



Request for Proposal: 100019545

RETURN BIDS TO:

By Email:

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

(Size limit – 13MB)

Attention: Julie Barrette

REQUEST FOR PROPOSAL

Proposal To: Employment and Social Development Canada

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

Instructions : See Herein

Vendor/Firm Name and address

Title: INTERPRETATION SERVICES	
Solicitation No.: 100019545	Date: March 24, 2022
File No. – N° de dossier:	
<u>Solicitation Closes</u> April 18, 2022 At 02:00 PM	Time Zone Eastern Daylight time (EDT)
Address Inquiries to : nc-solicitations-gd@hrsgc-rhdcc.gc.ca Julie Barrette 343-551-9889	
Destination: See Herein	

Vendor/firm Name and address :	
Facsimile No. : Telephone No. :	
Name and title of person authorized to sign on behalf of Vendor/firm (type or print):	
Name:	
Title:	
Signature:	Date:



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PART 1 - GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

Part 1 General Information: provides a general description of the requirement;

Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;

Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;

Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;

Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;

Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and

Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the General Conditions, Statement of Work, the Basis of Payment, Security Requirements, the Security Requirements Checklist, the Covid-19 Certification and the Technical Mandatory and Rated Criteria, the monthly report.

1.2 Summary

1. The objective is to provide interpretation services to all Integrity Services Branch (ISB) business lines. Integrity Services Investigators (ISI) conduct interviews with Canadian citizens, permanent residents, foreign organizations, family abroad and foreign workers. The successful bidder will be capable of translating English and/or French to multiple different languages. The interpreters will be required to deliver simultaneous interpretation in the requested language during professional interviews for the following Integrity programs. Interviews could take place in person at various locations (employer's home, work site, Service Canada Centers, senior citizen facilities, long term health care facilities, homes of beneficiaries), over the phone or by virtual service such as Skype. Interpretation could potentially involve court appearances virtually or in person. This interpretation will include terms related to government and to law enforcement. Terminology may include general, specialized and technical law terminology, such as but not limited to, the Department of Employment and Social Development Act (DESDA), EI Act, policing terminology, accounting, factsheets, guides, court orders, policies and strategies. In addition, the interpreters will also be required to use familiar terminology when providing interpretation between government officials and clients.
2. 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.
3. There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.



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4. The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), and the Canadian Free Trade Agreement (CFTA), the Canada-Ukraine Free Trade Agreement (CUFTA), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Panama Free Trade Agreement, the Canada-Korea Free Trade Agreement (CKFTA), the Canada-Honduras Free Trade Agreement (CHFTA), the Canada-Colombia Trade Agreement (CDFTA), the Canada-Chili Free Trade Agreement (CCFTA).

1.3 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.

1.4 Bid Challenge and Recourse Mechanisms

1. Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.
2. Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority identified in the first page of the solicitation or contractual document.

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)
3. 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 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

2.1.1 Integrity provisions—bid

1. The *Ineligibility and Suspension Policy* (the “Policy”) in effect on the date the bid solicitation is issued, and all related Directives in effect on that date, are incorporated by reference into, and form a binding part of the bid solicitation. The Bidder must comply with the Policy and Directives, which can be found at [*Ineligibility and Suspension Policy*](#).
2. Under the Policy, charges and convictions of certain offences against a Supplier, its affiliates or first tier subcontractors, and other circumstances, will or may result in a determination by Public Works and Government Services Canada (PWGSC) that the Supplier is ineligible to enter, or is suspended from entering into a contract with Canada. The list of ineligible and suspended Suppliers is contained in PWGSC’s Integrity Database. The Policy describes how enquiries can be made regarding the ineligibility or suspension of Suppliers.
3. In addition to all other information required in the bid solicitation, the Bidder must provide the following:
 - a. by the time stated in the Policy, all information required by the Policy described under the heading “Information to be Provided when Bidding, Contracting or Entering into a Real Property Agreement”; and
 - b. with its bid, a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offences in the Policy. The list of foreign criminal charges and convictions must be submitted using an Integrity Declaration Form, which can be found at [*Declaration form for procurement*](#).
4. Subject to subsection 5, by submitting a bid in response to this bid solicitation, the Bidder certifies that:
 - a. it has read and understands the [*Ineligibility and Suspension Policy*](#);
 - b. it understands that certain domestic and foreign criminal charges and convictions, and other circumstances, as described in the Policy, will or may result in a determination of ineligibility or suspension under the Policy;
 - c. it is aware that Canada may request additional information, certifications, and validations from the Bidder or a third party for purposes of making a determination of ineligibility or suspension;
 - d. it has provided with its bid a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offences in the Policy;
 - e. none of the domestic criminal offences, and other circumstances, described in the Policy that will or may result in a determination of ineligibility or suspension, apply to it, its affiliates and its proposed first tier subcontractors; and
 - f. it is not aware of a determination of ineligibility or suspension issued by PWGSC that applies to it.
5. Where a Bidder is unable to provide any of the certifications required by subsection 4, it must submit with its bid a completed Integrity Declaration Form, which can be found at [*Declaration form for procurement*](#).
6. Canada will declare non-responsive any bid in respect of which the information requested is incomplete or inaccurate, or in respect of which the information contained in a certification or declaration is found by Canada to be false or misleading in any respect. If Canada establishes after award of the Contract that the Bidder provided a false or misleading certification or declaration, Canada may terminate the Contract



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for default. Pursuant to the Policy, Canada may also determine the Bidder to be ineligible for award of a contract for providing a false or misleading certification or declaration.

2.1.2 Standard instructions, clauses and conditions

Pursuant to the *Department of Public Works and Government Services Act* (S.C. 1996, c.16), the instructions, clauses and conditions identified in the bid solicitation and resulting contract by number, date, and title are incorporated by reference into and form part of the bid solicitation and resulting contract as though expressly set out in the bid solicitation and resulting contract.

2.1.3 Definition of Bidder

"Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.

2.1.4 Submission of bids

1. Canada requires that each bid, at solicitation closing date and time or upon request from the Contracting Authority, be signed by the Bidder or by an authorized representative of the Bidder. If a bid is submitted by a joint venture, it must be in accordance with section 2.1.15.
2. It is the Bidder's responsibility to:
 - a. obtain clarification of the requirements contained in the bid solicitation, if necessary, before submitting a bid;
 - b. prepare its bid in accordance with the instructions contained in the bid solicitation;
 - c. submit by solicitation closing date and time a complete bid;
 - d. send its bid only to the e-mail address specified on Page 1;
 - e. ensure that the Bidder's name, return address, bid solicitation number, and solicitation closing date and time are clearly visible on the bid; and,
 - f. provide a comprehensible and sufficiently detailed bid, including all requested pricing details, that will permit a complete evaluation in accordance with the criteria set out in the bid solicitation.
3. Canada will make available Notices of Proposed Procurement (NPP), bid solicitations and related documents for download through the Government Electronic Tendering Service (GETS). Canada is not responsible and will not assume any liabilities whatsoever for the information found on websites of third parties. In the event an NPP, bid solicitation or related documentation would be amended, Canada will not be sending notifications. Canada will post all amendments, including significant enquiries received and their replies, using GETS. It is the sole responsibility of the Bidder to regularly consult GETS for the most up-to-date information. Canada will not be liable for any oversight on the Bidder's part nor for notification services offered by a third party.
4. Bids will remain open for acceptance for a period of not less than 120 days from the closing date of the bid solicitation, unless specified otherwise in the bid solicitation. Canada reserves the right to seek an extension of the bid validity period from all responsive bidders in writing, within a minimum of 3 days before the end of the bid validity period. If the extension is accepted by all responsive bidders, Canada will continue with the evaluation of the bids. If the extension is not accepted by all responsive bidders, Canada will, at its sole discretion, either continue with the evaluation of the bids of those who have accepted the extension or cancel the solicitation.
5. Bid documents and supporting information may be submitted in either English or French.
6. Bids received on or before the stipulated bid solicitation closing date and time will become the property of Canada and will not be returned. All bids will be treated as confidential, subject to the provisions of the [Access to Information Act](#) (R.S. 1985, c. A-1) and the [Privacy Act](#) (R.S., 1985, c. P-21).



