



**RETURN BIDS TO –
RETOURNER LES SOUMISSIONS À:**

nc-solicitations-gd@hrscd-rhdcc.gc.ca

Attention:

Note to Bidders: ensure e-mails do not exceed 13MB to avoid problems with transmission.

**REQUEST FOR PROPOSAL –
DEMANDE DE PROPOSITION**

**Proposal To -
Proposition aux:**

**Employment and Social Development Canada (ESDC)
Emploi & Développement Social Canada (EDSC)**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexées, au(x) prix indiqué(s).

Title - Sujet: Security Guard Services – Inuvik, NWT / Services de gardiens de sécurité - Inuvik, TNO	
Solicitation No. – N° de l'invitation: 100020610	Date: 07-03-2022
Solicitation Closes – L'invitation prend fin: at – à April 1, 2022 on – le 1er avril 2022	Time Zone – Fuseau horaire Eastern Daylight Time (EDT)
Address Inquiries to – Adresser toutes questions à: nc-solicitations-gd@hrscd-rhdcc.gc.ca Attn: Mykola Polataiko	
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction: See Herein.	

**Instructions : See Herein
Instructions: Voir aux présentes**

Comments - Commentaires

**This document contains a Security Requirement –
Ce document contient une exigence de sécurité**

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PART 1 - GENERAL INFORMATION

1.1 Security Requirements

There are security requirements associated with this requirement. For additional information, Part 6 - Resulting Contract Clauses and Annex B – Security Requirements Check List. For more information on personnel and organization security screening or security clauses, offerors should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

1.2 Statement of Work

The Work to be performed is detailed under Annex A of the resulting contract clauses.

1.3 Comprehensive Land Claims Agreement(s)

This procurement is subject to the following Comprehensive Land Claims Agreement(s):

Inuvialuit

Gwich'in

1.4 Debriefings

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

1.5 Canadian Content

The requirement is subject to a preference for Canadian services.

1.6 COVID-19 vaccination requirement

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

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

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

2.2 Submission of Bids

Bids must be submitted only to Employment and Social Development Canada (ESDC) Bid Receiving Unit by the date, time and place indicated in the bid solicitation.

NC-SOLICITATIONS-GD@hrsdc-rhdcc.gc.ca

Due to the nature of the bid solicitation, bids transmitted by facsimile to ESDC 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 FPSs in receipt of a pension, as applicable:

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

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

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

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

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later 3 calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

2.5 Applicable Laws

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

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

2.6 Bid Challenge and Recourse Mechanisms

- (a) Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.

- (b) Canada encourages suppliers 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) Suppliers should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

The bid must be gathered per section and separated as follows:

- Section I: Technical Bid
- Section II: Financial Bid
- Section III: Certifications
- Section IV: Additional Information

Due to the nature of the bid solicitation, bids transmitted by epost Connect service and by facsimile will not be accepted.

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

Section I: Technical Bid

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

Section II: Financial Bid

Bidders must submit their financial bid in accordance with the Basis of Payment.

Section III: Certifications

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

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

4.1.1 Technical Evaluation

The Bidder must meet the mandatory technical and rated criteria specified in Annex F. Any bid which fails to meet the mandatory technical criteria's and the mandatory rated criteria's will be declared non-responsive. Each mandatory technical criterion will be addressed separately and a passing mark as been determined for each, this mark must be met to be determined as responsive.

The Bidder must provide the necessary documentation to clearly demonstrate compliance with this requirement.

Simply repeating the statement contained in the bid solicitation is not sufficient.

See Annex F – Mandatory Technical Criteria

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.

4.2 Basis of Selection

4.2.1 Basis of Selection - Mandatory Technical Criteria

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Required with the Bid

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences

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

5.1.2 Additional Certifications Required with the Bid

5.1.2.1 Canadian Content Certification

SACC *Manual* clause [A3050T](#) 2020-07-01 Canadian Content Definition

5.1.2.2 COVID-19 vaccination requirement certification

Please refer to Annex "D" - COVID-19 Vaccination Requirement Certification

5.2 Certifications Precedent to Contract Award and Additional Information

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

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 Bidder 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 - Bid Certification

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

[Development Canada \(ESDC\) - Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#) website (https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#).

