant team - per diem rate
<p><b>Consultant team</b></p> <p>**The consultant team must include a project lead, a physician and a nurse and must have access to other disciplines, as needed, such as: health administrator, epidemiologist, social worker, psychologist, quality improvement specialist, health planner, other health disciplines</p>	\$ _____

Schedule of Milestones			
#	Milestone Deliverables - As per Statement Of Work (SOW) 1.3 Tasks & Deliverables	Number of days	Total milestone payment (# of days X per diem rate)
1	<ul style="list-style-type: none"> <li>• Introductory virtual meeting of the consultant team with the site clinical team and related management. Each of 5 teams</li> <li>• Site visit. Each of 5 teams</li> </ul>	_____/days	\$ _____
2	<ul style="list-style-type: none"> <li>• A brief written summary (one – two pages or equivalent in PowerPoint) of the readiness assessment and strategies to increase readiness as needed</li> <li>• PowerPoint training presentation focusing on explaining the importance of and interrelationships of the following: integrated care; patient participation/partnership in care; patient satisfaction/experience; the role of quality improvement measurements in guiding changes to care.</li> </ul>	_____/days	\$ _____
3	<ul style="list-style-type: none"> <li>• Identification of a specific chronic disease/condition(s) and coaching the team in following a path of coordinated and integrated person centred care applying the model. This will include assessment(s), case conferencing, identifying most</li> </ul>	_____/days	\$ _____

	<p>responsible therapist, roles of each discipline, proper documentation, mechanism of monitoring and reporting on clinical improvements.</p> <ul style="list-style-type: none"> <li>• Identify tools and resources that can be adopted by the team to support effective integrated team based model of chronic disease management</li> <li>• Same process as the two bullets above for each of 5 teams</li> </ul>		
4	<ul style="list-style-type: none"> <li>• A clinic scheduling system as described above (in Task 4 of (SOW)OW). Assume that the basic scheduling system can be used at each of the 5 sites with modification.</li> </ul>	_____/days	\$_____
5	<ul style="list-style-type: none"> <li>• A written implementation plan as described above ( In Task 5 of SOW)</li> </ul>	_____/days	\$_____
6	<ul style="list-style-type: none"> <li>• One person from each region will be identified to take the lead for quality improvement. Allow the 5 individuals to work alongside the consultants to understand the process of using quality improvement to improve care.</li> <li>• Recommend a certificate-level training program in quality improvement that would be suitable for CSC Health Services</li> </ul>	_____/days	\$_____
7	<ul style="list-style-type: none"> <li>• PowerPoint presentation of the consultant's approach to the project and draft timelines and a revised PowerPoint based on the discussion and feedback</li> <li>• A brief written summary (one – two pages or equivalent in PowerPoint) of the readiness assessment and strategies to increase readiness as needed</li> <li>• Provide verbal virtual updates to HSET and NMAC along with a brief one page status summary</li> <li>• Present the PowerPoint presentation of the consultant's approach to the project to the NPCWG</li> </ul>	_____/days	\$_____
8	<ul style="list-style-type: none"> <li>• In-person presentation (subject to COVID -19 requirements/restrictions) as</li> </ul>	_____/days	\$_____

	described above (In Task 8 of S.O.W).		
9	<ul style="list-style-type: none"> <li>18. A written report as described above. Note that the written report and the one day presentation (7.5 hrs) presentations to a Health Services forum in Ottawa are based on the same content.</li> </ul>	_____/days	\$ _____
<b>TOTAL Milestone Prices (A)</b>			<b>\$ _____</b>

**2.0 FIRM PRICE: Canada will pay the Contractor the firm price as set out below:**

Description	Estimated Hours (B)	Firm Hourly Rate (C)	Total (B X C) = (D)
Virtual meetings with the clinical team. Up to 10 hours monthly for 12 monthly after implementation of the integrated team based Patient Person Health Care Home (PPHCH) model (120 hours total)	<b>120</b>	\$ _____	
<b>TOTAL FIRM PRICE (D)</b>			<b>\$ _____</b>

**3.1 Total Bid Price**

<b>TOTAL 1.0 Milestone Prices (A)</b>	
<b>TOTAL 2.0 FIRM PRICE (D)</b>	
<b>Total Bid Price (A+D)</b>	