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7. Unless specified otherwise in the bid solicitation, Canada will evaluate only the documentation provided with a bidder's bid. Canada will not evaluate information such as references to Web site addresses where additional information can be found, or technical manuals or brochures not submitted with the bid.
8. A bid cannot be assigned or transferred in whole or in part.

2.1.5 Late bids

Canada will delete all bids delivered after the stipulated solicitation closing date and time.

2.1.6 Customs clearance

It is the responsibility of the Bidder to allow sufficient time to obtain Customs clearance, where required, before the bid closing date and time. Delays related to the obtaining of Customs clearance cannot be construed as "undue delay in the mail" and will not be accepted as a delayed bid.

2.1.7 Legal capacity

The Bidder must have the legal capacity to contract. If the Bidder is a sole proprietorship, a partnership or a corporate body, the Bidder must provide, if requested by the Contracting Authority, a statement and any requested supporting documentation indicating the laws under which it is registered or incorporated together with the registered or corporate name and place of business. This also applies to bidders submitting a bid as a joint venture.

2.1.8 Rights of Canada

Canada reserves the right to:

- a. reject any or all bids received in response to the bid solicitation;
- b. enter into negotiations with bidders on any or all aspects of their bids;
- c. accept any bid in whole or in part without negotiations;
- d. cancel the bid solicitation at any time;
- e. reissue the bid solicitation;
- f. if no responsive bids are received and the requirement is not substantially modified, reissue the bid solicitation by inviting only the bidders who bid to resubmit bids within a period designated by Canada; and,
- g. negotiate with the sole responsive Bidder to ensure best value to Canada.

2.1.9 Rejection of bid

1. Canada may reject a bid where any of the following circumstances is present:
 - a. the Bidder is subject to a Vendor Performance Corrective Measure, under the Vendor Performance Corrective Measure Policy, which renders the Bidder ineligible to bid on the requirement;
 - b. an employee, or subcontractor included as part of the bid, is subject to a Vendor Performance Corrective Measure, under the Vendor Performance Corrective Measure Policy, which would render that employee or subcontractor ineligible to bid on the requirement, or the portion of the requirement the employee or subcontractor is to perform;
 - c. the Bidder is bankrupt or where, for whatever reason, its activities are rendered inoperable for an extended period;
 - d. evidence, satisfactory to Canada, of fraud, bribery, fraudulent misrepresentation or failure to comply with any law protecting individuals against any manner of discrimination, has been received with respect to the Bidder, any of its employees or any subcontractor included as part of the bid;



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- e. evidence satisfactory to Canada that based on past conduct or behavior, the Bidder, a subcontractor or a person who is to perform the Work is unsuitable or has conducted himself/herself improperly;
 - f. with respect to current or prior transactions with the Government of Canada:
 - i. Canada has exercised its contractual remedies of suspension or termination for default with respect to a contract with the Bidder, any of its employees or any subcontractor included as part of the bid;
 - ii. Canada determines that the Bidder's performance on other contracts, including the efficiency and workmanship as well as the extent to which the Bidder performed the Work in accordance with contractual clauses and conditions, is sufficiently poor to jeopardize the successful completion of the requirement being bid on.
2. Where Canada intends to reject a bid pursuant to a provision of subsection 1. (f), the Contracting Authority will so inform the Bidder and provide the Bidder 10 days within which to make representations, before making a final decision on the bid rejection.
 3. Canada reserves the right to apply additional scrutiny, in particular, when multiple bids are received in response to a bid solicitation from a single bidder or a joint venture. Canada reserves the right to:
 - a. reject any or all of the bids submitted by a single bidder or joint venture if their inclusion in the evaluation has the effect of prejudicing the integrity and fairness of the process, or;
 - b. reject any or all of the bids submitted by a single bidder or joint venture if their inclusion in the procurement process would distort the solicitation evaluation, and would cause a result that would not reasonably have been expected under prevailing market conditions and/or would not provide good value to Canada.

2.1.10 Communications—solicitation period

To ensure the integrity of the competitive bid process, enquiries and other communications regarding the bid solicitation must be directed only to the Contracting Authority identified in the bid solicitation. Failure to comply with this requirement may result in the bid being declared non-responsive.

To ensure consistency and quality of information provided to bidders, significant enquiries received and their replies will be posted on the Government Electronic Tendering Service (GETS). For further information, consult subsection 3 of section 2.1.4.

2.1.11 Price justification

In the event that the Bidder's bid is the sole responsive bid received, the Bidder must provide, on Canada's request, one or more of the following price justification:

- a. a current published price list indicating the percentage discount available to Canada; or
- b. a copy of paid invoices for the like quality and quantity of the goods, services or both sold to other customers; or
- c. a price breakdown showing the cost of direct labour, direct materials, purchased items, engineering and plant overheads, general and administrative overhead, transportation, etc., and profit; or
- d. price or rate certifications; or
- e. any other supporting documentation as requested by Canada.

2.1.12 Bid costs

No payment will be made for costs incurred in the preparation and submission of a bid in response to the bid solicitation. Costs associated with preparing and submitting a bid, as well as any costs incurred by the Bidder associated with the evaluation of the bid, are the sole responsibility of the Bidder.



2.1.13 Conduct of evaluation

1. In conducting its evaluation of the bids, Canada may, but will have no obligation to, do the following:
 - a. seek clarification or verification from bidders regarding any or all information provided by them with respect to the bid solicitation;
 - b. contact any or all references supplied by bidders to verify and validate any information submitted by them;
 - c. request, before award of any contract, specific information with respect to bidders' legal status;
 - d. conduct a survey of bidders' facilities and/or examine their technical, managerial, and financial capabilities to determine if they are adequate to meet the requirements of the bid solicitation;
 - e. correct any error in the extended pricing of bids by using unit pricing and any error in quantities in bids to reflect the quantities stated in the bid solicitation; in the case of error in the extension of prices, the unit price will govern.
 - f. verify any information provided by bidders through independent research, use of any government resources or by contacting third parties;
 - g. interview, at the sole costs of bidders, any bidder and/or any or all of the resources proposed by bidders to fulfill the requirement of the bid solicitation.
2. Bidders will have the number of days specified in the request by the Contracting Authority to comply with any request related to any of the above items. Failure to comply with the request may result in the bid being declared non-responsive.

