



RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Marie-Anne.Clancy@tpsgc-pwgsc.gc.ca

Request For a Standing Offer
Demande d'offre à commandes

National Individual Standing Offer (NISO)
Offre à commandes individuelle et nationale (OCIN)

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
Contracting and Procurement Services Division
Departmental Acquisitions Services Directorate
300 Laurier Avenue
Ottawa, ON
K1A 0S5

Title - Sujet Audit services for Management Systems	
Solicitation No. - N° de l'invitation 10074024	Date 2021-11-24
Client Reference No. - N° de référence du client 10074024	GETS Ref. No. - N° de réf. de SEAG PW-21-00975909
File No. - N° de dossier 10074024	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2021-12-20	
Time Zone Fuseau horaire Eastern Standard Time EST	
Delivery Required - Livraison exigée See Herein	
Address Enquiries to: - Adresser toutes questions à: Marie-Anne Clancy	Buyer Id - Id de l'acheteur
Telephone No. - N° de téléphone	FAX No. - N° de FAX
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA PORTAGE III 11 LAURIER ST Gatineau Quebec K1A0S5 Canada	
Security - Sécurité This request for a Standing Offer does not include provisions for security. Cette Demande d'offre à commandes ne comprend aucune 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

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PART 1 - GENERAL INFORMATION

1.1 Introduction

The Request for Standing Offers (RFSO) is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;
- Part 3 Offer Preparation Instructions: provides Offerors with instructions on how to prepare their offer 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 offer, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 6A, Standing Offer, and 6B, Resulting Contract Clauses:
 - 6A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;
 - 6B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

The Attachments include the Pricing Schedule and the Evaluation Criteria.

The Annexes include the Statement of Work, the Basis of Payment, the Electronic Payment Instruments, and the Periodic Usage Report.

1.2 Summary

The Canadian General Standards Board (CGSB) is a federal government organization that offers client centered, comprehensive standards development and conformity assessment services in support of the economic, regulatory, procurement, health, safety and environmental interests of our stakeholders — government, industry and consumers.

The objective of this Standing Offer will be to establish a list of eligible auditors who are capable of meeting the standards and requirements of the CGSB and are responsive to the demands of the Industry. The work of the Offerors, upon receiving a call-up from the CGSB Project Authority, will be to provide audit services and certification recommendations for management systems.

Canada is seeking National Individual Standing Offers (NISO's) for Auditing Services to the Canadian General Standards Board (CGSB) clients. Auditing Procedures will be based on the most current versions of ISO 19011 'Guidelines for quality and/or environmental management systems auditing', and ISO 17021 'Conformity assessment - requirements for bodies providing audit and certification of management systems'.

This standing offer will require audit services within two different subject Work Streams:

Stream A: Quality Management Systems (such as ISO 9001);
Stream B: Environmental Management Systems (such as ISO 14001);

Services are required for a period of twelve (12) months commencing on the date of issuance of the Standing Offer, with the option to extend for four (4) additional one (1) year period at Canada's discretion.

The requirement is subject to the provisions of the Canadian Free Trade Agreement (CETA), Canada-Chile Free Trade Agreement, Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP), Canada-Columbia Free Trade Agreement, Canada-European Union Comprehensive Economic and Trade Agreement (CETA), Canada-Honduras Free Trade Agreement, Canada-Korea Free Trade Agreement, Canada-Panama Free Trade Agreement, Canada-Peru Free Trade Agreement, Canada-UK Trade Continuity Agreement (Canada-UK TCA), Canada-Ukraine Free Trade Agreement and the World Trade Organization Agreement on Government Procurement (WTO-AGP).

The resulting SO's are not authorized to be used by Identified Users for deliveries within a Comprehensive Land Claims Settlement Area (CLCSA). All requirements for delivery within a CLCSA are to be submitted to the Department of Public Works and Government Services for individual processing.

This requirement is subject to the COVID-19 Vaccination Policy for Supplier Personnel. Failure to complete and provide the COVID-19 Vaccination Requirement Certification as part of the offer will render the offer non-responsive.

1.3 Debriefings

At Standing Offer award, the Standing Offer Authority will notify all Offerors of the name of the firms who have been awarded a Standing offer Agreement and as to why their offer was not selected. We do not intend to conduct in-person debriefs for this solicitation. Instead, the information set out in the regret letter will include the reason the firm's offer was not accepted.

1.4 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 that is issued under this solicitation, refer to 6.18 Transition to an e-Procurement Solution (EPS).

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

1.5 Key Terms

Client: Organization from the public and private sectors to be audited by the Offeror.

PART 2 - OFFEROR INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) 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.

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

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 [2006](#), Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days

Insert: one hundred and eighty(120) days

2.1.1 SACC Manual Clauses

[4007](#) (2010-08-16), Canada to Own Intellectual Property Rights in Foreground, apply and form part of this RFSO.

The Department of Public Works and Government Services Canada has determined that any Intellectual Property rights arising from the performance of the Work under the resulting contract will belong to Canada, on the following grounds: (6.5) where the material developed or produced consists of material subject to copyright, with the exception of computer software and all documentation pertaining to that software.

2.2 Submission of Offers

Offers must be submitted to Public Works and Government Services Canada (PWGSC) by email to the Standing Offer Authority (Marie-Anne.Clancy@tpsgc-pwgsc.gc.ca) by the date and time indicated on page 1 of the Request for Standing Offers.

Offerors must submit Page 1 of this Request for Standing Offer, duly completed, signed and dated by a person authorized to sign on behalf of the Offeror (Vendor/firm).

Due to the nature of the bid solicitation, bids transmitted 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 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 FPS in receipt of a pension, as applicable:

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

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 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; and
- (g) number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

2.4 Enquiries - Request for Standing Offers

All enquiries must be submitted in writing to the Standing Offer Authority no later than ten (10) calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by Offerors 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 Offerors. Enquiries not submitted in a form that can be distributed to all Offerors may not be answered by Canada.

2.5 Applicable Laws

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 Quebec.

Offerors 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 - OFFER PREPARATION INSTRUCTIONS

3.1 Offer Preparation Instructions

Canada requests that Offerors provide their offer in separately bound sections as follows:

Section I: Technical Offer – 1 soft copy Portable Document File (PDF)

Section II: Financial Offer – 1 soft copy Portable Document File (PDF)

Section III: Certifications – 1 soft copy Portable Document File (PDF)

Section IV: Additional Information – 1 soft copy Portable Document File (PDF)

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

Canada requests that Offerors submit their offer in unprotected (i.e. no password) PDF format by email.

The PWGSC email attachment size limit is 10MB. Emails exceeding 10MB will not be received. Bidders may split their submitted content into multiple emails by identifying, for example 1 of 3, 2 of 3 etc..

It is the sole responsibility of the Offeror to ensure a timely submission of their offer is made. Canada will not be responsible for late offers received at destination after the closing time, even if it was submitted before.

Offerors should also ensure that their email message indicates the legal name of the bidding entity.

Section I: Technical Offer

In their technical offer, Offerors should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

Offeror must submit a complete, separate offer for each stream for which an Offeror is offering. Each offer must identify which stream the Offeror is proposing its services. Each stream will be evaluated separately.

Section II: Financial Offer

Offerors must submit their financial offer in accordance with the Annex B, Basis of Payment. The total amount of Applicable Taxes must be shown separately.

3.1.1 Electronic Payment of Invoices - Offer

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "C" Electronic Payment Instruments, to identify which ones are accepted.

If Annex "C" Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

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

3.1.2 Exchange Rate Fluctuation

C3011T (2013-11-06), Exchange Rate Fluctuation applies and form part of the Standing Offer.

Section III: Certifications

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

Section IV: Additional Information

In Section IV of their offer, Offerors should provide:

1. their legal name;
2. their Procurement Business Number (PBN);
3. the name of the contact person (provide also this person's mailing address, phone and email address) authorized by the Offeror to enter into communications with Canada with regards to their offer, and any contract that may result from their offer;
4. for Part 2, article 2.3, Former Public Servant, of the Request for Standing Offers: the required answer to each question; and, if the answer is yes, the required information;

ATTACHMENT 1 TO PART 3, PRICING SCHEDULE

The Offeror must complete this pricing schedule and include it in its financial offer. As a minimum, the Offeror must respond to this pricing schedule by inserting in its financial offer for **each of the periods specified below** its quoted all inclusive fixed hourly rate and travel hourly rate (in CDN \$) for one or both of the resource categories identified below. The Offerors will submit a single hourly rate for the Auditor and a single hourly rate for the Lead Auditor proposed for this standing offer.

The Quoted all-inclusive fixed hourly rates specified below, include the total estimated cost of all travel and living expenses that may need to be incurred for:

- a. Work to be performed within the locations identified in Column 2, of the Designated Work Location(s) Table of Appendix 3 to Annex A.
- b. travel between the successful Offeror's place of business; and
- c. the relocation of resources to satisfy the terms of any resulting contract.

These expenses cannot be charged directly and separately from the professional fees to any contract that may result from the Request for Standing Offer.

The Quoted all-inclusive fixed hourly rates specified are inclusive of overhead expenses such as administrative support, facsimile, courier, photocopying, mail, word processing, other operating costs and any time spent traveling for the locations specified in Column 2, of the Designated Work Location(s) Table of Appendix 3 to Annex A.

Accordingly, separate billing of any items related to the routine cost of doing business or time spent travelling shall not be permitted under any resulting contract.

Quoted travel hourly rate must not exceed 50% of the all-inclusive fixed hourly rate specified for the auditor or Lead Auditor. Offers with quoted travel hourly rate of more than 50% of fixed hourly rate will be considered non-responsive.