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

PART 6 - RESULTING CONTRACT CLAUSES

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

6.1 Security Requirements

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

1. The vendor's personnel will be placed at the public zone of the Service Canada Centres;
2. The vendor's personnel may only access the secure office area of the Service Canada Centres to access the bathroom and/or kitchen and will only do so under escort of the ESDC staff.

6.2 Statement of Work

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

6.3 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](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

[2010C](#) 2021-12-02, General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

6.4 Term of Contract

6.4.1 Period of the Contract

The Work is to be performed during the period of date of contract award to September 30, 2022.

6.4.3 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 7 additional 6 month period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 30 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

6.4.4 Comprehensive Land Claims Agreement(s)

The Contract is subject to the following Comprehensive Land Claims Agreement(s):

Inuvialuit

Gwich'in

6.4.5 Delivery Points

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

6.5 Authorities

6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Mykola Polataiko
Title: A/Senior Specialist, Procurement
Employment and Social Development Canada
Address: 140 Promenade du Portage Gatineau, QC K1A 0J9
Telephone: (613) 298-6045
E-mail address: mykola.polataiko@hrsdc-rhdcc.gc.ca

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

6.5.2 Project Authority (To be completed at contract award)

The Project Authority for the Contract is:

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: ____ - ____ - _____
E-mail address: _____

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

6.5.3 Contractor's Representative (To be completed at contract award)

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

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 Payment

6.7.1 Basis of Payment

The Contractor will be paid the firm all-inclusive hourly rates identified in Annex "C", Basis of Payment, for the work performed under the contract. Customs duties are included and the applicable taxes are extra.

6.7.2 Terms of Payment – Monthly Payment

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

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

6.7.2 Limitation of Price

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

6.8 Invoicing Instructions (To be completed at contract award)

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 be supported by:

- a. a copy of time sheets to support the time claimed;
 - b. a copy of the release document and any other documents as specified in the Contract;
 - c. a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
 - d. 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 following address for certification and payment.
_____ (*Insert the name of the organization*)
_____ (*Insert the address of the organization*)

6.9 Certifications and Additional Information

6.9.1 Compliance

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

6.10 Applicable Laws

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

6.11 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the supplemental general conditions 2010C 2020-05-28, General Conditions - Services (Medium Complexity);
- (c) Annex A, Statement of Work;
- (d) Annex B, Security Requirements Check List;
- (e) Annex C Basis of Payment,
- (f) the Contractor's bid dated _____; (To be completed at contract award)

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

1.0 Title

Guard services for Inuvik, NWT Service Canada Centre (SCC)

2.0 Objectives

To provide guard services at Service Canada (SCC) location in Inuvik, NWT.

3.0 Background Statement

Service Canada Centres temporarily closed to the public in March 2020. ESDC will now gradually reactivate service at Service Canada Centres while ensuring appropriate health and safety considerations are in place. The service delivery network will reactivate based on a new service experience model and a new physical work environment. Commissionaire services will assist Service Canada with monitoring and management of select key changes. This includes, but not limited to, managing client access point, limiting access based on appointments or site capacity for walk-ins, monitoring exterior line-ups, maintaining order and promotion of health and safety protocols for all clients/visitors.

4.0 Scope

Security Guard Service must be provided to the following location:

Inuvik SCC

Blackstone Building

85 Kingmingya Road

Inuvik Northern Territory X0E 0T0

5.0 Tasks

Requirements

a) Hours of Work

- Monday to Friday 08:30 to 16:30
- Hours include 30-minute lunch break and 2-15 minute breaks
- Hours are 5 days a week excluding Statutory Holidays
- Guard to notify on-site Service Canada contact of arrival / departure.
- Timing of Lunch and breaks to be determined in discussions with the SCC Manager.
- Second Guard on-site hours may vary based on office volume.

b) Duties

Guard employed at SCCs are to perform a range of duties including access control, response to alarms, and assist in the maintenance of good order in the public areas. Other duties will be related to Safety and Security.