2.1.14 Joint venture

1. A joint venture is an association of two or more parties who combine their money, property, knowledge, expertise or other resources in a single joint business enterprise, sometimes referred as a consortium, to bid together on a requirement. Bidders who bid as a joint venture must indicate clearly that it is a joint venture and provide the following information:
 - a. the name of each member of the joint venture;
 - b. the Procurement Business Number of each member of the joint venture;
 - c. the name of the representative of the joint venture, i.e. the member chosen by the other members to act on their behalf, if applicable;
 - d. the name of the joint venture, if applicable.
2. If the information is not clearly provided in the bid, the Bidder must provide the information on request from the Contracting Authority.
3. The bid and any resulting contract must be signed by all the members of the joint venture unless one member has been appointed to act on behalf of all members of the joint venture. The Contracting Authority may, at any time, require each member of the joint venture to confirm that the representative has been appointed with full authority to act as its representative for the purposes of the bid solicitation and any resulting contract. If a contract is awarded to a joint venture, all members of the joint venture will be jointly and severally or solidarily liable for the performance of any resulting contract.

2.1.15 Conflict of interest—unfair advantage

1. In order to protect the integrity of the procurement process, bidders are advised that Canada may reject a bid in the following circumstances:



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- a. if the Bidder, any of its subcontractors, any of their respective employees or former employees was involved in any manner in the preparation of the bid solicitation or in any situation of conflict of interest or appearance of conflict of interest;
 - b. if the Bidder, any of its subcontractors, any of their respective employees or former employees had access to information related to the bid solicitation that was not available to other bidders and that would, in Canada's opinion, give or appear to give the Bidder an unfair advantage.
2. The experience acquired by a bidder who is providing or has provided the goods and services described in the bid solicitation (or similar goods or services) will not, in itself, be considered by Canada as conferring an unfair advantage or creating a conflict of interest. This bidder remains however subject to the criteria established above.
 3. Where Canada intends to reject a bid under this section, the Contracting Authority will inform the Bidder and provide the Bidder an opportunity to make representations before making a final decision. Bidders who are in doubt about a particular situation should contact the Contracting Authority before bid closing. By submitting a bid, the Bidder represents that it does not consider itself to be in conflict of interest nor to have an unfair advantage. The Bidder acknowledges that it is within Canada's sole discretion to determine whether a conflict of interest, unfair advantage or an appearance of conflict of interest or unfair advantage exists.

2.1.16 Entire requirement

The bid solicitation documents contain all the requirements relating to the bid solicitation. Any other information or documentation provided to or obtained by a bidder from any source are not relevant. Bidders should not assume that practices used under previous contracts will continue, unless they are described in the bid solicitation. Bidders should also not assume that their existing capabilities meet the requirements of the bid solicitation simply because they have met previous requirements.

2.1.17 Further information

For further information, bidders may contact the Contracting Authority identified in the bid solicitation.

2.1.18 Code of Conduct for Procurement—bid

The *Code of Conduct for Procurement* provides that Bidders must respond to bid solicitations in an honest, fair and comprehensive manner, accurately reflect their capacity to satisfy the requirements set out in the bid solicitation and resulting contract, submit bids and enter into contracts only if they will fulfill all obligations of the Contract. By submitting a bid, the Bidder is certifying that it is complying with the *Code of Conduct for Procurement*. Failure to comply with the *Code of Conduct for Procurement* may render the bid non-responsive.

2.2 Submission of Bids

Bids must be submitted only to Employment and Social Development Canada (ESDC) by the date, time and place or email address indicated on page 1 of the bid solicitation.

It is the Bidders responsibility to ensure their proposal and all associated documents are received in full and on time. It is advised that Bidders send the proposal in advance of the closing time to ensure confirmation of receipt.

Bidders must ensure e-mails do not exceed 13MB to avoid problems with transmission. For security reasons, any information submitted on a USB key will not be evaluated.

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 FPS, 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



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

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;



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- 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.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than **10** 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.



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

Canada requests that Bidders provide their full company name and address, e-mail address, as well as contact name, and telephone number.

Canada requests that bidders provide their bid in separate files, in soft copy, as follows:

Section I: Technical Bid 1 soft copy via e-mail;
Section II: Financial Bid 1 soft copy via e-mail;
Section III: Certifications 1 soft copy via e-mail.

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

Canada requests that Bidders follow the format instructions described below in the preparation of their bid:

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

Section I: Technical Bid

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

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

Section II: Financial Bid

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

3.1.1 Electronic Payment of Invoices – Bid

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

If Annex "F" 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.

Section III: Certifications

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

Section IV: Additional Information



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- 3.1.3.1** The Company Security Officer must ensure through the [Contract Security Program](#) that the Bidder and proposed individuals hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.



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

Mandatory and point rated technical evaluation criteria are included in Annex "E".

4.1.2 Financial Evaluation

The price of the bid 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 – Highest Combined Rating of Technical Merit and Price

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation; and
 - b. meet all mandatory criteria; and
 - c. obtain the required minimum of **150** points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of **195** points.
2. Bids not meeting (a) and (b) and (c) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be **60%** for the technical merit and **40%** for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of **60%**.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of **40%**.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.
8. If two or more responsive bids achieve an identical score (total number of points) and this score is determined to be the Highest Combined Rating of Technical Merit and Price, the bidder who achieved the highest technical merit score will be recommended for contract award.

The table below illustrates an **example** where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)



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		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
	Pricing Score	$45/55 \times 40 = 32.73$	$45/50 \times 40 = 36.00$	$45/45 \times 40 = 40.00$
Combined Rating		83.84	75.56	80.89
Overall Rating		1st	3rd	2nd



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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 Integrity 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 COVID-19 Vaccination Requirement Certification

In accordance with the COVID-19 Vaccination Policy for Supplier Personnel, all Bidders must provide with their bid, the COVID-19 Vaccination Requirement Certification attached to this bid solicitation, to be given further consideration in this procurement process. This Certification incorporated into the bid solicitation on its closing date is incorporated into, and forms a binding part of any resulting Contract.

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 specified 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 procurement 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.



5.2.3 Additional Certifications Precedent to Contract Award

5.2.3.1 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting 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 Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder 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 Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability.

5.2.3.2 Education and Experience

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.



PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirements

1. At the date of bid closing, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. For additional information on security requirements, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.



PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Statement of Work

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

7.2 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.

7.2.1 General Conditions

[SACC 2010C](#) - General Conditions (2021-12-02) – Services (medium complexity), applies to and forms part of the Contract.

7.2.2 Supplemental General Conditions

[SACC A9113C](#) – Handling of Personal Information (2014-11-27)

[SACC A9122C](#) – Protection and Security of Data Stored in Databases (2008-05-12)

1. The Contractor must ensure that all the databases containing any information related to the Work are located in Canada or, if the Contracting Authority has first consented in writing, in another country where:
 - a. equivalent protections are given to personal information as in Canada under legislation such as the [Privacy Act](#), R.S. 1985, c.P-21, and the [Personal Information Protection and Electronic Documents Act](#), S.C. 2000, c.5, and under any applicable policies of the Government of Canada; and
 - b. the laws do not allow the government of that country or any other entity or person to seek or obtain the right to view or copy any information relating to the Contract without first obtaining the Contracting Authority's written consent.

In connection with giving its consent to locating a database in another country, the Contracting Authority may, at its option, require the Contractor to provide a legal opinion (from a lawyer qualified in the foreign country) that the laws in that country meet the above requirements, or may require the Contractor to pay for Canada to obtain such a legal opinion. Canada has the right to reject any request to store Canada's data in a country other than Canada if there is any reason to be concerned about the security, privacy, or integrity of Canada's data. Canada may also require that any data sent or processed outside of Canada be encrypted with Canada-approved cryptography and that the private key required to decrypt the data be kept in Canada in accordance with key management and storage processes approved by Canada.