		QUOTED ALL-INCLUSIVE FIXED HOURLY RATE (in CDN \$) Rate X	QUOTED TRAVEL HOURLY RATE (in CDN \$) To a maximum of 50% of the fixed hourly rate Rate Y
1	Initial Period		
a	Auditor	\$	\$
b	Lead Auditor	\$	\$
2	Optional Period 1		
a	Auditor	\$	\$
b	Lead Auditor	\$	\$
3	Optional Period 2		
a	Auditor	\$	\$
b	Lead Auditor	\$	\$
4	Optional Period 3		
a	Auditor	\$	\$
b	Lead Auditor	\$	\$

5	Optional Period 4		
a	Auditor	\$	\$
b	Lead Auditor	\$	\$
6	Evaluated Price (GST/HST excluded):		
a	Auditor	\$	\$
b	Lead Auditor	\$	\$

The Evaluated Price for the Auditor = (Initial Period rate Xa + Optional Period 1 rate Xa + Optional Period 2 rate Xa + Optional Period 3 rate Xa + Optional Period 4 rate Xa)/5

The Evaluated Price for the Lead Auditor = (Initial Period rate Xb + Optional Period 1 rate Xb + Optional Period 2 rate Xb + Optional Period 3 rate Xb + Optional Period 4 rate Xb)/5

The total estimated amount of GST or HST is to be shown separately, as applicable.

The Offeror can provide unlimited resources for the Auditors and for the Lead Auditors; but at the same hourly rate per category per period.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

Refer to Attachment 1 to Part 4.

4.1.2 Financial Evaluation

The price of the offer will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included.

For offer evaluation and Contractor 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.

4.1.2.1 Financial Evaluation Criteria

Refer to Attachment 1 to Part 4.

4.2 Basis of Selection

An offer must comply with the requirements of the Request for Standing Offer and meet all mandatory technical and financial evaluation criteria to be declared responsive.

All Offerors who are responsive with the requirements of the Request for Standing Offer and meet all mandatory and financial evaluation criteria will be recommended for issuance of a standing offer.

Work allocation will be assigned to Standing Offer holders based on Part 6 clause 6.9, Work Allocation.

ATTACHMENT 1 to PART 4, TECHNICAL AND FINANCIAL CRITERIA

1.1 Mandatory Technical Criteria

The Offeror must provide the necessary documentation to support compliance with the below mandatory technical criteria. To be considered responsive, an Offer must have a minimum of one compliant resource under a particular stream. Only those compliant resources will be recommended to the resulting standing offer.

Technical Criteria	DESCRIPTION	SUBSTANTIATING DETAIL (Cross reference page number to offer)
STREAM A - QUALITY MANAGEMENT SYSTEMS		
Name of Proposed Resource:		
Category of Proposed Resources: (Auditor and/or Lead Auditor)		
TC-A1	<p>The Offeror must demonstrate that all resources proposed as Auditors or Lead Auditors are certified by one of the following organizations:</p> <ul style="list-style-type: none"> • EXEMPLAR GLOBAL formerly RABQSA (Registrar Accreditation Board/Quality Society Australasia); • IRCA (International Register of Certified Auditors). <p>To demonstrate this criterion, the Offeror must provide a copy of the certification documentation of each proposed resource with its offer.</p>	
TC-A2	<p>The Offeror must provide, for each proposed resource, their audit log details to demonstrate they have completed six (6) ISO 9001:2015 audits within the last three (3) years, at Request for Standing Offers closing date in three (3) different sectorial areas (sector of expertise) from the list below.</p> <p>Textiles and textile products Wood and wood products Pulp, paper and paper products Printing companies Manufacture of coke & refined petroleum products Chemicals, chemical products & fibres Pharmaceuticals Rubber & plastic products Non-metallic mineral products Basic metals & fabricated metal products Machinery & equipment Electrical & optical equipment Aerospace Other transport equipment Manufacturing not elsewhere classified Recycling Information Technology Engineering Services Other Services Public Administration</p>	

	<p>The audit log must include the following information:</p> <ul style="list-style-type: none"> • name of the company audited; • company contact and telephone number; • duration of the audit on site and off site; • number of auditors if part of an audit team; • resource's position in the audit team (if a team); and • resource's field(s) of expertise (sectorial areas). <p>PWGSC reserves the right to contact the named client to verify the information contained within.</p>	
TC-A3	<p>The Offeror must identify the Designated Work Location(s) for each proposed Auditor or Lead Auditor as requested in Appendix 3 of Annex "A" - Statement of Work.</p>	
STREAM B – ENVIRONMENTAL MANAGEMENT SYSTEMS		
Name of Proposed Resource:		
Category of Proposed Resources: (Auditor and/or Lead Auditor)		
TC-B1	<p>The Offeror must demonstrate that all resources proposed as Auditors or Lead Auditors are certified by one of the following organizations:</p> <ul style="list-style-type: none"> • EXEMPLAR GLOBAL formerly RABQSA (Registrar Accreditation Board/Quality Society Australasia); • IRCA (International Register of Certified Auditors); • Eco Canada Certification (former CECAB); • AAC (Audit Association of Canada); • AQVE (Association Québécoise de vérification environnementale). <p>To demonstrate this criterion, the Offeror must provide a copy of the certification documentation of each proposed resource with its offer.</p>	
TC-B2	<p>The Offeror must provide, for each proposed resource, their audit log details to demonstrate they have completed two (2) ISO 14001:2015 audits within the last three (3) years, at Request for Standing Offers closing date.</p> <p>The audit log must include the following information:</p> <ul style="list-style-type: none"> • name of the company audited; • company contact and telephone number; • duration of the audit on site and off site; • number of auditors if part of an audit team; and • resources position in the audit team (if a team). <p>PWGSC reserves the right to contact the named client to verify the information contained within.</p>	

TC-B3	The Offeror must identify the Designated Work Location(s) for each proposed Auditor or Lead Auditor as requested in Appendix 3 of Annex "A" - Statement of Work.	
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1.2 Mandatory Financial Criteria

Offers must meet the mandatory financial criteria specified in the table inserted below.

Offers which fail to meet the mandatory financial criteria within a specific stream will be declared non-responsive for that particular stream.

	Mandatory Financial Criteria	Met/Not Met
FC-1	The average firm all inclusive hourly rate quoted by the Offeror must not be 20% higher than the combined average hourly rate of all technically compliant Offerors for that resource category (Auditor or Lead Auditor).	
FC-2	The travel hourly rate quoted by the Offeror must not exceed 50% of the firm all inclusive hourly rate quoted for that resource category.	
FC-3	The Offeror can provide unlimited resources but the firm all inclusive hourly rate quoted by the Offeror must be the same hourly rate quoted per resource category.	

Example of MF-1:

	1	2	3	4	5
Average hourly rate Auditor	Offeror A \$58.75	Offeror B \$48.75	Offeror C \$63.25	Offeror D \$78.35	Offeror E \$55.00
Average hourly rate for all offers submitted	Average hourly = (58.75+48.75+63.25+78.35+\$55) divided by 5 = \$60.82				
Highest Acceptable Hourly Rate	20% above average hourly rate for all offers submitted = 1.20 times \$60.82 = \$72.98 hourly rate therefore Offeror D would be non-compliant				

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Offerors must provide the required certifications and additional information to be issued a standing offer.

The certifications provided by Offerors to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a contractor in default if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Standing Offer Authority will render the offer non-responsive; result in the setting aside of the Standing Offer; or constitute a default under the Contract.

5.1 Certifications Required with the Offer

Offerors must submit the following duly completed certifications as part of their offer.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all offerors must provide with their offer, **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.

5.1.2 Additional Certifications Required with the Offer

5.1.2.3 COVID-19 vaccination requirement certification

In accordance with the COVID-19 Vaccination Policy for Supplier Personnel, all offerors must provide with their offer, the COVID-19 Vaccination Requirement Certification attached to this RFSO, 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
_____ (*insert solicitation number*), warrant and certify that all
personnel that _____ (*name of business*) will provide on call-up(s)
issued against the Standing Offer resulting from this Request for Standing Offers 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 Standing Offer and any resulting call-ups (contracts). I understand that the certifications provided to Canada are subject to verification at all times. I also understand that Canada will declare an Offeror or contractor in default, if a certification is found to be untrue, whether made knowingly or unknowingly, during the period of the Standing Offer or call-up (contract). 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 Standing Offer and call-up (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 any resulting Contract and who require access to federal government workplaces where they may come into contact with public servants.

5.2 Certifications Precedent to the Issuance of a Standing Offer and Additional Information

The certifications and additional information listed below should be submitted with the offer, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Standing Offer Authority will inform the Offeror 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 offer non-responsive.

5.2.1 Integrity Provisions – Required Documentation

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

5.2.2 Federal Contractors Program for Employment Equity - Standing Offer Certification

By submitting an offer, the Offeror certifies that the Offeror, and any of the Offeror's members if the Offeror 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-Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#s4) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#s4>).

Canada will have the right to declare an offer non-responsive, or to set-aside a Standing Offer, if the Offeror, or any member of the Offeror if the Offeror is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of issuing of a Standing Offer or during the period of the Standing Offer.

5.2.3 Additional Certifications Precedent to Issuance of a Standing Offer

5.2.3.1 Status and Availability of Resources

The Offeror certifies that, should it be issued a standing offer as a result of the Request for Standing Offer, every individual proposed in its offer will be available to perform the Work resulting from a call-up against the Standing Offer as required by Canada's representatives and at the time specified in a call-up or agreed to with Canada's representatives. If for reasons beyond its control, the Offeror is unable to provide the services of an individual named in its offer, the Offeror may propose a substitute with similar qualifications and experience. The Offeror must advise the Standing Offer Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Offeror: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Offeror has proposed any individual who is not an employee of the Offeror, the Offeror certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Offeror must, upon request from the Standing Offer Authority, provide a written confirmation, signed by the individual, of the permission given to the Offeror and of his/her availability. Failure to comply with the request may result in the offer being declared non-responsive.

5.2.3.2 Education and Experience

The Offeror certifies that all the information provided in the résumés and supporting material submitted with its offer, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Offeror to be true and accurate. Furthermore, the Offeror warrants that every individual offered by the Offeror for the requirement is capable of performing the Work resulting from a call-up against the Standing Offer.

5.2.3.3 Resource Category and Designated Work Location(s)

The Offeror should identify the proposed resource's category (Auditor and/or Lead Auditor) and identify the Designated Work Location(s) for the proposed resource as requested in Appendix 3 of Annex "A" - Statement of Work. If this information is not submitted with the Offer, the Standing Offer Authority will inform the Offeror of a time frame within which to provide the information. Failure to provide this information within the time frame specified will render the proposed resource(s) non-compliant.

PART 6 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

6.1 Offer

The Offeror offers to perform the Work in accordance with the Statement of Work at Annex "A".

6.2 Security Requirements

There is no security requirement applicable to the Standing Offer.