- There is one fixed post at the entry point (First point of contact assessment zone)
- Guard will monitor/manage the first point of contact assessment zone, which includes monitoring external client line-up

- Access control – Maximum occupant capacity to be determined by SCC Management. Service Canada to provide client appointment list (priority access for clients with appointments, walk-ins based on capacity)
- Screen and monitor clients while maintaining physical distancing protocols (See Annex A, parts c) d) and e).
- Clients requesting to drop off documents without speaking to an employee may be given priority access based on capacity.
- When required, Instruct clients to place documents in secure lock box (drop off)
- Promotion of health and safety protocols for all clients/visitors (physical distancing, availability of disinfectant/sanitizing supplies, directional indicators for safe client flow)
- Monitor/Replenish / replace hand sanitizers in first point of contact assessment zone
- Guard to wear PPE or other equipment as indicated (See Annex A, parts a) and b)
- Guard to sanitize work area. (See Annex A, part f)

c) Security Incidents

Guard will never become physically involved with any person in the execution of their duties. The only exception is the use of force necessary to defend themselves. They are to assist in the maintenance of good order within Service Canada premises.

- Incidents of clients not respecting health and safety protocol will be reported to the Manager.
- Incidents of abusive or violent employees or public, disorderly conduct, unauthorized persons refusing to leave, drunk persons on the premises, etc. will be referred to the local Police Department or 911 in an emergency.
- Guards must maintain surveillance of clients displaying suspicious or unusual conduct. These incidents will be reported on a General Occurrence Report (See Post Orders). These reports will be forwarded to the Manager who will forward to the proper authorities.

d) Evacuations

Emergency Evacuation Procedures are to be provided by SCC Management to the Guards. Basic duties include:

- In an organized fashion, the Guard must ensure that all members of the public have left the office and are being directed to the appropriate exit/stairwells for a safe exit.
- The Guard is responsible for locking the main doors of the office and reporting to the Service Manager for further instruction.
- When clearance has been received to return to the office, Guards are responsible for lining people up outside of the office, ensuring physical distancing protocols are adhered to.
- The Manager of the office will then assess readiness of the office and communicate with the Guards when it is time to reopen the doors.

e) Deliveries / Packages

- The Guard is not to accept or sign for parcels / courier items.
- When a package arrives, the commissioner will notify the on-site contact.
- The Guard will not temporarily store clients' backpacks or bags.
- Articles turned in by the public or found by the commissioner will be reported to the on-site contact.

f) Injury / First Aid

- If in the immediate vicinity, the Guard will administer First Aid and remain with the injured person. Instruct someone to contact Emergency Services at 911.
- If the injury or illness is serious in nature and the Guard places the call to 911 he/she must be prepared to give as much detail as possible, i.e. type of injury, age/gender of the injured party, location of the injured person and the most expeditious entrance/doorway/street etc. to be used by emergency personnel.
- Record names, telephone numbers and addresses of any witnesses

6.0 Constraints

Language requirement: Unilingual

7.0 Client Support/Key Stakeholders

Service Canada will:

- Be responsible to purchase and supply any required PPE or other equipment to all participating locations for the protection of the assigned Guards;
- Ensure participating Service Canada locations have a designated reception, waiting area and service zone for clients set-up in accordance with Physical Distancing rules.

8.0 Performance and Monitoring

Each SCC Manager will ensure work is accomplished accordingly and will report to the appropriate Regional Security Office any concern or problem.