**4.0 Applicable Taxes**

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

**5.0 Electronic Payment of Invoices - Bid**

Canada requests that Bidders complete option 1 or 2 below:

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

The following Electronic Payment Instrument(s) are accepted:

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

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

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

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

## Annex C - Evaluation Criteria

### 1.0 Technical Evaluation:

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

- Mandatory Technical Criteria
- Rated Technical Criteria

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

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

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

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

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

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

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

III. References must be presented in this format:

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

#### 1.6 Response Format

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

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

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

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



**MANDATORY TECHNICAL CRITERIA**

#	Mandatory Technical Criteria	Bidder Response Description (include location in bid)	Met/Not Met
M1	<p>The team project lead must have a minimum of 2 years experience within the last 7 years prior to the bid closing date in all of the following:</p> <ol style="list-style-type: none"> <li>1. working with health administrators, nurses, physicians, and mental health providers to implement change;</li> <li>2. patient centred care and patient centred processes;</li> <li>3. interdisciplinary team based approach;</li> <li>4. utilizing quality improvement initiatives to improve care;</li> </ol> <p><i>Bidders should provide with their bid:</i></p> <ol style="list-style-type: none"> <li>1. CV that specifically provides details of the proposed resource's experience working in each of the above 4 identified areas. The experience should include dates of beginning and ending of projects</li> <li>2. References to support each of the above</li> <li>3. A description of the work the proposed resource performed in the identified areas</li> </ol>		
M2	<p>The team physician must have a minimum of 2 years experience, within the last 7 years prior to the bid closing date:</p> <ol style="list-style-type: none"> <li>1. working with health administrators, nurses, physicians, and mental health providers to implement change;</li> <li>2. patient centred care and patient centred processes;</li> <li>3. interdisciplinary team based approach;</li> <li>4. utilizing quality improvement initiatives to improve care</li> </ol> <p><i>Bidders should provide with their bid:</i></p> <ol style="list-style-type: none"> <li>1. CV that specifically provides details of the proposed resource's experience working in each of the above 4 identified areas. The experience should include dates of beginning and ending of projects</li> <li>2. References to support each of the above</li> <li>3. A description of the work the proposed resource performed in the identified areas</li> </ol>		

#	Mandatory Technical Criteria	Bidder Response Description (include location in bid)	Met/Not Met
M3	<p>The team nurse must have a minimum of 2 years experience, within the last 7 years prior to the bid closing date:</p> <ol style="list-style-type: none"> <li>1. working with health administrators, nurses, physicians, and mental health providers to implement change;</li> <li>2. patient centred care and patient centred processes;</li> <li>3. interdisciplinary team based approach;</li> <li>4. utilizing quality improvement initiatives to improve care</li> </ol> <p><i>Bidders should provide with their bid:</i></p> <ol style="list-style-type: none"> <li>1. CV that specifically provides details of the proposed resource's experience working in each of the above 4 identified areas. The experience should include dates of beginning and ending of projects</li> <li>2. References to support each of the above</li> <li>3. A description of the work the proposed resource performed in each identified areas</li> </ol>		

**POINT RATED TECHNICAL CRITERIA;**

#	Point Rated Technical Criteria	Max Score	Bidder Response (Bidder to explain how points are obtained and reference location in bid)
R1	<p>At least one member of the team should have experience in the last 7 years prior to the bid closing date, in implementing quality improvement in healthcare with a focus on implementation in primary care in multiple settings (such as provinces, health authorities; network of community interdisciplinary primary care practices.)</p> <p>Implemented a primary care quality improvement initiative in provinces or health authority and:</p> <ul style="list-style-type: none"> <li>• In 3 or more provinces/health authorities <b>(15 points)</b></li> <li>• In 2 provinces/health authorities <b>(10 points)</b></li> <li>• In 1 province/health authority/network <b>(5 points)</b></li> </ul> <p>Bidders should provide with their bid:</p>	15	