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2. The Contractor must control access to all databases on which any data relating to the Contract is stored so that only individuals with the appropriate security clearance are able to access the database, either by using a password or other form of access control (such as biometric controls).
3. The Contractor must ensure that all databases on which any data relating to the Contract is stored are physically and logically independent (meaning there is no direct or indirect connection of any kind) from all other databases, unless those databases are located in Canada (or in an another country approved by the Contracting authority under subsection 1) and otherwise meet the requirements of this article.
4. The Contractor must ensure that all data relating to the Contract is processed only in Canada or in another country approved by the Contracting Authority under subsection 1.
5. The Contractor must ensure that all domestic network traffic (meaning traffic or transmissions initiated in one part of Canada to a destination or individual located in another part of Canada) is routed exclusively through Canada, unless the Contracting Authority has first consented in writing to an alternate route. The Contracting Authority will only consider requests to route domestic traffic through another country that meets the requirements of subsection 1.
6. Despite any section of the General Conditions relating to subcontracting, the Contractor must not subcontract (including to an affiliate) any function that involves providing a subcontractor with access to any data relating to the Contract unless the Contracting Authority first consents in writing.

7.3 Security Requirements

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

1. The contractor/offeror must, at all times during the performance of the contract/standing offer, hold a valid designated organization screening (DOS), issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC)
2. The contractor/offeror personnel requiring access to **protected** information, assets or sensitive work site(s) must **each** hold a valid **reliability status**, granted or approved by the CSP, PWGSC
3. The contractor/offeror **must not** remove any **protected** information or assets from the identified work site(s), and the contractor/offeror must ensure that its personnel are made aware of and comply with this restriction
4. Subcontracts which contain security requirements are **not** to be awarded without the prior written permission of the CSP, PWGSC
5. The contractor/offeror must comply with the provisions of the:
 - a. Security Requirements Check List and security guide (if applicable), attached at Annex 'C'
 - b. Contract Security Manual (latest edition)

7.3.2 The Company Security Officer must ensure through the [Contract Security Program](#) that the Contractor and individuals hold a valid security clearance at the required level.



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7.4 Term of Contract

7.4.1 Period of the Contract

The period of the Contract is from date of Contract award to March 31, 2025 inclusive.

7.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) additional one (1) year period 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 **60** 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.

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is: **To be provided at contract award**

Name: _____
Title: _____
Employment and Social Development Canada
Address: _____
Telephone: ____ - ____ - _____
E-mail address: _____

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.

7.5.2 Project Authority To be provided at contract award

The Project Authority for the Contract is:

Name: _____
Title: _____
Employment and Social Development Canada
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.

7.5.3 Contractor's Representative

To be provided at contract award



7.6 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: 2012-2](#) of the Treasury Board Secretariat of Canada.

7.7 Payment

7.7.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm minutes and hourly rates, without any minimum as per Annex "B" Customs duties are included and Applicable Taxes are extra.

Travel and Living Expenses

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

All travel must have the prior authorization of the Project Authority. All payments are subject to government audit.

Option to Extend the Contract

During the extended period of the Contract, the Contractor will be paid firm minutes and hourly rates, without any minimum as per Annex "B" to perform all the Work in relation to the contract extension.

7.7.2 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.

7.7.3 Method 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.

7.7.4 Electronic Payment of Invoices – Contract

The Government of Canada is switching from cheques to direct deposit as primary payment method, an electronic transfer of funds deposited directly into your bank account. Direct deposit is faster, more convenient and more secure. Enroll for direct deposit or update the banking information you already have on file by sending your completed [Direct Deposit Enrollment Form](#) at the following email address: nc-cfob-dgapf-fournis-vendors-gd@hrsdc-rhdcc.gc.ca.

7.8 Invoicing Instructions

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

7.9 Certifications and Additional Information

7.9.1 Compliance



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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.

7.10 Applicable Laws

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

7.11 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 general conditions;
- (b) the supplemental general conditions;
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirements Check List;
- (f) Annex D, Covid-19 vaccination requirement certification
- (g) Annex E, Mandatory and Rated technical criteria
- (h) the Contractor's bid dated _____,

7.12 Foreign Nationals (Canadian Contractor)

A2000C Foreign Nationals (Canadian Contractor)

The Contractor must comply with Canadian immigration requirements applicable to foreign nationals entering Canada to work temporarily in fulfillment of the Contract. If the Contractor wishes to hire a foreign national to work in Canada to fulfill the Contract, the Contractor should immediately contact the nearest Service Canada regional office to enquire about Citizenship and Immigration Canada's requirements to issue a temporary work permit to a foreign national. The Contractor is responsible for all costs incurred as a result of non-compliance with immigration requirements.

7.13 Insurance

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

7.14 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".



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ANNEX “A” - STATEMENT OF WORK

1.0 Title

Interpretation Services for Integrity Services Branch

2.0 Objective

The objective is to provide interpretation services to all Integrity Services Branch (ISB) business lines. Integrity Services Investigators (ISI) conduct interviews with Canadian citizens, permanent residents, foreign organizations, family abroad and foreign workers. The successful bidder will be capable of translating English or French to multiple different languages.

3.0 Background Statement

In 2018, an interpretive services contract was awarded for Service Canada Centers (SCC). The In-Person Operations and Strategies (IPOS) Directorate assumed the responsibility for managing the contract with the supplier and coordinate the service requirements. The contract wording allowed for other areas within the Department to leverage the contract. In 2018, regional Integrity Services Branch (ISB) offices started to use CanTalk (on demand interpretation) and IPOS assumed the responsibility of managing the requests for services and monitoring the dollar value of each request. This was an interim measure as the intent was for ISB to develop a national interpretation contract and include all of ISB's business lines. In light of the significant level of effort required to manage the regional ISB requests, IPOS required that ISB/Citizen Services Branch (CSB) develop a service level agreement with cost recovery. Requests for interpretation are essential to our ISB programs; therefore moving forward with a Request for Proposal (RFP) for a national contract for interpretive services has become a high priority.

4.0 Scope

ISB has a requirement for professional interpretation services in a variety of languages spoken around the world and throughout all regions of Canada. The interpreters will be required to deliver simultaneous interpretation in the requested language during professional interviews for the following Integrity programs:

- Temporary Foreign Worker Program
- International Mobility Program
- Employment Insurance Program
- Canada Pension Plan
- Old Age Security
- Social Insurance Number

Interviews could take place in person at various locations (employer's home, work site, Service Canada Centers, senior citizen facilities, long term health care facilities, homes of beneficiaries), over the phone or by virtual service such as Skype. Interpretation could potentially involve court appearances virtually or in person. This interpretation will include terms related to government and to law enforcement. Terminology may include general, specialized and technical law terminology, such as but not limited to, the Department of Employment and Social

Development Act (DESDA), EI Act, policing terminology, accounting, factsheets, guides, court orders, policies and strategies. In addition, the interpreters will also be required to use familiar terminology when providing interpretation between government officials and clients.

The Bidder must certify that every individual proposed in its bid for interpretation will be court certified through the Canadian Translation, Terminologist and Interpreters Council or through Provincial body equivalent.