ANNEX "B" - SECURITY REQUIREMENTS CHECK LIST



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat 100020610
Security Classification / Classification de sécurité

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE			
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine ESDC-Service Canada	2. Branch or Directorate / Direction générale ou Direction Service Canada/Regional Management Services		
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant		
4. Brief Description of Work / Brève description du travail Managing client access point, limiting access based on appointments or site capacity for walk-ins, monitoring exterior line-ups, maintaining order and promotion of health and safety protocols for all clients/visitors in the lobby of the Service Canada Centre in Inuvik NWT.			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?	<input checked="" type="checkbox"/>	No Non	<input type="checkbox"/> Yes Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	<input checked="" type="checkbox"/>	No Non	<input type="checkbox"/> Yes Oui
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)	<input checked="" type="checkbox"/>	No Non	<input type="checkbox"/> Yes Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	<input checked="" type="checkbox"/>	No Non	<input type="checkbox"/> Yes Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	<input checked="" type="checkbox"/>	No Non	<input type="checkbox"/> Yes Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>	
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>	Restricted to: / Limité à : <input type="checkbox"/>	Restricted to: / Limité à : <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays :	Specify country(ies): / Préciser le(s) pays :	Specify country(ies): / Préciser le(s) pays :	
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>	
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>	
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>	
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>	
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>	
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité





Contract Number / Numéro du contrat 100020610
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PART A (continued) / PARTIE A (suite)

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

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? No / Non Yes / Oui
Short Title(s) of material / Titre(s) abrégé(s) du matériel :
Document Number / Numéro du document :

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

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

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

Special comments:
Commentaires spéciaux : The contractor MUST be escorted when/if entering ESDC's secure space by an ESDC employee

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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



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

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

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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TOP SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
											A	B	C			
Information / Assets Renseignements / Biens Production																
IT Media / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



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PART D - AUTHORIZATION / PARTIE D - AUTORISATION

13. Organization Project Authority / Chargé de projet de l'organisme

Name (print) - Nom (en lettres moulées) Frazer Clarke	Title - Titre Senior Manager	Signature Clarke, Frazer	<small>Digitally signed by Clarke, Frazer Date: 2022.02.10 11:26:54 -0800</small>
Telephone No. - N° de téléphone 236-380-1878	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel frazer.clarke@servicecanada.gc.ca	Date

14. Organization Security Authority / Responsable de la sécurité de l'organisme

Name (print) - Nom (en lettres moulées) Tammy Hrenyk	Title - Titre Senior Manager IIS W-T	Signature Hrenyk, Tammy	<small>Digitally signed by Hrenyk, Tammy Date: 2022.02.10 12:04:06 -0800</small>
Telephone No. - N° de téléphone 250-419-9309	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel tammy.hrenyk@servicecanada.gc.ca	Date

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?
Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?

No / Non Yes / Oui

16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées) Mykola Polataiko	Title - Titre A / Senior Specialist, Procurement	Signature Polataiko, Mykola	<small>Digitally signed by Mykola Polataiko, CN=Mykola Polataiko, OU=HRSDC, O=Government of Canada, C=Canada I am the author of this document Location: your signing location here Date: 2022.02.10 11:48:02 Text: 2022.02.10.11.48.02</small>
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel mykola.polataiko@hrsdcc-rhdcc.gc.ca	Date

17. Contracting Security Authority / Autorité contractante en matière de sécurité

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date

ANNEX "C" – BASIS OF PAYMENT

Financial Bid Submission Requirements

- (a) Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.
- (b) The Bidder must submit their financial bid in accordance with the Basis of Payment.
- (c) All prices are in Canadian dollars.
- (d) Applicable Taxes are extra.

Unilingual Security Services Rates (English Only)

Firm Unit Prices – Security Guard Services – Initial period (date of contract award – September 30, 2022)

Description	Unit of Measurement	Firm Unit Price(s)
Unilingual Security Services as describes in Annex A – Statement of Work – Regular hours (Mon-Fri 8:30am-4:30pm)	Per hour	\$
Unilingual Security Services as described in Annex A – Statement of Work – Approved overtime hours	Per hour	\$

Firm Unit Prices – Security Guard Services – First option period (October 1, 2022 – March 31, 2023)

Description	Unit of Measurement	Firm Unit Price(s)
Unilingual Security Services as describes in Annex A – Statement of Work – Regular hours (Mon-Fri 8:30am-4:30pm)	Per hour	\$
Unilingual Security Services as described in Annex A – Statement of Work – Approved overtime hours	Per hour	\$