6.3 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.

6.3.1 General Conditions

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

6.3.2 Supplemental General Conditions

[4007](#) (2010-08-16), Canada to Own Intellectual Property Rights in Foreground Information, apply to and form part of the Standing Offer.

6.3.3 Standing Offers Reporting

The Offeror must compile and maintain records on its provision of goods and services to Canada under contracts resulting from the Standing Offer. This data must include all purchases done by Canada, including those acquired and paid for by Canada acquisition cards.

The Offeror must provide this data in accordance with the reporting requirements detailed in Annex E. 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 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:

- 1st quarter: April 1 to June 30;
- 2nd quarter: July 1 to September 30;
- 3rd quarter: October 1 to December 31;
- 4th quarter: January 1 to March 31.

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

6.4 Term of Standing Offer

6.4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is for 12 months starting on the Standing Offer issuance date.

6.4.2 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 four (4) periods of one (1) year each under the same conditions and at the rates or prices 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 fifteen (15) days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

6.4.3 Delivery Points

Delivery of the requirement will be made to delivery point(s) specified at Annex "A" of the Standing Offer.

6.5 Authorities

6.5.1 Standing Offer Authority

The Standing Offer Authority is:

Marie-Anne Clancy
Supply Specialist
Public Services and Procurement Canada
Acquisitions Branch
Departmental Acquisitions Services
Marie-Anne.Clancy@tpsgc-pwgsc.gc.ca

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, he is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

6.5.2 Project Authority

The Project Authority for the Standing Offer is identified in the call-up against the Standing Offer.

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up against the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.

6.5.3 Offeror's Representative

To be determined

6.6 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.

6.7 Identified Users

The Identified User authorized to make call-ups against the Standing Offer is: Canada General Standards Board (CGSB) from Public Works Government Services Canada (PWGSC).

6.8 Call-up Procedures

1. The Project Authority will provide the Offeror with a description of the Work to be performed in sufficient detail to enable the Offeror to submit a firm price, ceiling price or a limitation of expenditure by issuing an Audit Request Notification Form (CAD6F). An estimated level of effort and expenses included in form CAD4F will be sent to the Offeror.
2. Subject to paragraph 3 of this clause, the Offeror will submit to the Project Authority a proposal including a firm price or ceiling price or a limitation of expenditure, a delivery schedule for each task, with supporting details and résumés for each allocated resources demonstrating they meet the applicable International Standard Organization (ISO).
3. The firm price, ceiling price or the limitation of expenditure for the Work to be performed will be established in accordance with the Basis of Payment attached hereto as Annex "B". A limitation of expenditure will be used instead of a firm price only in cases where the Work to be performed is not in sufficient detail to accurately determine a firm price or ceiling price.
4. The Offeror will be authorized by the Project Authority to proceed with the Work by the issuance of form PWGSC-TPSGC 942. A description of the Work to be performed will be appended to the PWGSC-TPSGC 942. No contract will be deemed to exist until the placing of a contract using form PWGSC-TPSGC 942, "Call up against a Standing Offer" (CASO). When a PWGSC-TPSGC 942 is signed it constitutes a contract with the Supplier to provide services detailed in the PWGSC-TPSGC 942.

6.9 Work Allocation

When issuing a call-up against the Standing Offer and an Audit Proposal and Authorisation Form (CAD4F), the Project Authority will select the Standing Offer Holders by assessing the factor identified below one after the other:

1. The Project Authority will determine if the audit requires the services of a Lead Auditor or an Auditor. In the event of requiring a Lead Auditor then the Auditors will not be considered.
2. The Project Authority will assess the Industry Sector Codes (field of expertise) of the client to be audited.
3. Linguistic capability of proposed Lead Auditors/ Auditors will be matched by the Project Authority to the client to be audited.
4. The Project Authority will consider all the Lead Auditors/ Auditors with Designated Work Location matching the city in which the client to be audited is located.
5. After having identified the Lead Auditors/ Auditors that meet the requirements above, the Project Authority will determine any potential conflicts of interest. In order to assess the potential, real or perceived, conflicts of interest, the potential Offeror will be required to certify that it and its proposed audit team members have not been involved in any consulting services to the client being audited, within the last two years prior to the issuance of the Audit Proposal and Authorization form,

as set out in the Statement of Work. Prior to proceeding to an assigned audit, the Offeror will need to confirm compliance to ISO 17021, clause 5.2, Management of Impartiality.

6. Out of the remaining Lead Auditors/ Auditors the Project Authority will choose the Lead Auditors/ Auditors with the lowest Quoted All-Inclusive Hourly Rate.
7. In the event that travel and living will be incurred by Canada, the Project Authority will choose the lowest priced offer (all-inclusive fixed hourly rate + the travel hourly rate), to the closest designated work location which corresponds to the above requirements.
8. Availability of the Offeror's resource to meet the requirement of the call-up.
9. In addition to criteria mentioned above, work allocation may be subject to requirements stated within the International Standard Organization (ISO) standards applicable for providing audit services (i.e. ISO 17021, ISO 19011), including but not limited to, Lead Auditors/ Auditors rotation to avoid familiarity and threat to impartiality.

6.10 Call-up Instrument

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

6.11 Limitation of Call-ups

Individual call-ups against the Standing Offer may be authorized by the Identified User for a value not exceeding \$40,000 (Applicable Taxes included).

Individual call-ups exceeding \$40,000.00 (Applicable Taxes included) will be authorized by the PWGSC Standing Offer Authority up to a limit of \$75,000.00 (including any increase in the price), applicable taxes included.

PWGSC will conduct random audits against issued call-ups. The Client Department will be contacted to request a copy of the requirement, the proposal and the issued call-up in order to review the method of allocation, pricing, invoicing, etc., utilized in processing the call-up.

6.12 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
- d) the supplemental general conditions [4007](#) (2010-08-16) Canada to Own Intellectual Property Rights in Foreground Information;
- e) the general conditions [2035](#) (2020-05-28) ; General Conditions -Higher Complexity - Services;
- f) Annex A, Statement of Work;
- g) Annex B, Basis of Payment;
- h) the Offeror's offer dated _____ (*insert date of offer*).

6.13 Certifications and Additional Information

6.13.1 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.

6.13.2 Status of Availability of resources – Standing Offer

If for reasons beyond its control, the Offeror is unable to provide the services of an individual named in its offer, the Offeror may propose a substitute with similar qualifications and experience. The Offeror must advise the Standing Offer Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Offeror: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Offeror is unable to provide a substitute with similar qualifications and experience, Canada may set aside the standing offer.

6.13.3 COVID-19 vaccination requirement certification compliance – Standing Offers

Canada will have the right to declare an offer non-responsive, or to set-aside a Standing Offer, if the COVID-19 Vaccination Requirement Certification is or becomes untrue or if the Offeror fails to comply with such Certification during the period of any resulting Contract (call-up).

Canada will also have the right to terminate any resulting Call-up for default if the COVID-19 Vaccination Requirement Certification is or becomes untrue or if the Contractor fails to comply with such Certification during the period of the Contract (call-up).

6.14 Applicable Laws

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 Quebec.

6.15 Additional Resources

The Offeror may request that additional resources be added to the Standing Offer list of authorized resources as Auditor or Lead Auditor, by providing all information and documents requested in the "Mandatory Technical Criteria" in attachment 1 to part 4 of the Request for Standing Offer (RFSO) to the Standing Offer Authority. The information received for all additional resources proposed will be evaluated by Canada in accordance with the "Mandatory Technical Criteria". Canada reserves the discretion to accept or reject Additional Resources proposed by the Offeror.

The Firm All-Inclusive hourly rate quoted for additional resources for the remaining years will have to meet the conditions of the article below entitled "Rates for Additional Resources".

6.16 Rates for Additional Resources

For Additional Resources approved by PWGSC during the Standing Offer period in accordance with article 6.15 of the Standing Offer entitled "Additional Resources:

- a) the firm all-inclusive hourly rate for additional resources proposed must not exceed the maximum allowable firm all-inclusive hourly rate for the year in question specified in Annex B "Basis of Payment";
- b) Canada may require an acceptable price support such as a copy of paid invoices for like services performed for other customers; and/or a price certification statement for the firm all-inclusive hourly rate proposed.

6.17 Disclosure of Information

The Offeror agrees to the disclosure of its prices provided under the Standing Offer by Canada, and further agrees that it will have no right to claim against Canada, the client, their employees, agents or servants in relation to such disclosure.

6.18 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.

B. RESULTING CONTRACT CLAUSES

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

6.1 Statement of Work

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

6.2 Standard Clauses and Conditions

6.2.1 General Conditions

[2035](#) (2020-05-28), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

Section 17 (2008-12-12) Interest on Overdue Accounts, of General Conditions 2035 (2020-05-28) will not apply to payments made by credit cards.

6.2.2 Supplemental General Conditions

[4007](#) (2010-08-16) Canada to Own Intellectual Property Rights in Foreground Information apply to and form part of the Contract.

The Department of Public Works and Government Service Canada has determined that any Intellectual Property rights arising from the performance of the Work under the resulting contract will belong to Canada, on the following grounds: (6.5) where the material developed or produced consists of material subject to copyright, with the exception of computer software and all documentation pertaining to that software.

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.

6.3 Term of Contract

6.3.1 Period of the Contract

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

6.3.2 Delivery Date

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

6.4 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.

6.5 Basis of Payment

One of the following Basis of Payment will form part of the resulting Call-up.

6.5.1 Firm lot price

In consideration of the Contractor satisfactorily completing all of its obligations under the Call-up, the Contractor will be paid the firm lot price specified in the authorized Call-up. Customs duties are included and Applicable Taxes are extra.

6.5.2 Ceiling Price

The Contractor will be paid for the costs reasonably and properly incurred in the performance of the Work specified in the authorized Call-up Against the Standing Offer, as determined in accordance with the Basis of Payment in Annex B, to the ceiling price specified in the authorized Call-up. Customs duties are included and Applicable Taxes are extra.