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ATIO in Ontario: <https://atio.on.ca/>

STIBC in British Columbia: <https://www.stibc.org/>

ATIA in Alberta: <https://www.atia.ab.ca/>

ATIM in Manitoba: <http://atim.mb.ca/>

ATIS in Saskatchewan: <http://atisask.ca/>

CTINB in New Brunswick: <http://ctinb.nb.ca/>

ATINS in Nova Scotia: <https://www.atins.org/>

OTTIAQ in Quebec: <https://ottiaq.org/> (The OTTIAQ is not a member of the CTTIC, but it is the official body in Quebec.)

The contractor will be in the company of a Service Canada Investigator during the in person visit no matter the location. Interpreters are to facilitate the interview process from start to finish and remove communication barriers to the greatest extent possible. The contractor will need to carry proper identification and be dressed in professional attire whenever meeting with clients. Interviews are conducted between investigators and employers, temporary foreign workers, program beneficiaries and other relevant third parties. Multiple parties may be interviewed during the same visit.

The information provided in a foreign language must be interpreted faithfully and accurately into French or English using the exact equivalent meaning and structure. The contractor must be able to accurately interpret and convey tone, style and terminology used by the speakers. Interpreters must be objective and impartial at all times. If any real, potential, or apparent conflict of interest exists, the interpreters must excuse themselves immediately. Interpreters must keep confidential all information gained in the course of providing services; more specifically, they must not discuss, report on, or give an opinion concerning any matter to which they provided interpretation. Interpreters must meet reliability security clearance and maintain this clearance for the duration of the contract.

The interpreter must be aware of, be provided with and follow, all departmentally required policies, including biosecurity protocols, identification processes, privacy protocols, safety and security protocols, code of conduct, cultural sensitivities, and familiarity with terminology relating to ISB programs. There may be instances where the ability to request the gender of the interpreter for cases involving sexual harassment is required.

All interpretive contractors must be able to produce industry standard certifications for all interpreters that may be called upon. The Canadian Standard for Translation Services CAN CGSB 131.10 – 2008 establishes and defines the requirements for the provision of translation service providers. While the standard does not apply to interpreting services, it is used as an industry standard guide for interpretation certification. The Language Industry Association of Canada (AILIA) uses the National Standard Guide for Community Interpreting Services (NSGCIS) and certification from AILIA as an example of industry standard certification.

The contractor should review and sign the written transcript of the conversation prepared by the investigator (in English or French, depending on the target language of the interpretation) and confirm the completeness and accuracy of the transcript.

The contractor should provide two versions of the interview summary, i.e. one in English or French and the other one in the language of the subject or third party. Note: the Integrity Services Investigator documents the phone conversations with clients, but contractor must provide the translated copy.

It would be desirable if, for telephone interpretation services, ISB would be able to pre-book a time frame (i.e. 1:00 – 4:00pm, Spanish translation required). It would be desirable for the ability to book an interpreter through an online service that provides a confirmation email. At times, rapid turn-around times are necessary and services will be required quickly.

5.0 Tasks

The contractor will:



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- a) Provide immediate telephone, in person or virtual interpretation services from English to a minimum of 20 foreign languages and from French to a minimum of 16 foreign languages.
- b) Provide immediate telephone or virtual interpretation services to a minimum of four (4) Indigenous languages from English.
- c) Provide toll free access to interpretation services (accessible in both French and English) Monday to Friday between the hours of 07:00 to 20:00 Eastern Standard Time (EST) and during the weekends and statutory holidays from 9:00 to 15:00 across Canada.
- d) Provide equal quality of service, whether the call originates for English or French.
- e) Provide bilingual receptionist services.
- f) Provide access to an interpreter within 60 seconds of requests by SC staff. The service standard must be adhered to at least 80% of the time.
- g) Provide assistance as required, in determining the language of the caller.
- h) Provide quality control mechanisms to ensure high quality effective service interactions.
- i) Establish identification (ID) numbers that are assigned to each SCC using telephone interpretation or virtual services for the purpose of monitoring and tracking.
- j) Follow the process and the service standard, approved by the Project Authority, for deactivating ID numbers for decommissioned Service Canada Centers and activating ID numbers for new sites.
- k) Provide reports as specified in the deliverable section.

Interpreters will:

- a) Conduct themselves in a professional manner, respecting the Employment and Social Development Canada (ESDC) Code of Conduct by demonstrating the same values and behaviors as our investigators while carrying out their duties.
- b) Have a basic knowledge of our programs and services to be able to engage in a fact finding conversation with our clients in order to be able to rephrase questions where needed to ensure the client understands and is able to respond appropriately.
- c) Take an oath to not disclose information on any matter that they become aware of through the course of their duties, unless required by law. This will prevent unauthorized use and/or disclosure of personal information.
- d) Require sufficient training in respect of handling interviews involving difficult/abusive clients in order to ensure their safety and the safety of the client.
- e) When and if required have reliability security clearance

6.0 Contract Period - Information

Monday through Sunday, 52 weeks a year.

7.0 Phases

Single phase. Interpretation services to be available immediately and available for the duration of the contract.

8.0 Level of Effort

Type	Volume
TFWP	5,000 times per fiscal year. Duration: 40 minutes
CPP/OAS	50 times per fiscal year. Duration: between 30 minutes and 2 hours
Employment Insurance	800 times per fiscal year.



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Enforcement	No volume 1 or 2 person interviewed per case Duration: between 30 minutes and 3 hours.
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70% of the interviews would be conducted by telephone or virtually and 30% of interviews would be conducted in person. The ideal lead-time for requesting interpretive services for both in-person and telephone/virtual interviews is 48 hours. The duration of interpretation services in a court environment are variable and will depend upon the nature of the situation, the court schedule and whether or not the court appoints their own interpretive services personnel. Resources could be required for multiple days and consecutively in certain cases.

Duration of an OAS or CPP Interview:

We do not keep statistics on the duration of OAS and/or CPP interviews. Anecdotally, seasoned investigators state that interviews are at least 30 minutes long and may last up to two (2) hours. Exceptionally, an interview of four (4) hours could take place.

Interviews vary in duration for two main reasons: there are a number of questions that need to be asked concerning an OAS or CPP client’s entitlement to benefits; and, the nature of the clientele, who are primarily senior citizens. Investigators must be cognizant not only of language challenges but also of the client’s ability to communicate, for example, difficulty with hearing, or other medical situations related to advancing age.

Additionally, clients may be uncomfortable about being questioned by government officials, and this could affect the duration of the interview. Questions are normally prepared prior to the interview. However, based on the information the client provides during the interview, other questions can be reformulated or additional questions may be required

Employment Insurance (EI)/Social Insurance Number (SIN) Investigation

There are varying degrees of interviews, from non-complex to complex. Non-complex interviews can take anywhere from 15 minutes to an hour whereas a complex interview will take several hours. The duration of the interview can be affected by the level of cooperation of the client.

Questions are normally prepared prior to the interview. However, based on the information the client provides during the interview, other questions can be reformulated or additional questions may be required.

Enforcement

Given that, this is a project and still in the pilot phase, we do not yet have quantitative data on the volume of need for interpretation services.

9.0 Constraints

Enforcement

The contractor should be aware that the interviews are addressing sensitive situations and that interpretation must be conducted with the same level of sensitivity. Interviewee behavior/response could include, but is not limited to, reluctance to speak or participate, emotional outbursts (e.g., crying), anger, or in rare instances, violent behavior.