	<p>1. Provide a description of quality improvement initiative; the QI measures used; the outcome and changes resulting from the initiatives</p> <p>2. The summary should provide date the project began and completed.</p> <p>3. References that can confirm the work described</p>		
R2	<p>At least one member of the team should have experience in the last 7 years prior to the bid closing date integrating care among health disciplines (including nurses, primary care physicians, psychiatrist, social workers, psychologists, occupational therapist, nurse practitioners, dentists, pharmacists, mental health counsellors.)</p> <ul style="list-style-type: none"> <li>• More than 3 years experience <b>(15 points)</b></li> <li>• More than 2 up to 3 years <b>(10 points)</b></li> <li>• At least 1 to 2 years experience <b>(5 points)</b></li> <li>• less than one year of experience (0 points)</li> </ul> <p>Bidders should provide with their bid:</p> <p>1. Provide a description of experience in integrating care among health disciplines</p> <p>2. The summary should provide date the project began and completed.</p> <p>3. References that can confirm the work described</p>	15	
R3	<p>At least one member of the team should have experience, in the last 7 years prior to the bid closing date, implementing primary care initiatives that relied on an analysis of population health on behalf of provincial health authorities and or provincial health ministries and or network of community interdisciplinary primary care practices, in jurisdictions across Canada.</p> <ul style="list-style-type: none"> <li>• Implementation on behalf of provincial health authorities and or provincial health ministries in two provinces (15 points)</li> <li>• Implementation on behalf of provincial health authorities and or provincial health ministries in one province (7.5 points)</li> <li>• Implementation on behalf of a network of community interdisciplinary primary care practices (5 points)</li> </ul> <p><i>Bidders should provide with their bid:</i></p> <p>1. A description of the initiative including the date the initiative began and was completed.</p>	15	

	2. References that can confirm the work described		
R4	<p>At least one member of the team should have experience, in the last 5 years prior to the bid closing date, in using a chronic disease model to organize an interdisciplinary team to provide person centred integrated care</p> <ul style="list-style-type: none"> <li>• Experience with 3 interdisciplinary primary care teams (15 points)</li> <li>• Experience with 2 interdisciplinary primary care teams (10 points)</li> <li>• Experience with 1 interdisciplinary primary care team (5 points)</li> </ul> <p><i>Bidders should provide with their bid:</i></p> <ol style="list-style-type: none"> <li>1. A description of the initiative including the date the initiative began and was completed.</li> <li>2. References that can confirm the work described</li> </ol>	15	
R5	<p>At least one member of the team should have experience in the last 7 years prior to the bid closing date, scaling up quality improvement primary care projects to enable implementation across provinces, health authorities, or a network of community interdisciplinary primary care practices</p> <ul style="list-style-type: none"> <li>• Scaling up implementation across a province or across a health authority (10 points)</li> <li>• Scaling up implementation across at a network of community interdisciplinary primary care practices (5 points)</li> </ul> <p><i>Bidders should provide with their bid:</i></p> <ol style="list-style-type: none"> <li>1. A description of the initiative including the date the initiative began and was completed.</li> <li>2. References that can confirm the work described</li> </ol>	10	
R6	<p>At least one member of the team should have experience in the last 7 years prior to the bid closing date, implementing a quality improvement initiative with an Indigenous group(s) or organization(s) to improve quality of primary care health services</p> <ul style="list-style-type: none"> <li>• Experience implementing 3 initiatives (15 points)</li> </ul>	15	

	<ul style="list-style-type: none"> <li>• Experience implementing 2 initiatives (10 points)</li> <li>• Experience implementing 1 initiative (5 points)</li> </ul> <p><i>Bidders should provide with their bid:</i></p> <ol style="list-style-type: none"> <li>1. A description of the initiative including the date the initiative began and was completed.</li> <li>2. References that can confirm the work described</li> </ol>		
R7	<p>At least one member of the team should have experience in the last 5 years prior to the bid closing date, working with interdisciplinary teams to integrate medical, mental health, and substance use care</p> <ul style="list-style-type: none"> <li>• More than 3 years experience (30 points)</li> <li>• more than 2 to 3 years (20 points)</li> <li>• 1 to 2 years experience (10 points)</li> </ul> <p><i>Bidders should provide with their bid:</i></p> <ol style="list-style-type: none"> <li>1. A description of their experience including the date the initiative began and was completed.</li> <li>2. References that can confirm the work described</li> </ol>	30	
	Total # of points 115		
	Minimum Score Required: 65	/115	

**Annex D – Insurance**  
**Commercial General Liability**  
**Insurance**

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

*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.