The ceiling price is subject to downward adjustment so as not to exceed the actual costs reasonably incurred in the performance of the Work and computed in accordance with the Basis of Payment

6.5.3 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Call-up must not be exceeded. Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Project Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Project Authority. The Contractor must notify the Project Authority in writing as to the adequacy of this sum:
 - a. when it is 75 percent committed, or
 - b. four (4) months before the contract expiry date, or
 - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.
3. If the notification is for inadequate call-up funds, the Contractor must provide to the Project Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

6.5.4 Limitation of Expenditure – Authorized travel and living expenses

For the requirement relative to travel described in article 7 of the Statement of Work in Annex A.

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 the profit and administrative overhead, in accordance with the meal, 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", to the limitation of expenditure specified in the Call-up. Canada will not pay the Contractor any incidental expense allowance for authorized travel. Customs duties and Applicable Taxes are included.

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

The authorized travel and living expenses will be paid upon reception of an itemized statement supported by receipt vouchers. All payments are subject to government audit.

Canada will not accept any travel and living expenses for:

- a. Work performed within the locations identified in Column 2, Appendix 3 to Annex A – Offeror Geographic Locations Table;
- b. Any travel between the Contractor's place of business; and
- c. Any location of resources required to satisfy the terms of the Contract.

6.6 Methods of Payment

One of the following Method of Payment will form part of any resulting contract.

6.6.1 Single Payment

H1000C (2008-05-12), Single Payment, apply to and form part of the Contract.

6.6.2 Monthly Payment

H1008C (2008-05-12), Monthly Payment, apply to and form part of the Contract.

6.6.3 Electronic Payment of Invoices – Call-up

To be determined at time of Standing Offer Award according to the offer.

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

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);
- e. Wire Transfer (International Only);
- f. Large Value Transfer System (LVTS) (Over \$25M)

6.7 Invoicing Instructions

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

Each invoice must indicate the Call-up and Standing Offer number and be supported by:

- a) a copy of time sheets to support the time claimed;
 - b) a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses; and
 - c) a copy of the monthly progress report.
2. Invoices must be distributed as follows:
 - a) The original and one (1) copy must be forwarded to the address shown on page 1 of the Standing Offer for certification and payment.
 - b) One (1) copy must be forwarded to the Standing Offer Authority identified under the section entitled "Authorities" of the Standing Offer.

6.8 Specific Person(s)

The Contractor must provide the services of the person(s) stated in the Basis of Payment, Annex B to perform the Work stated in any resulting Call-up.

6.9 Insurance

SACC Manual clause [G1005C](#) (2016-01-28), Insurance – No Specific Requirement

6.10 Conflict of Interest

In addition to the conflict of interest obligations set out in clause 18 of the 2006 Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, the Offeror represents that it nor any of its employees have, during the last two years prior to the issuance of the Audit Proposal and Authorization form (CAD 4F), provided Consulting services on Management System to the client which it will have to audit. Prior to proceeding to an assigned audit, the Offeror will need to confirm compliance to ISO 17021, clause 5.2, Management of Impartiality.

6.11 SACC Manual Clauses

The following SACC Manual Clauses apply to and form part of the Contract.

[A9117C](#) (2007-11-30), T1204 - Direct Request by Customer Department
[C2000C](#) (2007-11-30), Taxes - Foreign-based Contractor
[C0705C](#) (2010-01-11), Discretionary Audit
[A2000C](#) (2006-06-16), Foreign Nationals (Canadian Contractor)

6.12 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. TITLE

Audit services for Management Systems.

2. OBJECTIVE

Offerors must be capable of meeting the standards and requirements of the CGSB and are responsive to the demands of the Industry. The work of the Offerors, upon receiving direction from the CGSB Project Authority, will be to provide audit services and certification recommendations for management systems.

3. BACKGROUND

The Canadian General Standards Board (CGSB) is a federal government organization that offers client centered, comprehensive standards development and conformity assessment services in support of the economic, regulatory, procurement, health, safety and environmental interests of our stakeholders — government, industry and consumers.

The CGSB is accredited by the Standards Council of Canada to assess and certify quality and environmental management systems for conformance to the ISO standards. These standards are a result of the global interest and attention to quality and environmental issues in the management of businesses.

The Conformity Assessment Division of the CGSB provides registration and certification services of management systems in fields such as Quality, Environment, Health & Safety and certification services of various products.

4. SCOPE

- 4.1 Provide auditing services to the Canadian General Standards Board (CGSB). Auditing Procedures will be based on the most current versions of ISO 19011 'Guidelines for quality and/or environmental management systems auditing', ISO 17021 'Conformity assessment - requirements for bodies providing audit and certification of management systems'. Also note that industry standards may change during the length of the standing offer and that new requirements may apply to the current standing offer.
- 4.2 Audits must follow the CGSB Management Control Procedures MCP CAD 002 and MCP CAD 009 (see Appendix 1 and 2 of this statement of work) related to the review, release of all documentation, assessment, audit and submission of report (format and technical) to CGSB. The CGSB may revise Management Control Procedures during the term of this standing offer. The contractor will follow the revised procedures as instructed.

Auditors: May conduct audits unsupervised, may participate in Audits under the direction of a Lead Auditor, and may act as Audit Team Leader on an audit where there is not a competent Lead Auditor on the team.

Lead Auditors: May lead audit teams, and may participate as a team member, and may indoctrinate other auditors and lead auditors.

Contract auditors are only required to perform the duties of auditor, lead auditor or audit team leader. All other tasks and roles in MCP CAD 002 and MCP CAD 009 are internal to the CGSB.

5. TASKS/TECHNICAL SPECIFICATIONS

Tasks are outlined under the CGSB Management Control Procedures MCP CAD 002 and MCP CAD 009. A list of tasks may include, but is not limited to: review of documentation; report writing; auditing; conduct

of meetings and interviews; communication with program participants and CGSB personnel. Refer to Appendix 1 and 2 of this statement of work for complete details.

6. LOCATION OF WORK

Variety of locations. See Appendix 3 to this statement of work « Contractor's Geographical Locations Table ».

6.1 Additional information on the location of work

The contractor may be required to visit specific areas or building including any machinery.

7. TRAVEL

In order to perform the required audit services, the contractor will need to travel to designated work locations. There will be no payment for meal and travel expenses incurred by the Contractor in commuting to and from the Designated Work Location. However, when the Contractor is directed to travel to those other Work locations than the Designated Work Locations, specified within the contract for the purpose of performing audits, the Contractor will be reimbursed for its authorized travel and living expenses.

8. CONSTRAINTS

The work must be requested and authorized in accordance with the call-up procedure Audit Proposal Authorization Form (CAD 4F). The Contractor will be responsible for advising the Project Authority of any change in the status of approved auditors within two (2) weeks of date of call-up.

9. DELIVERABLES

Contractor must provide audit evaluation, including (as required under MCP CAD 002 and MCP CAD 009) audit reports, and all related auditor notes, documentation and objective evidence gathered during audit process. Audit reports must conform to the CGSB report models (available from CGSB at the time of call-up), and must be delivered in MS Word. Reports are to be delivered to CGSB electronically.

10. COMPLETION OF AN INDOCTRINATION AUDIT

If the contracted auditor has not previously been the subject of an indoctrination audit for a specific program with the CGSB, his or her first audit will be observed by a CGSB auditor to ensure adherence to CGSB referenced auditing procedures. The cost of the Contractor's services during the indoctrination audit will be borne by the Contractor (i.e. document review, preparation and planning, on-site audit, reporting, travel costs).

11. WITNESS AUDITS

At the request of the Project Authority, Contractors may be required to undergo a witness audit, which consists of the monitoring and measurement of the performance of an auditor as per ISO requirements 17021 and CGSB policies and procedures. Witness audit will be scheduled at a minimum every three (3) years as per applicable standards and specific program requirements. The costs to perform a witness audit to meet the standard and program requirements will be borne by the CGSB. In the event that witness audits are required on a more frequent basis due to performance issues, the costs of additional witness audits will be borne by the Contractor.

Contractors may also be subject to a witness audit performed by the Standard Council of Canada as part of the CGSB accreditation agreement. It is expected that Contractors will collaborate with the CGSB in planning such witness audits. The cost of a witness audit performed for CGSB's accreditation agreement will be borne by the CGSB.

12. LANGUAGE REQUIREMENTS

The Contractor must provide the services in one of the official languages of Canada at the discretion of the client being audited. The Contractor must be able to communicate in either English or in French. The Official Languages Act (OLA) and TBS Policies and publications pertaining to this Act can be viewed by accessing the following websites:

[Official Languages Act \(justice.gc.ca\)](http://justice.gc.ca)

and

[Policy on Official Languages- Canada.ca \(tbs-sct.gc.ca\)](http://tbs-sct.gc.ca)

**APPENDIX 1 TO ANNEX A
MCP CAD 002**

The Contractor is only required to perform the duties of Auditor, Lead Auditor or Audit Team Leader. All other tasks and roles in MCP CAD 002 and MCP CAD 009 are internal to the CGSB.

**MANAGEMENT CONTROL PROCEDURE FOR
INITIAL CERTIFICATION AUDIT**

1. PURPOSE

The purpose of this Management Control Procedure (MCP) is to describe the procedure for the preparation and performance of management systems audits under all Management Systems Certification Programs.

2. POLICY

All Initial Certification Audits will be conducted in two stages (stage 1 and stage 2) according to this procedure.

3. SCOPE

This MCP covers activities of third party certification audits, based upon the requirements related to the following Certification Programs administered by Registration Services – Quality (RSQ) and Registration Services – Environmental (RSE) in compliance with ISO/IEC 17021-1, *Conformity Assessment – Requirements for bodies providing audit and certification of management systems – Part 1: Requirements*.