Completion of interviews will be dependent upon the cooperation of all parties. The interpreter must, at all times, follow the direction of the Investigator/interviewer with respect to continuing or ending any interview. Contractor discretion at all times before, during and following the interview is of the utmost importance.

Protection of Personal Information

For the purposes of performing the work under this contract, and in accordance with both the Department of Employment and Social Development Canada Act and the Privacy Act, ESDC must provide the contact information to enable interpretation services for Canadian citizens, permanent residents, foreign organizations, family abroad and foreign workers.



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The Contractor must collect the information referred above, directly from the individuals to whom that information relates unless the individuals authorize collection from another source or the direct collection of information might result in the collection of inaccurate information.

The Contractor must inform the individuals of the purpose of the collection, including any statutory authority for the collection, of their right to refuse to provide any or all of the requested information and any possible consequence of such refusal, and of their right of access and correction.

The Contractor must make every effort to ensure the accuracy of the information collected. Unless otherwise required by law or authorized in writing by the individuals to whom that information relates, the Contractor must not collect, use or disclose the information referred 1 above except for the purpose of performing the work under the contract.

The Contractor must maintain all information referred above, and make sure it is only accessible, in Canada.

The Contractor must segregate all records containing information referred to above (whether in electronic format or in hard copy) from other records, and keep all databases in which such records are to be maintained physically independent from all other database, directly in, or indirectly, which are located outside Canada.

The Contractor must ensure that all aspects of the processing of information referred to above are conducted and only accessible in Canada.

The Contractor must take all necessary measures to ensure that every person hired, or the services of whom it retains to fulfill obligations under this contract, knows and complies with all the terms and conditions of this contract with respect to the protection of information referred to above.

Unless otherwise required by law or authorised in writing by the individuals to whom that information relates, the Contractor will ensure that no information referred to above, is disclosed to a third party for a purpose authorised herein, unless there is a written agreement between the Contractor and the third party, imposing upon the third party obligations that are the same as those that are imposed upon the Contractor under this contract with respect to the protection of this information.

The information referred to in section 1 above remains at all times under the control of ESDC. The information referred to in section 1 above is protected by the Privacy Act and any other applicable federal laws governing the protection of personal information held by federal institutions. That information must be treated as such by the Contractor in accordance with the ESDC Security Policy and Procedures Manual, the Government of Canada Security Policy or other instructions that ESDC may issue. Unless otherwise required by law or authorised in writing by the individuals to whom that information relates, the Contractor must not make any copies of the information referred to in section 1 above except with the written consent of ESDC.

Unless otherwise required by law or authorized in writing by the individuals to whom that information relates, upon expiry or termination of the contract, whichever is earlier, the Contractor must destroy the information referred to in section 1 above and copies thereof, if any.

All information must be destroyed in accordance with the ESDC Security Policy and Procedures Manual or other instructions that ESDC may issue. The Contractor's premises must be open for inspection by authorized representatives of ESDC at reasonable times to ensure compliance with the provisions of this contract governing the protection of personal information.

The Contractor must notify ESDC immediately after he becomes aware that a breach of any provision of this contract governing the protection of personal information has occurred.

Any intentional breach by the Contractor of any provision of this contract governing the protection of personal information constitutes a fundamental breach of contract such that the contract may be terminated by ESDC.

Security



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The contractor/offeror must, at all times during the performance of the contract/standing offer, hold a valid designated organization screening (DOS), issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC)

The contractor/offeror personnel requiring access to **protected** information, assets or sensitive work site(s) must **each** hold a valid **reliability status**, granted or approved by the CSP, PWGSC

The contractor/offeror **must not** remove any **protected** information or assets from the identified work site(s), and the contractor/offeror must ensure that its personnel are made aware of and comply with this restriction

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

The contractor/offeror must comply with the provisions of the:

1. Security Requirements Check List and security guide (if applicable), attached at Annex C
2. Contract Security Manual (latest edition)

10.0 Client Support/Key Stakeholders

Key stakeholders include Integrity Service Branch staff, Service Canada clients and those associated with programs Service Canada delivers, and the interpretive contractor.

Citizen Services Branch, In-Person Operations: Pensions and Employment Insurance Services, Direction and Support.

The Pensions and Employment Insurance Services Direction and Support (PEISDS) team ensures the in-person network has all the necessary tools and information required to deliver service excellence to Canadians about five ESDC foundational programs.



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ANNEX “B” - BASIS OF PAYMENT

The following requested languages from English and/or French.
For a period of 3 years.

Bidders must include a firm minute or hour price for each listed languages or the mention Non-Applicable (N/A). A price not included or missing the mention N/A will be interpreted at a value of 0.00\$ per hour or minutes.

Resource Category English/French to Requested Languages	Virtual Firm Minute Rate	Various locations Firm Minute Rate	Court appearance Firm Hourly Rate
Korean	\$	\$	\$
Mandarin	\$	\$	\$
Tagalog	\$	\$	\$
Punjabi	\$	\$	\$
Cantonese	\$	\$	\$
Chinese	\$	\$	\$
Spanish	\$	\$	\$
Vietnamese	\$	\$	\$
Hungarian	\$	\$	\$
Polish	\$	\$	\$
Russian	\$	\$	\$
Arabic	\$	\$	\$
Farsi	\$	\$	\$
Tamil	\$	\$	\$
Hindi	\$	\$	\$
Portuguese	\$	\$	\$
Japanese	\$	\$	\$
Urdu	\$	\$	\$
Italian	\$	\$	\$
Greek	\$	\$	\$
Oji-Cree	\$	\$	\$
Ojibway	\$	\$	\$
Cree	\$	\$	\$
Inuktitut	\$	\$	\$

The following requested languages from English and/or French are considered assets.

Resource Category English/French to Requested Languages	Virtual Firm Hourly Rate	Various locations Firm Hourly Rate	Court appearance Firm Hourly Rate
American Sign Language	\$	\$	\$
Braille	\$	\$	\$

OPTION YEAR 1



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The following requested languages from English and/or French.

Bidders must include a firm minute or hour price for each listed languages or the mention Non-Applicable (N/A), a price not included or missing the mention N/A will be interpreted at a value of 0.00\$ per hour or minutes.

Resource Category English/French to Requested Languages	Virtual Firm Minute Rate	Various locations Firm Minute Rate	Court appearance Firm Hourly Rate
Korean	\$	\$	\$
Mandarin	\$	\$	\$
Tagalog	\$	\$	\$
Punjabi	\$	\$	\$
Cantonese	\$	\$	\$
Chinese	\$	\$	\$
Spanish	\$	\$	\$
Vietnamese	\$	\$	\$
Hungarian	\$	\$	\$
Polish	\$	\$	\$
Russian	\$	\$	\$
Arabic	\$	\$	\$
Farsi	\$	\$	\$
Tamil	\$	\$	\$
Hindi	\$	\$	\$
Portuguese	\$	\$	\$
Japanese	\$	\$	\$
Urdu	\$	\$	\$
Italian	\$	\$	\$
Greek	\$	\$	\$
Oji-Cree	\$	\$	\$
Ojibway	\$	\$	\$
Cree	\$	\$	\$
Inuktitut	\$	\$	\$

The following requested languages from English and/or French are considered assets.

Resource Category English/French to Requested Languages	Virtual Firm Hourly Rate	Various locations Firm Hourly Rate	Court appearance Firm Hourly Rate
American Sign Language	\$	\$	\$
Braille	\$	\$	\$



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OPTION YEAR 2

The following requested languages from English and/or French.