**Annex E – Claim for Progress Payment**



Public Works and Government Services Canada  
Travaux publics et Services gouvernementaux Canada

**Claim for Progress Payment  
Demande de paiement progressif**

*If necessary, use form PWGSC-TPSGC 1112 to record detail costs  
Si nécessaire, utiliser le formulaire PWGSC-TPSGC 1112 pour inscrire les coûts détaillés*

Contractor's Name and Address Nom et adresse de l'entrepreneur	Claim No. N° de la demande	Date YYYY-MM-DD / AAAA-MM-JJ	Contract Price - Prix contractuel
	File No. - N° du dossier		Contract Serial No. N° de série du contrat
Contractor's Procurement Business Number (PBN) Numéro d'entreprise-apvisionnement (NEA) de l'entrepreneur		Financial Code(s) - Code(s) financier(s)	

Contractor's Report of Work Progress (if needed, use additional sheets)  
Compte rendu de l'avancement des travaux par l'entrepreneur (si nécessaire, utiliser des feuilles supplémentaires)

Period of work covered by the claim Période des travaux visée par la demande ▶	Current Claim Demande courante		Previous Claims Demandes précédentes		Total to Date Total à date (A + B)
	(A)	Tax Rate Taux de taxe	(B)	Tax Rate Taux de taxe	
Description: (Expenditures must be claimed in accordance with the basis and/or method of payment of the contract) Description : (Les dépenses doivent être réclamées conformément à la base de paiement et (ou) à la méthode de paiement du contrat).		%		%	
		%		%	
		%		%	
		%		%	
		%		%	
		%		%	
		%		%	
		%		%	
		%		%	
		%		%	
Contractor's GST No. N° de TPS de l'entrepreneur	Subtotal Sous-total				
Contractor's GST No. No. de TVQ de l'entrepreneur	Applicable taxes Taxes applicables				
	Total				
Less holdbacks on expenditures only (Applicable taxes excluded) Moins les retenues sur les dépenses uniquement (Taxes applicables en sus)					

Total Amount of Claim (including applicable taxes)  
Montant total de la demande (incluant les taxes applicables)

Percentage of the work completed Pourcentage des travaux achevés	%	Current Claim Demande courante	▶	Amount due Montant dû
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Claim No.  
N° de la demande

Contract Serial No.  
N° de série du contrat

**CERTIFICATE OF CONTRACTOR**

**ATTESTATION DE L'ENTREPRENEUR**

I certify that:

- All authorizations required under the contract have been obtained. The claim is consistent with the progress of the work and is in accordance with the contract.
- Indirect costs have been paid for or accrued in the accounts.
- Direct materials and the subcontracted work have been received, accepted and either paid for or accrued in the accounts following receipt of invoice from supplier/subcontractor, and have been or will be used exclusively for the purpose of the contract.
- All direct labour costs have been paid for or accrued in the accounts and all such costs were incurred exclusively for the purpose of the contract;
- All other direct costs have been paid for or accrued in the accounts following receipt of applicable invoice or expense voucher and all such costs were incurred exclusively for the purpose of the contract; and
- No liens, encumbrances, charges or other claims exist against the work except those which may arise by operation of law such as a lien in the nature of an unpaid contractor's lien and in respect of which a progress payment and/or advance payment has been or will be made by Canada.

J'atteste que :

- Toutes les autorisations exigées en vertu du contrat ont été obtenues. La demande correspond à l'avancement des travaux et est conforme au contrat.
- Les coûts indirects ont été réglés ou portés aux livres.
- Les matières directes et les travaux de sous-traitance ont été reçus, et le tout a été accepté et payé, ou encore porté aux livres après réception de factures envoyées par le fournisseur ou le sous-traitant; ces matières et ces travaux ont été ou seront utilisés exclusivement aux fins du contrat.
- Tous les coûts de la main-d'oeuvre directe ont été réglés ou portés aux livres et tous ces coûts ont été engagés exclusivement aux fins du contrat.
- Tous les autres coûts indirects ont été réglés ou portés aux livres après réception des factures ou pièces justificatives pertinentes et tous ces coûts ont été engagés exclusivement aux fins du contrat.
- Il n'existe aucun privilège ni demande ou imputation à l'égard de ces travaux sauf ceux qui pourraient survenir par effet de la loi, notamment le privilège d'un entrepreneur non payé à l'égard d'un paiement progressif et/ou un paiement anticipé a été ou sera effectué par le Canada.