Quality Management Systems
Environmental Management Systems
Occupational Health and Safety Management Systems

4. PROCEDURE

4.1	Stage 1	Action
4.1.1	Forward the client's management system documented information and application package (Audit Time Allowance, Three-Year Schedule Planner, Procedure Conformance Checklist, Quote/Contract/MOU, Applicant Profile, Application and Undertaking, File Allocation and Organization Certification Scope Information) to the Registration Specialist.	CSA
4.1.2	Assign an Auditor, or Audit Team members, based on the File Allocation form CAD7F and as per MCP CAD 006 Personnel involved in the certification activities, and fill in the Audit Request/Notification form CAD6F and the Audit Proposal and Authorization form CAD4F. The Registration Specialist may lead or serve on the team.	RS/TL
4.1.3	Submit the Audit Request/Notification and the Audit Proposal and Authorization to the Registration Specialist or Team Leader for approval.	RS/TL
4.1.4	Provide the assigned Auditor or Audit Team Members with client's management system documented information, application information, CGSB checklists, the approved Audit Notification form and the Proposal and Authorization form.	RS/TL

- 4.1.5** If contract personnel are to be used in the stage 1, follow the appropriate process based on the contracting method (see MCP CAD 016, Use of the individual external auditors and external technical experts). **RS/TL**
- 4.1.6** Review the management system documented information against the appropriate management system standard or protocol and the client's application information (site operations, processes and equipment used, levels of controls in case of multisite clients, applicable statutory and regulatory requirements, etc.). **Audit Team Leader**
- 4.1.6.1** Prepare a Documentation Review Report as a stage 1 output identifying any inadequacies in the documented information and summarizing the degree of conformance with the applicable standard and the readiness for stage 2 or the need for an on-site portion to the stage 1 to evaluate the client's site-specific conditions and to undertake discussions with the client's personnel to determine the preparedness for stage 2. It may be necessary to request additional documented information from the client via the Registration Specialist. **Audit Team Leader**
- 4.1.6.2** Submit the Documentation Review Report by e-mail to the Registration Specialist. **Lead Auditor/ Auditor**
- 4.1.6.3** Review the report and complete the Report Release Section, including the details of the stage 2 and send it to the Registration Specialist or Team Leader for release. **RS/TL**
- 4.1.6.3.1** An on-site Stage I audit will be conducted as determined by the results of a review by CGSB Management of all gathered information including but not limited to client's application documents, management systems guidelines or normative documents, website reviews, communications with the client, as well as the review of internal audit reports and management review meeting minutes. The on-site portion may be waived if so determined by the CGSB Management's review of all gathered information. If an on-site portion to the stage 1 needs to be completed, it could, depending on its nature, be added at the beginning of the stage 2 audit. Add the conclusion of the review to the Release Section of the Document Review Report. **RS/TL**
- 4.1.6.3.2** Release the Document Review Report and save it in PDF format on the S-drive in the *Client documents* folder under the client's File Number. Send an e-mail to Client Services Assistant to submit the report to the client's representative with any arrangements that the client needs to take before the stage 2 audit (level of implementation of the management system, internal audits, management reviews, etc.). **RS/TL**

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- 4.1.6.4** Send the report to the client. If all or any part of the client's documented information does not meet the applicable management system standard or protocol requirements, including any areas of concern to be resolved, inform the client to make the necessary changes and re-submit the documented information to repeat all or part of stage 1. Results of stage 1 may be dealt with at the time of the stage 2 or may lead to postponement or cancellation of stage 2. **CSA**
- 4.2 Audit Planning for the stage 2**
- 4.2.1** Forward the client's documentation (revised if appropriate) to the Registration Specialist. **RS/TL**
- 4.2.1.1** Assign the same Auditor or Audit Team members as per stage 1 (4.1.1) revising if appropriate the Audit Request/Notification form CAD6F and the Audit Proposal and Authorization form CAD4F. The revision of the composition of the audit team will be decided as per MCP CAD 006. **RS/TL**
- 4.2.1.2** If contract personnel are to be used in the audit team, follow the same process as per stage 1 (4.1.5) or revised it based on the MCP CAD 016, Use of individual external auditors and external technical experts. **RS/TL**
- 4.2.2** Prepare if appropriate for the assigned Auditor or Audit Team Members as per stage 1 (4.1.4) or with revised client's management system documented information, organization certification scope information, CGSB checklists, the approved Audit Notification form and the Proposal and Authorization form, including the Three-year Management System Audit Schedule Planner, Meeting Attendance List, released copy of the documentation review report (stage 1 report approved by CGSB), Auditor Package Checklist. **CSA**
- 4.2.2.1** Submit if appropriate the stage 2 Audit Package for each audit team member, to Registration Specialist. **CSA**
- 4.2.2.2** Review and release if appropriate the stage 2 Audit Package to Registration Specialist or Team Leader for approval. **RS/TL**
- 4.2.2.3** Provide if appropriate the Auditor or Audit Team Members with the stage 2 Audit Package released by Registration Specialist or Team Leader. **CSA**
- 4.2.2.4** Review if appropriate the stage 2 Audit Package and sign the Proposal Form CAD4F and submit to the Registration Specialist or team Leader for approval via Client Services Assistant. **Audit Team Member**
- 4.2.3** Schedule the onsite audit date and time of the stage 2 with the client and each Audit Team Member. The Audit Plan will meet all of the requirements of the ISO/IEC 17012-1 as per MCP CAD 001. Notify the appropriate CSA and the Registration Specialist of the stage 2 audit date and time. **Audit Team Leader**

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- 4.2.3.1** Prepare an Audit Plan (RSQ 032 or RSE 032) that includes or refers at least the following: **Audit Team Leader**
- a) the audit objectives;
 - b) the audit criteria;
 - c) the audit scope, including identification of the organizational and functional units or processes to be audited;
 - d) the dates and sites where the on-site audit activities are to be conducted, including visits to temporary sites and remote auditing activities, where appropriate;
 - e) Shift(s) to be audited
 - f) the expected time and duration of on-site audit activities;
 - g) the roles and responsibilities of the audit team members and accompanying persons, such as observers or interpreters or accreditation body assessors for witnessing.
- 4.2.3.2** Send the Audit Plan to the Client at least two weeks prior to the agreed upon audit date and a copy to the Registration Specialist for review and filing in the Client file. **Audit Team Leader**
- 4.2.3.3** Convene a pre-audit meeting with the Audit Team members, if applicable, to cover the details of the stage 2 audit. This meeting could be by a conference call or an exchange of e-mails as appropriate. **Audit Team Leader**
- 4.2.4** At the discretion of CGSB, an on-site stage 1 audit may be conducted following the procedure established in this MCP. The scope of the on-site stage 1 audit should include issues of management system documentation review, evaluation and familiarization of the physical locations, applicant units, activities and processes which are covered by the client's management system to determine its readiness for the stage 2 audit. **CAS / Team Leader**
- 4.3 Conducting the Opening Meeting during the on-site stage 2 audit**
- 4.3.1** Conduct the audit opening meeting with the client representatives and team members as follows: **Audit Team Leader**
- a) Be punctual.
 - b) Introduce the audit team members, including an outline of their roles.
 - c) Confirm the scope of certification
 - d) Confirm the audit plan (including type and scope of audit, objectives and criteria), any change, any other relevant arrangements with the client, such as the date and time for the closing meeting, interim meetings between the audit team and the client's management.
 - e) Confirm the formal communication channels between the audit team and the client.
 - f) Confirm that the resources and facilities needed by the audit team are available.
 - g) Confirm the matters relating to confidentiality.
 - h) Confirm the relevant work safety, emergency and security procedures for audit team.
 - i) Confirm the availability, roles and identities of any guides and observers;

Ensure CGSB / CAD Policy for observers is known and understood.

- j) State the method of reporting, including any grading of audit findings.
- k) Inform about the conditions under which the audit may be prematurely terminated.
- l) Confirm that audit team leader and audit team representing the certification body is responsible for the audit and is in the control of executing the audit plan including audit activities and audit trails.
- m) Confirm the status of findings of the previous review or audit, if applicable.
- n) State the methods and procedures to be used to conduct the audit based on sampling.
- o) Confirm the language to be used during the audit.
- p) Confirm that, during the audit, the client will be kept informed of audit progress and any concerns.
- q) Invite client representatives to ask questions during the opening and throughout the audit.
- r) State the importance of responding Corrective action requests within the stated time period (30 calendar days after CAR issue date).
- s) Ensure that a Meeting Attendance List (CAD10F) is completed, including the reviewed and signed Management System Scope of Certification Form (CAD11F).
- t) Close the meeting cordially.

4.4 On-site Stage 2 Audit Execution

4.4.1 Working documents:

Audit Team Member

Use the following documents to facilitate the investigations:

- a) Checklists - auditors are to have prepared checklists that identify the items to be verified and the method of verification.
- b) Documentation review report – clarification required should be verified and accepted, including any changes to the determined management system scope of certification, where applicable.
- c) Applicable ISO Standards Requirements and interpretations
- d) CGSB Checklists

4.4.2 Audit Findings:

Audit Team Member

- a) All audit findings (objective evidence as appropriate) summarizing conformity and detailing nonconformity are identified, classified and recorded to enable an informed certification decision to be made or the certification to be maintained.
- b) Review all audit findings and their support audit evidence with the client.
- c) Identify nonconformities whether it represents either:
 - Major nonconformity:** non-fulfillment of a requirement that affects the capability of the management system standard to achieve the intended results, or
 - Minor nonconformity:** non-fulfillment of a requirement that does not affect the capability of the management system standard to achieve the intended results.

4.4.3 Convene a meeting with the audit team prior to the closing meeting to prepare the material to be presented including specific findings and observations. The Audit Team Leader is responsible and has authority for the final decision concerning all findings of the audit on site. **Audit Team Leader**

The audit team has to:

- a) Review the audit findings, and any other appropriate information collected during the audit, against the audit objectives.
- b) Agree upon the audit conclusions, taking into account the uncertainty inherent in the audit process.
- c) Agree any necessary follow-up actions.
- d) Confirm the appropriateness of the audit program or identify any modification required for future audits (e.g. scope of certification, audit time or dates, surveillance frequency, audit team competence).

4.5 Conducting the Closing Meeting during the on-site stage 2 audit

4.5.1 Conduct the audit closing meeting with the client representatives and team members as follows: **Audit Team Leader**

- a) Review the audit scope and the certification scope (signed CAD11F).
- b) Advise the client that the audit evidence collected was based on a sample of the information; thereby introducing an element of uncertainty.
- c) Present and clarify audit findings and supporting evidence.
- d) Inform about the methods and timeframe of reporting, including any grading of audit findings.
- e) Resolve any diverging opinions regarding the audit findings or conclusions, where possible. If not resolved, all opinions shall be recorded.
- f) Inform about the CGSB process for handling nonconformities including any consequence relating to the status of the client's certification.
- h) Ensure clients clearly understand and acknowledge the result of the audit and the audit team's conclusions regarding the system's effectiveness in ensuring objectives will be met, and agree, if appropriate, on the timeframe required by CGSB to present a plan for correction and corrective action for any nonconformities identified during the audit.
- h) Inform the client that the absence of recorded non-conformities does not indicate that none exist.
- i) Advise the client that audit results are subject to review and approval by CGSB management.
- j) Advise the client of the anticipated date of issue of the formal audit report.
- k) Inform about the CGSB post audit activities.
- l) Inform about the complaint handling and appeal processes.
- m) Invite client representatives to ask questions during the closing meetings.
- n) Ensure that the Meeting Attendance List (CAD10F) is completed.