Bidders must include a firm minute or hour price for each listed languages or the mention Non-Applicable (N/A), a price not included or missing the mention N/A will be interpreted at a value of 0.00\$ per hour or minutes.

Resource Category English/French to Requested Languages	Virtual Firm Minute Rate	Various locations Firm Minute Rate	Court appearance Firm Hourly Rate
Korean	\$	\$	\$
Mandarin	\$	\$	\$
Tagalog	\$	\$	\$
Punjabi	\$	\$	\$
Cantonese	\$	\$	\$
Chinese	\$	\$	\$
Spanish	\$	\$	\$
Vietnamese	\$	\$	\$
Hungarian	\$	\$	\$
Polish	\$	\$	\$
Russian	\$	\$	\$
Arabic	\$	\$	\$
Farsi	\$	\$	\$
Tamil	\$	\$	\$
Hindi	\$	\$	\$
Portuguese	\$	\$	\$
Japanese	\$	\$	\$
Urdu	\$	\$	\$
Italian	\$	\$	\$
Greek	\$	\$	\$
Oji-Cree	\$	\$	\$
Ojibway	\$	\$	\$
Cree	\$	\$	\$
Inuktitut	\$	\$	\$

The following requested languages from English and/or French are considered assets.

Resource Category English/French to Requested Languages	Virtual Firm Hourly Rate	Various locations Firm Hourly Rate	Court appearance Firm Hourly Rate
American Sign Language	\$	\$	\$
Braille	\$	\$	\$



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OPTION YEAR 3

The following requested languages from English and/or French.

Bidders must include a firm minute or hour price for each listed languages or the mention Non-Applicable (N/A), a price not included or missing the mention N/A will be interpreted at a value of 0.00\$ per hour or minutes.

Resource Category English/French to Requested Languages	Virtual Firm Minute Rate	Various locations Firm Minute Rate	Court appearance Firm Hourly Rate
Korean	\$	\$	\$
Mandarin	\$	\$	\$
Tagalog	\$	\$	\$
Punjabi	\$	\$	\$
Cantonese	\$	\$	\$
Chinese	\$	\$	\$
Spanish	\$	\$	\$
Vietnamese	\$	\$	\$
Hungarian	\$	\$	\$
Polish	\$	\$	\$
Russian	\$	\$	\$
Arabic	\$	\$	\$
Farsi	\$	\$	\$
Tamil	\$	\$	\$
Hindi	\$	\$	\$
Portuguese	\$	\$	\$
Japanese	\$	\$	\$
Urdu	\$	\$	\$
Italian	\$	\$	\$
Greek	\$	\$	\$
Oji-Cree	\$	\$	\$
Ojibway	\$	\$	\$
Cree	\$	\$	\$
Inuktitut	\$	\$	\$

The following requested languages from English and/or French are considered assets.

Resource Category English/French to Requested Languages	Virtual Firm Hourly Rate	Various locations Firm Hourly Rate	Court appearance Firm Hourly Rate
American Sign Language	\$	\$	\$
Braille	\$	\$	\$



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The following languages are not mandatory, nor considered an asset, and will not be evaluated or provide an added value, but may be included for further consideration. States all other languages the Bidder may offer.

Other language the bidder may offer.

Resource Category English/French to Requested Languages



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ANNEX "C" - SECURITY REQUIREMENTS CHECK LIST

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

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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 Yes
Non Oui

If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :

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

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

Document Number / Numéro du document :

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

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

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

Special comments:
Commentaires spéciaux : _____

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

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No Yes
Non Oui

If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No Yes
Non Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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

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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 CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
							NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL	A		B	C	CONFIDENTIEL			
Information / Assets Renseignements / Biens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Media / Support TI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Link / Lien électronique	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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) Lynne Rattray		Title - Titre Director	Signature Rattray, Lynne <small>Digitally signed by Rattray, Lynne Date: 2021.08.02 11:06:51 -04'00'</small>
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel lynne.rattray@servicecanada.gc.ca	Date 2021-08-02
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) Jean-Claude Lajoie		Title - Titre RSO/NCR	Signature Lajoie, JeanClaude <small>Digitally signed by Lajoie, JeanClaude Date: 2021.08.03 08:02:26 -04'00'</small>
Telephone No. - N° de téléphone 819-743-6752	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel jeanclaude.lajoie@service.canada.gc.ca	Date 2021-08-03
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?			<input type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées) Julie Barrette		Title - Titre Senior procurement specialist	Signature Barrette, Julie <small>Digitally signed by Barrette, Julie DN: C=CA, O=GC, OU=HRSDC-RHDCC, CN=Barrette, Julie Reason: I am the author of this document Location: your signing location here Date: 2021.11.02 08:51:18-04'00' Foxit PDF Editor Version: 11.0.1</small>
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées) Jacques Saumur		Title - Titre Quality Assurance Officer	Signature Saumur, Jacques O <small>Digitally signed by Saumur, Jacques O Date: 2019.10.30 08:07:07 -04'00'</small>
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel jacques.saumur@tpsgc-pwgsc.gc.ca	Date



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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 with Health Canada-approved COVID-19 vaccine(s); or
- (b) for personnel that are unable to be vaccinated due to a certified medical contraindication, religion or other prohibited grounds of discrimination under the *Canadian Human Rights Act*, subject to accommodation and mitigation measures that have been presented to and approved by Canada;

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

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

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

Signature: _____

Date: _____

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

Initials: _____

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



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ANNEX “E” MANDATORY AND RATED TECHNICAL CRITERIA

4.1.1 Mandatory Technical Criteria

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

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

Mandatory Technical Criteria (MT)		
<p>The Bidder must demonstrate in detail how the company meets the mandatory requirements specified below.</p> <p>The Bidder must include the referenced section/page on their proposal. Mandatory requirements must be met. Rated criteria are used to evaluate each submission.</p>		
Number	Mandatory Technical Criteria	Project # and Page
MT1	<p>The bidder MUST provide three (3) examples of projects completed in the last five (5) years where ongoing telephone, in person and video remote interpretative services were provided in a customer service environment. At least one (1) of the three (3) projects MUST be with a government department, agency or a large organization with a client volume exceeding 75 calls per month.</p> <p>The bidder must provide the following:</p> <ul style="list-style-type: none"> • names • addresses • phone numbers and email/website addresses • contact person responsible for the contract • contract numbers of the organisations for which interpretive services were provided • duration of contracts: in format mm-yyyy to mm-yyyy • type of clients they were providing the services for • a project summary of description of work performed <p>Canada may contact the reference person for information and validation.</p>	
MT2	<p>The bidder MUST provide in both official languages (French and English) receptionist service.</p> <p>The bidder must provide proof that the company works in both official languages. Proof must include:</p> <ul style="list-style-type: none"> • a minimum of two (2) company names for which services are provided • addresses • phone numbers • contract numbers for which services are provided <p>Canada may contact the reference person for information and validation.</p>	



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<p>MT3</p>	<p>The bidder MUST have a minimum of five (5) years' experience delivering certified/accredited interpretation services in all languages listed in the Annex B, Base of payment.</p> <p>The bidder must include the name of clients and dates when services were provided, and the types of languages offered during the service period. For example,</p> <p>Client Organization Name of Project Authority Date of the services Address Phone number Email List of languages covered during that time range</p> <p>Canada may contact the reference person for information and validation.</p>	
<p>MT4</p>	<p>The bidder MUST provide a project implementation plan that includes a set-up and activation strategy for providing telephone interpretation services starting at contract award. Include tasks and total time associated with the required transition and initial set-up process in order to meet this deadline.</p> <p>The Bidder MUST also include how the tasks will be completed, what resources will be required, where those resources will come from, and how progress/success will be tracked in order to meet the go-live deadline.</p>	
<p>MT5</p>	<p>The Contractor MUST be certified and in good standing with AILIA (Association de l'Industrie de la langue/Language Industry Canada) or other certification authority to meet the National Standards for Interpretation Services (NSGCIS). Bidders must provide a copy of the certificate within technical bid.</p>	

Point Rated Technical Criteria

Bids which meet all the mandatory technical rated criteria will be evaluated and scored as specified in the tables inserted below.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive. Each point rated technical criterion should be addressed separately.