Contractor's Signature • Signature de l'entrepreneur

Title • Titre

Date (YYYY-MM-DD / AAAA-MM-JJ)

Check the box if the claim is being made with respect to advance payment provisions included in the basis of payment of the contract.

Cocher la case si la demande est faite en rapport avec les dispositions relatives aux paiements anticipés qui se trouvent dans la base de paiement du contrat.

This claim, or a portion of this claim, is for an advance payment.

Cette demande, ou une partie de cette demande, est pour un paiement anticipé.

I certify that:

- The funds received will be used solely for the purpose of the contract and attached is a complete description of the purpose to which the advance payment will be applied.
- The amount of the payment is established in accordance with the conditions of the contract.
- The contractor is not in default of its obligations under the contract.
- The payment is related to an identifiable part of the contractual work.

J'atteste que :

- Les fonds reçus ne serviront uniquement qu'aux fins du contrat; ci-joint est une description complète des fins auxquelles le paiement anticipé sera utilisé.
- Le montant du paiement est établi conformément aux conditions du contrat.
- L'entrepreneur n'a pas manqué à ses obligations en vertu du contrat.
- Le paiement porte sur une partie identifiable des travaux précisés dans le contrat.

Contractor's Signature • Signature de l'entrepreneur

Title • Titre

Date (YYYY-MM-DD / AAAA-MM-JJ)

**CERTIFICATES OF DEPARTMENTAL REPRESENTATIVES**

Scientific/Project/Inspection Authority: I certify that the work meets the quality standards required under the contract, and its progress is in accordance with the conditions of the contract.

**ATTESTATIONS DES REPRÉSENTANTS DU MINISTÈRE**

Autorité scientifique ou responsable du projet / de l'inspection : J'atteste que les travaux sont conformes aux normes de qualité exigées en vertu du contrat et que leur avancement est conforme aux conditions du contrat.

Inspection Authority (all other contracts): I certify that the quality of the work performed is in accordance with the standards required under the contract.

Responsable de l'inspection (tous les autres contrats) : J'atteste que la qualité des travaux exécutés est conforme aux normes exigées en vertu du contrat.

Signature of Scientific / Project / Inspection Authority  
Signature de l'autorité scientifique ou responsable du projet / de l'inspection

Date (YYYY-MM-DD / AAAA-MM-JJ)

PWGSC Contracting Authority: I certify that, to the best of my knowledge, the claim is consistent with the progress of the work and is in accordance with the contract. This claim, however, may be subject to further verification and any necessary adjustment before final settlement.

Autorité contractante de TPSGC : J'atteste, au meilleur de ma connaissance, que la demande correspond à l'avancement des travaux et est conforme au contrat. Toutefois, cette demande pourrait faire l'objet d'une autre vérification et de tout rajustement nécessaire avant le règlement final.

Contracting Authority Signature de l'autorité

Title • Titre

Date (YYYY-MM-DD / AAAA-MM-JJ)

Client's Authorized Signing Officer - (must sign the interim claim): I certify that the claim is in accordance with the contract.

Signataire autorisé du client - (doit signer la demande provisoire) : J'atteste que la demande est conforme au contrat.

Client Signature du client

Title • Titre

Date (YYYY-MM-DD / AAAA-MM-JJ)

Client's Authorized Signing Officer - (must sign the final claim): I certify that all goods have been received and all services have been rendered, that the work has been properly performed and that the claim is in accordance with the contract.

Signataire autorisé du client - (doit signer la demande finale) : J'atteste que tous les biens ont été reçus, que tous les services ont été rendus, que tous les travaux ont été exécutés convenablement, et que la demande est conforme au contrat.

Client Signature du client

Title • Titre

Date (YYYY-MM-DD / AAAA-MM-JJ)