- 4.5.2** Take into account the following in presenting the audit observations: **Audit Team Leader**
- i. Their significance (Major/Minor) i.e. the verification of the effective implementation of corrective action for Major and/or Minor nonconformities, prior to taking a positive certification by CGSB management.
 - ii. The audit conclusions on conformity of the client's management system.
- 4.6 Audit Report**
- CGSB provides a written report for each audit to the client on the basis of the audit report submitted by the audit team leader. CGSB maintains the ownership the audit report
- 4.6.1** Prepare a written report that includes the following: **Audit Team Leader**
- 4.6.1.1**
- a) Identification of the CGSB;
 - b) General information on the client (name and address), its management representative and the audit (dates and places where the audit activities, on site or off site, were conducted and the working shifts).
 - c) Audit Scope, particularly identification of the organizational or functional units or processes audited and the time of the audit), criteria and objectives of the audit.
 - d) Audit plan (audited working shifts and justifications for non-audited working shifts, and any deviation from the agreed audit plan/allowed audit time and their reasons), audit team leader and members, and any accompanying persons (i.e. accreditation body assessors for witnessing).
 - e) Overview: a brief description of the client's management system, its products, and any other pertinent information on the development, implementation and conformity of the audited management system and the continual improvement of its effectiveness. Any significant issues impacting the audit program need to be reported, including where applicable, whether the audit is combined, joint or integrated;
 - f) Results: a summary of the objective evidence observed during the audit (findings with regards to the achievement of key performance objectives and targets, to the client's management system, to operational control of processes, about the functioning of the internal audit and management review processes, about top management involvement and responsibility for the client's policies, etc.). Avoid summary conclusions such as "adequate" or "inadequate" without detail where possible.
 - g) Any unresolved issues, if identified.
 - h) Verification of effectiveness of taken corrective actions regarding previously identified nonconformities (i.e. from stage1), if applicable;
 - i) Effective Use and control of the certification documents and marks, if applicable;
 - j) Conclusion: A disclaimer statement indicating the auditing is based on a sampling process of the available information, and a brief statement of the conformity and the effectiveness of the management system together with a summary of the evidence relating to the capability of the management system to meet applicable requirements and expected outcomes, including the internal audit and management review process; the client's procedures and the ability of the client's system to achieve defined objectives, the appropriateness of the certification scope and the

confirmation that the audit objectives have been fulfilled.

- k) Recommendation: A recommendation from the audit team whether (and under what circumstances, if any) the client should be offered certification. Recommendations are generally one of the following:
- i. Offer certification
 - ii. Offer certification after corrective action documentation has been verified and accepted within the timeframe required by CGSB.
 - iii. Offer certification after corrective actions have been verified through an on-site a follow-up audit.
 - iv. A complete reaudit (another on-site stage 2 audit) is required - in this case Corrective Action Requests are not issued; rather, a report is issued recommending that a complete reaudit (another on-site stage 2 audit) be carried out at a future time.

- 4.6.1.2** Submit the audit report to CGSB by e-mail within 5 working days of the closing meeting, including completed Meeting Attendance List and draft Corrective Action Requests to the CSA and RS for review and release process by CGSB. **Audit Team Leader**
- 4.6.1.3** Review the audit report and complete Draft CARs if applicable. **RS**
E-mail the report and corrective action request, if applicable, to the RS or TL for second review and release. Update Client database as per CAD OP 010.
If the report is modified by CGSB, the Team Leader Auditor conducting the Audit will be informed by e-mail and a copy of the e-mail placed in the client audit file by RS.
Should the report show misuse of the Certification Mark, the RS shall raise a CAR to follow-up on it until it is satisfactorily corrected. An action plan could be asked for and placed on file.
- 4.6.1.4** Review the audit report and Corrective Action requests (CARs) sent by or RS to ensure the technical validity of the results. If acceptable, sign the Report Release Section or return it to the RS for change required. **Team Leader / Delegate**
Save the report and CARs into Client files (as PDF) format. Send e-mail to CSA to notify to release audit report with or without CARs, and with copy to the RS and also to the auditor if significant changes are made.
- 4.6.2** Complete the audit report letter and send it to client's representative by e-mail with the audit report and CARs if applicable. Save the audit report letter in Client files. **CSA**
- 4.6.2.1** Update hard client files, and send the letter of offer to client if there are no CARs, and initiate the issue of license and certificate. Process appropriate invoice(s). **CSA**
Review the hard copy document package used by audit team and place in client File the Meeting attendance list, Certification Scope Info and Audit plan. Update Client database as per CAD OP 010 and file the audit document package. Proceed to file sign-off.
- 4.6.2.2** Retain the audit documents if CARs are issued. **CSA**
- 4.7 Corrective Action**
- 4.7.1** Clearly define the following: **Audit Team Leader**
a) The deficiency identified with the appropriate standard of the applicable

Certification Program and/or procedural reference.

- b) The allowable time for the client to respond to CGSB regarding the resolutions of Major or Minor corrective action is within **30 calendar days** the CAR issue date.

Major nonconformity: evidence of the effective implementation of correction and corrective action is required to be submitted **60 calendar days** after the CAR has been issued.

Minor nonconformity: evidence of the effective implementation of correction and corrective action is required to be submitted **90 calendar days** after the CAR has been issued.

Deviations from the above require Team Leader / Delegate approval.

- 4.7.2** Review the corrections, identified causes and correctives actions and supporting evidence resulting from the audit sent by client's representative to determine if these are acceptable. **RS / Team Leader**
- Verify the effectiveness of any correction and corrective actions taken on the basis of the documented information provided by the client.
- Complete the appropriate CAR Form Section, include the certification start and end date and forward the CAR Response Package to the Team Leader / Delegate. Update the Client database.
- If you disagree the CARs response, request clarification from client's representative and follow-up until acceptance that should be an additional full on-site audit (on-site stage 2 audit), and additional limited on-site audit, or documented evidence will be needed to verify effective correction and corrective actions during next audit (future audits).
- 4.7.2.1** Agree with the Registration Specialist (RS) recommendation and sign CAR Form. **Team Leader / Delegate**
- Verify updating of Client database and release CARs Response Package (Approved Client's Response and evidence) to Client Services Assistant (CSA).
- 4.7.2.2** Complete the corrective action request response letter and send it to client's representative by e-mail. **CSA**
- Save the CARs response Package and letter in the Client file.
- 4.7.2.3** Process certification license and certificate. **CSA**
- Update all client hard files (History, License, and Audit & Finances) and proceed to sign-off.
- 4.7.3** Client Survey
- a) A client survey is sent to the assessed client after all findings are resolved. **CSA**
- b) Returned surveys are provided directly to the Team Leader who reviews them and provides feedback to audit team leader and members regarding their performance. **Team Leader**
- c) Circulate the surveys to RSQ/RSE staff and applicable Audit Team Members for input and forward the reviewed surveys to Client Services Assistant for filing into the Client Satisfaction Surveys folder. A summary report of survey results is presented to CGSB management during Management Review Meetings (MCP CAD 005).

4.8 Follow Up Audit (additional full or limited on-site audit)

- 4.8.1** a) Prepare a specific audit package (Audit Request/Notification, Audit Proposal and Authorization form CAD4F, Released Audit report and CARs Response, including any revised client's documented information) to the same Auditor or Audit Team members as per RS or Team Leader recommendation. **CSA**
- b) Submit the audit package to RS or Team leader for approval and send it to the assigned audit team leader and members **Audit Team Leader**
- c) Plan and conduct the assigned follow up audit to verify the effective implementation of correction and corrective actions for Major or Minor nonconformities, where required, within the time period agreed with the client, as documented above from the section 4.2.2.4 to 4.5.2. **Audit Team Leader**
- d) Report the result of the follow up audit as per the section 4.6 to 4.6.1.2 of this procedure. **CSA / RS / Team Leader**
- e) Release the report of the follow-up audit as per the section 4.6.1.3 to 4.7.3 to this procedure.

4.9 Status Report (Electronic)

- 4.9.1** Electronic databases are maintained and contain information on client file status. Information is maintained on client name, address, ISO model, last and next audit dates, anniversary month, key contacts, certification number, QMS EAC/NACE codes and possible auditors for each code including details on due dates for any outstanding Corrective Action Requests. Client Service Assistant and Registration Specialist are responsible for ensuring that this information is kept current and is accurate. **CSA / RS / Team Leader**
- 4.9.2** The databases are to be updated each time there is a certification activity. **CSA / RS / Team Leader**

5. ABBREVIATIONS

For the purpose of this Management Control Procedure (MCP), the terms and definitions given in ISO 9000, ISO 14001, ISO/IEC 17000, ISO 19011, ISO/IEC 17021-1 apply.

CAD	Conformity Assessment Division
CSA	Client Service Assistant
RS	Registration Specialist
TL	CGSB Team Leader
RSQE	Registration Services – Quality and Environment

6. RECORDS

The following records (electronic or hard copy) are generated by this MCP:

- CAD 3F - Corrective Action Request
- CAD4F - Audit Proposal and Authorization
- CAD5F - Applicant Profile
- CAD6F - Audit Request/Notification
- CAD7F – File Allocation
- CAD8F – Application and Undertaking
- CAD 10F - Meeting Attendance List

CAD 11F - Company Certification Scope & Certificate Information
CAD 16F - Audit Time Allowance for QMS & EMS
CAD 20F – Satisfaction Survey
CAD 28F - Audit Package Checklist
CAD 30F – RSQ/RSE File Diary Sheet
RSQ 015E or RSE 208 - Procedure Conformance Checklist
RSQ 032E or RSE 032 – Audit Plan
RSQ 042 - QMS Checklist
RSQ 054 / RSE 004 Three-year Audit Schedule Planner
QSD 208 - EMS Checklist
Document Review Report
Audit Report
Audit Report Letter
CARs Response Letter

**APPENDIX 2 TO ANNEX A
MCP CAD 009**

The Contractor is only required to perform the duties of Auditor, Lead Auditor or Audit Team Leader. All other tasks and roles in MCP CAD 002 and MCP CAD 009 are internal to the CGSB.