Firm Unit Prices – Security Guard Services – Second option period (April 1, 2023 – September 30, 2023)

Description	Unit of Measurement	Firm Unit Price(s)
Unilingual Security Services as describes in Annex A – Statement of Work – Regular hours (Mon-Fri 8:30am-4:30pm)	Per hour	\$
Unilingual Security Services as	Per hour	\$

described in Annex A – Statement of Work – Approved overtime hours		
--	--	--

Firm Unit Prices – Security Guard Services – Third option period (October 1, 2023 – March 31, 2024)

Description	Unit of Measurement	Firm Unit Price(s)
Unilingual Security Services as describes in Annex A – Statement of Work – Regular hours (Mon-Fri 8:30am-4:30pm)	Per hour	\$
Unilingual Security Services as described in Annex A – Statement of Work – Approved overtime hours	Per hour	\$

Firm Unit Prices – Security Guard Services – Fourth option period (April 1, 2024 – September 30, 2024)

Description	Unit of Measurement	Firm Unit Price(s)
Unilingual Security Services as describes in Annex A – Statement of Work – Regular hours (Mon-Fri 8:30am-4:30pm)	Per hour	\$
Unilingual Security Services as described in Annex A – Statement of Work – Approved overtime hours	Per hour	\$

Firm Unit Prices – Security Guard Services – Fifth option period (October 1, 2024 – March 31, 2025)

Description	Unit of Measurement	Firm Unit Price(s)
Unilingual Security Services as describes in Annex A – Statement of Work – Regular hours (Mon-Fri 8:30am-4:30pm)	Per hour	\$
Unilingual Security Services as described in Annex A – Statement of Work – Approved overtime hours	Per hour	\$

Firm Unit Prices – Security Guard Services – Sixth option period (April 1, 2025 – September 30, 2025)

Description	Unit of Measurement	Firm Unit Price(s)
Unilingual Security Services as describes in Annex A – Statement of Work – Regular hours (Mon-Fri 8:30am-4:30pm)	Per hour	\$

Unilingual Security Services as described in Annex A – Statement of Work – Approved overtime hours	Per hour	\$
--	----------	----

Firm Unit Prices – Security Guard Services – Seventh option period (October 1, 2025 – March 31, 2026)

Description	Unit of Measurement	Firm Unit Price(s)
Unilingual Security Services as describes in Annex A – Statement of Work – Regular hours(Mon-Fri 8:30am-4:30pm)	Per hour	\$
Unilingual Security Services as described in Annex A – Statement of Work – Approved overtime hours	Per hour	\$

ANNEX "D" – 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 the
resulting Contract who access federal government workplaces where they may come into contact with
public servants will be:

- a. fully vaccinated against COVID-19;
- 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; or
- c. partially vaccinated against COVID-19 for a period of up to 10 weeks from the date of their first dose and subject to temporary measures that have been presented to and approved by Canada, immediately after which period the personnel will meet the conditions of (a) or (b) or will no longer access federal government workplaces where they may come into contact with public servants under this Contract;

until such time that Canada indicates that the vaccination requirements of the COVID-19 Vaccination Policy for Supplier Personnel are no longer in effect.

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

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

Signature: _____

Date: _____

Optional

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

Initials: _____

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

ANNEX "E" – INSURANCE REQUIREMENT

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
 - a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - g. Employees and, if applicable, Volunteers must be included as Additional Insured.
 - h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - j. Notice of Cancellation: The Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.
 - k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
 - l. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
 - m. Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.
 - n. Advertising Injury: While not limited to, the endorsement must include coverage piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.
 - o. All Risks Tenants Legal Liability - to protect the Contractor for liabilities arising out of its occupancy of leased premises.
 - q. Sudden and Accidental Pollution Liability (minimum 120 hours): To protect the Contractor for liabilities arising from damages caused by accidental pollution incidents.
 - r. Litigation Rights: Pursuant to subsection 5(d) of the [Department of Justice Act](#), S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

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

For other provinces and territories, send to:

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

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

ANNEX "F" – MANDATORY TECHNICAL CRITERIA

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

The Bidder must provide the necessary documentation to clearly demonstrate compliance with these requirements.