**MANAGEMENT CONTROL PROCEDURE FOR
SURVEILLANCE ACTIVITIES**

1.0 PURPOSE

The purpose of this Management Control Procedure is to describe the procedures for the management of surveillance activities carried out under all CGSB Management Systems certification programs, on a regular basis and taking into account changes to its certified clients and its management system.

Surveillance activities include on-site audits assessing the certified client's management system and other relevant tasks to monitor the performance of the organization involved in a CGSB certification program.

2.0 POLICY

All Surveillance Activities are to be conducted according to this procedure.

3.0 SCOPE

This MCP covers surveillance audits, based upon the requirements related to the following Certification Programs administered by Registration Services-Quality (RSQ) and Registration Services-Environmental (RSE) in compliance with *ISO/IEC 17021-1, Conformity Assessment – Requirements for bodies providing audit and certification of management systems – Part 1: Requirements* as follows:

- Quality Management Systems
- Environmental Management Systems
- Occupational Health and Safety Management Systems

4.0 PROCEDURE

4.1 Surveillance Audit

Action

4.1.1 Ensure surveillance audits are conducted at least once a year by updating the audit planning schedules. The date of the first surveillance audit following initial certification is not more than 12 months from the last day of the initial audit (stage 2 audit).

Team Leader

4.1.2 Request updated documentation three months prior to a scheduled surveillance audit in the notification request (CAD LTR 001).

CSA

Upon receipt of the client's documentation, prepare the audit package (Audit Notification form CAD 6F, Proposal form CAD 4F for each audit team member, RSQ 054E Three-year Audit Schedule Planner and RSQ 015E Checklist, CAD 11F Company Certification Scope & Certificate Information, Meeting Attendance, List CAD 10F, and previous Audit report and corrective action responses) and submit to the Registration Specialist/Officer.

4.1.3 Review documentation for completeness. If the documentation is incomplete request additional information.

RO/RS/Team Leader

4.1.4 Assign audit team, as per MCP CAD 006 Personnel involved in the certification activities. Complete Audit Request/Notification form (CAD 6F), Proposal and

RO/RS/Team Leader

Authorization form (CAD 4F), RSQ 054E Three-year Audit Schedule Planner and Certification Scope Info (CAD 11F). Use Audit Time Allowed form (CAD 16F) if required to determine the duration of a surveillance audit. In defining the scope of the audit to ensure confidence that the certified management system continues to fulfill requirement between recertification audits, consideration should be given to the following:

- The results of the previous audits and corrective actions
- Enquiries from CGSB to the certified client on aspects of certification
- The review of any client's statements with respect to its operations (e.g. promotional material, website)
- Any notes to file concerning complaints etc.
- Changes to the program and scope of certification

Submit the completed forms to the Registration Specialist along with the company documentation, including the last audit report along with corrective action responses if applicable.

- | | | |
|--------------------------------------|--|---|
| 4.1.5 | If external auditors are involved in the audit, follow the appropriate process based on the use of external auditors MCP CAD 016 and CAD OP 002. | RO/RS/Team Leader |
| 4.1.6 | Review and release the audit package to Client Services Assistant. | RS or Team Leader |
| 4.1.7 | Provide the Audit team members with audit package. | CSA |
| 4.1.8 | Perform the audit in accordance with MCP CAD 002. The previous audit report should be used as the working documents to facilitate the investigations during the audit execution. The surveillance audit program includes, at the minimum: <ul style="list-style-type: none"> a) internal audits and management review; b) a review of actions taken on nonconformities identified during the previous audit; c) complaints handling; d) effectiveness of the management system with regard to achieving the certified client's objectives and the intended results of the respective management system(s); e) progress of planned activities aimed at continual improvement; f) continuing operational control; g) review of any changes, and h) use of marks and/or any other reference to certification. | Auditor / Lead Auditor |
| 4.2 Maintaining certification | | |
| 4.2.1 | CGSB maintains certification based on demonstration that the client continues to satisfy the requirements of the management system standard. The audit team leader submits the surveillance audit report to the Registration Specialist/Officer for review as documented in MCP CAD 002. In addition, the surveillance audit conclusions should address any nonconformity or other situation that may lead to suspension or withdrawal of certification and need to initiate a review by competent personnel in accordance with CAD OP 008 different from those who carried out the audit, to determine whether certification can be maintained. | Audit Team Leader, CSA, RO / RS or Team Leader |
| 4.2.2 | Monitor the surveillance activities in accordance with MCP CAD 002, including reviewing audit reports, to confirm that the certification activity is operating effectively, and to determine whether certification can be maintained. | CAO / CAS or Team Leader |
| 4.2.3 | Review website listing of the organization. If any changes are required (i.e. address, standard, exclusions, etc.) send an email with required changes to the Web Master with a copy to Registration Specialist or Team Leader. | CSA |
| 4.2.4 | Update website and send an e-mail to CSA to review required changes. | Web Master |
| 4.2.5 | Review and approve the changes made on Website, and send an e-mail to Web Master to launch the revised website. | CSA |

5.0 ABBREVIATIONS

For the purpose of this Management Control Procedure (MCP), the terms and definitions given in ISO 9000, ISO/IEC 17000, ISO 19011 and ISO/IEC 17021 apply.

CAD	Conformity Assessment Division
RSQ	Registration Services Quality
RSE	Registration Services Environment
RS	Registration Specialist
RO	Registration Officer
CSA	Client Service Assistant

6.0 RECORDS

The following records (electronic or hard copy) are generated by this MCP:

CAD 6F	Audit Request/Notification
CAD 4F	Audit Proposal and Authorization
RSQ 054E / RSE 004	Three-year Audit Schedule Planner
CAD 16F	Audit Time Allowance for QMS & EMS
RSQ 032E or RSE 032	Audit Plan
RSQ 015E or RSE 208	Procedure Conformance Checklist
RSQ 042	QMS Checklist
QSD 208	EMS Checklist
CAD 3F	Corrective Action Request
CAD 10F	Meeting Attendance List
CAD 11F	Company Certification Scope & Certificate Information
CAD 28F	Audit Package Checklist
CAD21F	Suspension/Delisting recommendation Form
CAD22F	Program Action Form
CAD30F	RSQ/RSE File Diary Sheet
Audit Report Letter	
CARs Response Letter	
Customer survey	
Audit Report	

APPENDIX 3 TO ANNEX A OFFEROR GEOGRAPHIC LOCATIONS TABLE

Designated Work Location

The CGSB Project Authority has identified a number of Designated Work Locations within the Country, listed in the table below. The number and size of Designated Work Locations will be contingent upon travel rates provided and the anticipated demands for audits required to be performed.

Offerors must identify the Designated Work Location(s) for each proposed resources in which they are available to perform the required services of this Statement of Work, as per "Appendix 3" Offeror Geographical Locations Table.

Offerors are expected to incur any and all meal and travel expenses associated with performing the audits within their Designated Work Location (s) (e.g. the designated Work Location for a Offeror residing and/or conducting business at or near Toronto, would in fact be Toronto and as a result the Offeror would be expected to incur all meal and travel expenses associated with performing work at this location). In addition, in the column 4 of the table below, the Offeror must identify the language capability for each Auditor for each Designated Work Location in which they are available to perform the required services of this Statement of Work (E=English, F=French, B=Bilingual).

Note: The Offeror must identify at least one (1) Designated Work Location. Should the Offeror be asked by the CGSB to provide services in a Designated Work Location other than their Designated Work Location (s), any and all expenses incurred by the Offeror would be subject to compensation specified in Treasury Board Travel Policy (<https://www.canada.ca/en/treasury-board-secretariat/services/travel-relocation/travel-government-business.html>).

Please provide the location for which the Offeror has offices and/or personnel.

The Table must be completed by the Offeror for each proposed Auditor.

Note: The following legend identifies how to complete the table.

- (1) For each subsequent column, identify the required information for the GEOGRAPHIC LOCATION identified.
- (2) Indicate which geographic location(s) that includes travel in the firm price unit rates. Must have a minimum of one (1).
- (3) Indicate which geographic locations that travel and living expenses will be incurred by Canada in the performance of the work at that location.
- (4) Indicate in which language services can be provide in each location indicated E = English, F = French, B = Bilingual
- (5) Indicate your field of expertise based on Industry Sector Codes. For Quality Management Systems only.
* (Numbers 1-39 as per list provided below)

Table: Designated Work Location(s)

Name of Auditor:				
Please identify the stream for which the documents are being submitted for this Auditor:				
Quality Management Systems: <input type="checkbox"/>				
Environmental Management Systems: <input type="checkbox"/>				
<input type="checkbox"/>				
(1)	(2)	(3)	(4)	(5)
Geographic Locations	Identify City (ies) For Designated Work Location that travel must not be incurred by Canada	Identify City (ies) that travel and living will be incurred by Canada	Language Capability E =English F =French B = Bilingual	Field of expertise (For QMS only)
Newfoundland St. Johns				
Nova Scotia Halifax Sydney				
New Brunswick Fredericton St. John Moncton				
Prince Edward Island Charlottown Summerside				
Quebec Quebec City Montreal				
Ontario Toronto Ottawa London Newmarket				
Manitoba Winnipeg				
Saskatchewan Regina Saskatoon				
Alberta Edmonton Calgary				
British Columbia Vancouver (2) Victoria Kelowna Prince George Kamloops				
Other (please specify):				

Industry Sector Codes

- () 01 Agriculture, fishing
- () 02 Mining and quarrying
- () 03 Food products, beverages and Tobacco
- () 04 Textiles and textile products
- () 05 Leather and leather products
- () 06 Wood and wood products
- () 07 Pulp, paper and paper products
- () 08 Publishing companies
- () 09 Printing companies
- () 10 Manufacture of coke and refined Petroleum products
- () 11 Nuclear fuel
- () 12 Chemicals, chemical products and fibres
- () 13 Pharmaceuticals
- () 14 Rubber and plastic products
- () 15 Non-metallic mineral products
- () 16 Concrete, cement, lime, plaster, etc.
- () 17 Basic metals and fabricated metal products
- () 18 Machinery and equipment
- () 19 Electrical and optical equipment
- () 20 Shipbuilding
- () 21 Aerospace
- () 22 Other transport equipment
- () 23 Manufacturing not elsewhere classified
- () 24 Recycling
- () 25 Electricity supply
- () 26 Gas supply
- () 27 Water supply
- () 28 Construction
- () 29 Wholesale and retail trade; Repair of motor vehicles, motorcycles and personal and household goods
- () 30 Hotels and restaurants
- () 31 Transport, storage and Communication
- () 32 Financial intermediation, real estate; renting
- () 33 Information technology
- () 34 Engineering services
- () 35 Other services
- () 36 Public administration
- () 37 Education
- () 38 Health and social work
- () 39 Other social work

APPENDIX 4 TO ANNEX A



Government
of Canada

Gouvernement
du Canada

Canadian General
Standards Board

Office des normes
générales du Canada

AUDIT REQUEST/NOTIFICATION

Organization _____ File No. _____

Audit location(s) _____ Date of audit _____

Contact _____

Telephone _____ Fax _____

E-mail _____

Type of work Document review Pre-assessment CAR follow-up Product-specific audit

Initial audit 1st Surveillance audit 2nd Surveillance audit **Recertification** audit

Follow-up audit Other (specify) _____

Language preference Correspondance EN FR Audit EN FR

Applicable standard(s) _____ IAF/NACE Rev.2 _____

Reference Documents

1. Scope of Certification
2. Audit report of _____ CAR response of _____
3. Applicable documents: _____

4. CAD 4F, Audit Proposal and Authorization

Proposed Audit Team

Lead Auditor _____

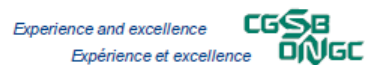
Auditor(s) _____

Technical Expert(s) _____

Submitted by _____
Signature of Registration Specialist/Officer _____ Date _____

Approved by _____
Signature of Registration Specialist/Team Leader _____ Date _____

CAD 6F – July 2013



APPENDIX 5 TO ANNEX A



Government
of Canada

Gouvernement
du Canada

AUDIT PROPOSAL AND AUTHORIZATION

Canadian General
Standards Board

Office des normes
générales du Canada

Organization _____ File No. _____ Control No. _____
 Audit location _____ Date _____ Call-up No. _____
 Audit team member _____ LA A TE
 Type of work: Document review Pre-assessment CAR follow-up Follow-up audit Product-specific audit
 Initial audit 1st Surveillance audit 2nd Surveillance audit Recertification audit
 Other (specify) _____
 Applicable standard ISO _____ IAF / NACE Rev. 2 _____

Audit Activity	CGSB Estimate (hrs)	Auditor Estimate (hrs)	\$/hr	\$ Total
Document review and report				\$ -
Audit planning				\$ -
Checklist preparation				\$ -
Pre-assessment				\$ -
Audit				\$ -
Audit report				\$ -
Corrective action review				\$ -
Travel time				\$ -
Sub-Total (Labour and Travel time) Line 1 of call-up				\$ -
Travel Expenses	CGSB Estimate	Auditor Estimate	\$	\$ Total
Accommodation	Nights	Nights	\$/night	\$ -
Meal allowances (As per TB) http://www.njc-cnm.gc.ca/directive/index.php?sid=98&lang=eng	Days	# Breakfast	\$/Breakfast	\$ -
		# Lunch	\$/Lunch	
		# Dinner	\$/ Dinner	
Incidental allowance (As per TB) http://www.njc-cnm.gc.ca/directive/index.php?sid=98&lang=eng	Days	Days	\$/Day	\$ -
Mileage (As per TB) http://www.njc-cnm.gc.ca/directive/index.php?sid=97&lang=eng	km	km	\$/km	\$ -
Travel Expenses	CGSB Estimate	Auditor Estimate	\$	\$ Total
Airfare	\$		\$	\$ -
Car rental	\$		\$	\$ -
Taxi	\$		\$	\$ -
Parking	\$		\$	\$ -
Gas (only applies when renting car)	\$		\$	\$ -
Other:	\$		\$	\$ -
Sub-Total (Travel Expenses) Line 2 of call-up				\$ -
Grand Total				\$ -

See next page for signatures.

CAD4F –October 2016



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du Canada

Canadian General
Standards Board

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générales du Canada

AUDIT PROPOSAL AND AUTHORIZATION

Instructions

The **Audit plan** must include all elements of the appropriate year of the attached three-year audit cycle (if applicable). CGSB procedures shall be followed to plan and conduct the audit. Auditors shall review the ISO/TC 176 or 207 Web site, as applicable (<http://isotc.iso.org/livelink/livelink?func=llworkspace>), to ensure that correct interpretations are used during the audit activity.

The **signed Proposal** shall be sent to the CGSB at least **five working days** after receiving the audit package for approval and issuing a Contract or a Call-Up.

The **Audit plan** shall be sent to the auditee at least **ten working days** prior to the audit.

An electronic copy of the completed **Audit report** shall be submitted to the CGSB within **five working days**.

Lead auditor or Auditor or Technical expert

I certify that:

I am currently certified as a Lead auditor an Auditor a Technical expert (if applicable);

Neither my company nor I have provided consulting services to the above organization during the past two years;

My CGSB personal file (e.g. audit log, résumé, certification, training, confidentiality agreement, security clearance) is current;

I am aware of applicable legal requirements related to this audit (EMS only).

I am aware of getting a contract or a call-up from CGSB before conducting on-site audit (all auditors/Experts).

Signature _____ Date _____ Standing offer No. _____

Cell phone number:

Emergency contact phone number:

CGSB Registration officer or Specialist or Team leader

I authorize the Lead auditor or Auditor or Technical expert or standing offer holder to perform work as described above for charges not to exceed those quoted.

Signature _____ Date _____

CGSB/CAD Management emergency contact phone numbers

RSQE Services: Marc Kanho at 613-889-2746

CS Programs: Cosmina Panu-Anghel at 873-469-3248

CAD Manager: Anne Caron at 613-219-0537

CGSB A/ Director: Donald Fulton at 613-218-6176

CAD4F –October 2016

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**ANNEX "B"
BASIS OF PAYMENT**

A – Initial Period of the Standing Offer

For the initial period of the Standing Offer, the Contractor will be paid in accordance with the Basis of Payment specified in each approved Call-up, in accordance with the following:

1. Professional fees

The Contractor will be paid a firm all-inclusive fixed hourly rates as follow:

		Resources' name	Quoted All-Inclusive Fixed Hourly Rate (In CDN \$)	Quoted Travel Hourly Rate (In CDN \$) to a Maximum of 50% of the Fixed Hourly Rate
1	Initial Period - (exact dates to be determined)			
a	Auditor		\$	\$
b	Lead Auditor		\$	\$

Travel time

The Contractor will be paid travel status time as indicated in the table above.

Time spent by a contracted individual travelling to and from specific pre-authorized work assignments that are more than 100 kilometers from the individual's work location may be billed at the quoted travel hourly rate.

2. Cost Reimbursable Expenses

2.1 Authorized Travel and Living Expenses

For the requirements relative to travel described in article 7 of the Statement of Work in Annex A:

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 administrative overhead, in accordance with the meal, 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.

The authorized travel and living expenses will be paid upon submission of an itemized statement supported by receipt vouchers. All payments are subject to government audit.

Canada will not accept any travel and living expenses for:

- a. Work performed within the locations identified in Column 2, Appendix 3 to Annex A – Offeror Geographic Locations Table;
- b. Any travel between the Contractor's place of business; and
- c. Any relocation of resources required to satisfy the terms of the Contract.

These expenses are included in the all-inclusive fixed hourly rates specified in subsection A -1 above.

3. Professional fees for additional resources

Maximum professional fees for Additional Personnel approved by PWGSC during the Standing Offer period:

The maximum, firm all-inclusive hourly rates excluding travel and living expenses and direct expenses, Applicable Taxes extra, must not exceed the firm all-inclusive hourly rate quoted for the year in question by the Offeror for responsive individuals in its Offer submitted by the RFSO closing date.

B – Periods beyond the Initial Period of the Standing Offer

This section is only applicable if the Standing Offer is authorized for use beyond the initial period of the Standing Offer by Canada.

The Contractor will be paid in accordance with the Basis of Payment specified in each approved Call-up, in accordance with the following:

1. Professional fees

The Contractor will be paid a firm all-inclusive hourly rates as follow:

		Resources' name	Quoted All-Inclusive Fixed Hourly Rate (In CDN \$)	Quoted Travel Hourly Rate (In CDN \$) to a Maximum of 50% of the Fixed Hourly Rate
2	Optional Period 1 – (exact dates to be determined)			
a	Auditor		\$	\$
b	Lead Auditor		\$	\$
3	Optional Period 2 – (exact dates to be determined)			
a	Auditor		\$	\$
b	Lead Auditor		\$	\$
4	Optional Period 3 – (exact dates to be determined)			
a	Auditor		\$	\$
b	Lead Auditor		\$	\$
5	Optional Period 4 – (exact dates to be determined)			
a	Auditor		\$	\$
b	Lead Auditor		\$	\$

ANNEX "C"
ELECTRONIC PAYMENT INSTRUMENTS

As indicated in Part 3, clause 3.1.2, the Offeror must complete the information requested below, to identify which electronic payment instruments are accepted for the payment of invoices.

The Offeror 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)

**ANNEX “D”
PERIODIC USAGE REPORT**

Periodic Usage Report (Authorized Call-ups) for the period _____ to _____

Call-up Number	Date	Total Estimated (GST/HST excluded) before amendments	Authorized Amendments						Total GST/HST included	Total Invoiced GST/HST excluded	Total Invoiced GST/HST included	Total Paid GST/HST included
			Call-up amendment Number			Call-up amendment Number						
			1			2						
			Date	Increase or Decrease	Total	Date	Increase or Decrease	Total				
		\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
		\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
		\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
		\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
		\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
		\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
		\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
		\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
		\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
		\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
		\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
		\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
		\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
		\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
		\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
		\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
		\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
		\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
		\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
		\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
		\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
		\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
		\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	