Simply repeating the statement contained in the bid solicitation is not sufficient.

Mandatory Technical Criteria's

Bids which fail to obtain the required total of 3 "Met" will be declared nonresponsive. Each criterion will be addressed separately.

Item No.	Evaluation Criteria	Met / Not Met	Remarks / Notes
M-1	<p>Must obtain and maintain a Commercial General Liability Policy as identified in Annex "E" (copy of the policy/insurance must be provided at contract award).</p> <p><i>*the bidder must indicate in their proposal if Commercial General Liability Policy is not currently held but will be obtained and a copy of the policy must be provided at contract award*</i></p>		
M-2	<p>The bidder must demonstrate by providing examples of given services in their proposal that the firm/company has a minimum of 3 years' experience in the past 5 years in the field of providing security guard services.</p> <p>Note: Each contract or example referenced must for a duration of three months or longer.</p> <p>The reference should include as a minimum:</p> <p>a) Client Organization name; b) Start Date and End Date -specify month and year (or indicate if work is still in progress). c) A description of the scope of the services provided; and d) Name and contact information (phone</p>		

	number, email) of an Authorized Representative who will confirm the information supplied by the Bidder.		
M-3	The bidder must provide the names and copies of police record checks held by the proposed security guards at bid closing. Valid police record check must be within the last 12 months.		

Appendix A - Service Canada Reception Standard Operating Procedure

a. **Required Personal Protective Equipment (PPE) or other equipment:**

- Service Canada will provide Guards with the equivalent PPE or other equipment currently provided to ESDC employees.
- **Instructions on hygiene practices and how to put on and take off Non-medical Masks/gloves :**

SEQUENCE FOR PUTTING ON PERSONAL PROTECTIVE EQUIPMENT (PPE) OR OTHER EQUIPMENT

The type of PPE or other equipment used will vary based on the level of precautions required, such as standard and contact, droplet or airborne infection isolation precautions. The procedure for putting on and removing the various equipment is presented below:

1. **Non-Medical Mask (not considered a form of PPE)**

- Secure ties or elastic bands at middle of head and neck
- Fit flexible band to Nose Bridge
- Fit snug to face and below chin



2. **GLOVES**

- Extend to cover wrist



HAVE SAFE WORK PRACTICES TO PROTECT YOURSELF AND LIMIT THE SPREAD OF CONTAMINATION

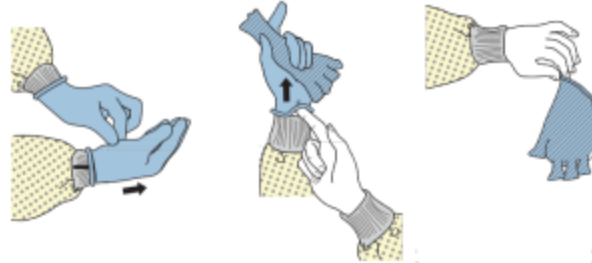
- Keep hands away from face
- Change gloves when torn or heavily contaminated
- Limit surfaces touched
- Perform hand hygiene

HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE) OR OTHER EQUIPMENT

There is a variety of ways to remove PPE or other equipment without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Here is one example. Remove all type of equipment before leaving your assigned place of duty. Remove PPE or other equipment in the following sequence:

1. GLOVES

- Outside of gloves are contaminated!
- If your hands get contaminated during glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove
- Hold removed glove in gloved hand
- Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove
- Discard gloves in a waste container



2. Non-medical MASK (not considered a form of PPE)

- Front of mask is contaminated — DO NOT TOUCH!
- If your hands get contaminated during mask removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask, then the ones at the top, and remove without touching the front
- Discard in a waste container



3. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE OR OTHER EQUIPEMENT



**PERFORM HAND HYGIENE BETWEEN
STEPS IF HANDS BECOME
CONTAMINATED AND IMMEDIATELY
AFTER REMOVING ALL PPE OR OTHER
EQUIPEMENT**

b. Disposal of PPE or other equipment and other supplies

The below procedures are to be followed when disposing of all used PPE or other equipment:

- *Gloves - After safely removing your gloves, you will dispose of them in a trashcan.*
- *Non-medical Masks – After safely removing your mask, you will dispose of it in a lined trashcan.*
- *Disinfectants, cleaning supplies and hand sanitizer – Packaging will be discarded in recycle bins or trashcans, depending on the labels.*
- *Wipes – They are not flushable dispose of them in a trashcan*

Note: *Do not throw any of the above items on the ground or floor.*

c. Proper way to open the door and direct clients

When required to open the door for clients you will try to maintain Physical Distancing rules and be courteous and polite at all times.

You will:

- *Monitor the client queue and ensure client access does not exceed maximum capacity.*
- *Monitor lin-ups that may form outside of the site as a result of limited access;*
- *Check the daily appointment list, ensure the client has a scheduled appointment; and*
- *If the client does not have an appointment, the client must wait for access at a minimum of 2m distance from the entry point, in a designated line-up for walk-in access based on capacity.*
- *If required, upon entry, have the client wait in the designated waiting area(s).*
- *Clients may be permitted to enter, based on capacity, to drop off documents in the drop box located in the first point of contact zone (no appointment required, priority access over walk-in who require service/information from an employee)*

d. Physical Distancing rules

Our number one concern as an employer is the Health and Welfare of our employees. This means making changes in your everyday routines in order to minimize close contact with others. To ensure your Health and Welfare as well as our clients all Commissionnaires assigned to this contract will follow the below Physical Distancing rules:

- *Keep a distance of at least 2 METRES (or 6 feet) from others at all times;*
- *Remind others of Physical Distancing if you see it is not practised.*

e. Assessment Questionnaire for Service Canada Sites

All individuals (clients, visitors, etc.) entering this building will be screened

**Service Canada Access
COVID-19 – Assessment Questionnaire**

**ONLY INDIVIDUALS WHO ANSWER 'NO' TO ALL
QUESTIONS WILL BE ALLOWED ACCESS**

- Do you have symptoms of fever, cough or difficulty breathing?**
- Have you had contact with a confirmed case of COVID-19 in the past 14 days?**
- Have you been instructed by local public health authorities to self-isolate due to travel or contact history?**

*** IF 'YES', RETURN HOME (avoid public transportation), follow local public health advice and contact the department for guidance on how to obtain the required service online or by phone.**

f. Sanitizing of Work Area

The following table provides guidance of items and surfaces that require cleaning within the First Point of Contact Zone. While enhanced cleaning contracts are in place, frequently touched surfaces should be cleaned more often, as well as when visibly dirty. Cleaning supplies will be supplied by Service Canada - Sanitizing wipes, disinfection spray, paper towels and disposal bins.

<i>Location</i>	<i>Recommended Cleaning Surfaces</i>
<i>First point of contact assessment zone</i>	<ul style="list-style-type: none">• Door knobs• Door surfaces one foot from bottom of door one and a half foot from top of door.• Light switches• Handrails• Counter and table tops, chairs and armrests, if applicable• Elevator/hoist buttons• Assigned Commissionaires are encouraged to wash their hands frequently

g. Requirements for Service Canada

Service Canada will:

- Supply site access guidelines including information related to appointments, walk-ins, drop offs and referral to eService Canada;
- Supply a list of Appointments at the beginning of each shift that includes client name, number of clients expected per appointment and time of all daily scheduled appointments;
- Following health assessment questionnaire, clients are directed to the welcome station where an employee will serve them or direct them to wait in a dedicated waiting area until called to a service counter;
- Supply the maximum number of clients who may be granted access to the waiting area at any given time, based on appointment schedule and staff availability.
- Ensure required PPE or other equipment is available (e.g. non-medical mask) is available.
- Assist/support situations of irate or confrontational clients/visitors following verbal de-escalation attempts by Guards and/or when requested by Guards staff.