The rating grid below will be used to evaluate the technical merit of each submission (rated requirements).

The minimum passing mark for each submission is 150/195. If the passing mark is not obtained, the bid will be disqualified.



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Evaluation Criteria	Weighing Scale	Justification	Points Awarded
RC1. TECHNICAL APPROACH			
<p>The bidder MUST demonstrate it's understanding of the scope of the service with concrete examples of experience delivering ongoing telephone, in person and video remote interpretative services. The bidder must provide:</p> <ul style="list-style-type: none"> the name of organizations for which a similar service was delivered the scope of the service how the service was delivered the languages in which the services were provided. 	Excellent	Complete and accurate understanding of the scope of the services, with significant elaboration.	25 points
	Very Good	Complete and accurate understanding of the scope of the services, with some elaboration.	20 points
	Good	Complete and accurate understanding of the scope of the services.	15 points
	Fair	Incomplete or inaccurate understanding of the scope of the services.	10 point
	Poor	No report provided or little understanding of the scope of the services.	0 point

Evaluation Criteria	Weighing Scale	Justification	Points Awarded
RC2. PROJECT IMPLEMENTATION			
<p>The bidder MUST provide a project implementation plan that includes a set-up and activation strategy for providing telephone interpretation services starting at contract award date. The implementation plan MUST include tasks and total time associated with the required transition and initial set-up process in order to meet this deadline.</p>	Excellent	5+ years	25 points
	Very Good	5 years	20 points
	Good	3 years	15 points
	Fair	2 years	10 points
	Poor	Less than 2 years	0 points

Evaluation Criteria	Weighing Scale	Justification	Points Awarded
RC3. METHODOLOGY- REPORTING			
<p>The Bidder MUST provide a clear description of the items in the monthly report as referenced in the SOW and should include one sample report (no longer than three pages). i.e., for the purpose of statistical analysis and tracking of call usage and evidence of service rendered which they will submit to the Project Authority.</p>	Excellent	Complete and detailed report, including description of the items in the report as referenced in the SOW, with significant elaboration	25 points
	Very Good	Complete and detailed report, including description of the items in the report as referenced in the SOW, with some elaboration	20 points
	Good	Complete and detailed report, including description	15 points



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		of the items in the report as referenced in the SOW.	
	Fair	Incomplete or unclear report, including description of the items in the report as referenced in the SOW.	10 points
	Poor	No report provided or the description does not explain the items in the report or how these reports will be undertaken.	0 points

Evaluation Criteria	Weighing Scale	Justification	Points Awarded
RC4. TIMELY ACCESS TO SERVICES			
<p>A. Demonstrate by a clear and concise example of what procedures are in place by the bidder on how the bidder's will process to ensure the service standard of connecting with interpretive services is within 60 seconds:</p> <ul style="list-style-type: none"> from the point of placing an initial call to the bidder's receptionist and connecting to an interpreter. 	Excellent	Complete and detailed process is outlined that includes steps, measures, and activities, with significant elaboration.	25 points
	Very Good	Complete and detailed process is outlined that includes steps, measures, and activities, with some elaboration.	20 points
	Good	Complete and detailed process is outlined that includes steps, measures, and activities, but without elaboration.	15 points
	Fair	Incomplete or unclear process is outlined to undertake these activities.	10 points
	Poor	No plan provided or the process does not explain how these activities will be undertaken.	0 points



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Evaluation Criteria	Weighing Scale	Justification	Points Awarded
RC5. QUALITY CONTROL & CONTINGENCY PLAN			
Describe quality control mechanisms that the bidder have in place to ensure that the interpretations are accurate and consistent. Bidder shall outline the process for addressing issues and complaints received by the Project authority regarding services provided by interpreters by providing: <ul style="list-style-type: none"> • An example of documented complaint • A list of actions taken • An example of a documented complaint • How the complaint is resolved by demonstrating procedures or actions taken to avoid similar issues. How the feedback is communicated to the Project Authority.	Excellent	Complete and detailed plans to undertake these activities, with significant elaboration	25 points
	Very Good	Complete and detailed plans to undertake these activities, with some elaboration	20 points
	Good	Complete and detailed plans to undertake these activities, but without elaboration	15 points
	Fair	Incomplete or unclear plans to undertake these activities	10 points
	Poor	No plan provided or the plan doesn't explain how these activities will be undertaken.	0 points

Evaluation Criteria	Weighing Scale	Justification	Points Awarded
RC6. Degree in language communication and/or translation			
All proposed interpreters must have a relevant degree (i.e. language/communication/translation) from an accredited Canadian institution, or a recognized equivalent. Proof of education (and foreign credential assessment, if applicable). Bidders must provide copy of the certification for all proposed interpreters within the technical bid.	Excellent	Graduate Degree	25 points
	Very Good	Undergraduate Degree	20 points
	Good	College Degree	15 points
	Fair	Other	10 points
	Poor	No completed related education	0 points

Evaluation Criteria	Weighing Scale	Justification	Points Awarded
RC7. Degree in language communication and/or translation			
Should changes of personnel occur, outline a contingency plan to avoid disruption to the level of service and language availability.	Excellent	Complete and detailed plans to undertake these activities, with significant elaboration	25 points
	Very Good	Complete and detailed plans to undertake these activities, with some elaboration	20 points



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	Good	Complete and detailed plans to undertake these activities, but without elaboration	15 points
	Fair	Incomplete or unclear plans to undertake these activities	10points
	Poor	No plan provided or the plan doesn't explain how these activities will be undertaken.	0 points

Evaluation Criteria	Weighing Scale	Justification	Points Awarded
RC8. Interpretation of languages considered as assets			
<p>A. In addition to the mandatory languages listed in Annex 'F', state whether American Sign Language and/or Braille are currently available for interpretation to and from <u>English</u>. To ensure sustainability of services, the list may only include languages that have been available from this Bidder for at least 12 months in the past 5 years. The bidder must provide a contract number related to the project.</p> <p>Canada may contact the organization for validation.</p>	Excellent	American Sign Language and Braille	10 points
	Good	American Sign Language OR Braille	5 points
	Poor	None	0 points
<p>B. In addition to the mandatory languages listed in Annex 'F', state whether American Sign Language and/or Braille are currently available for interpretation to and from <u>French</u>. To ensure sustainability of services, the list may only include languages that have been available from this Bidder for at least 12 months in the past 5 years. The bidder must provide a contract number related to the project. Canada may contact the organization for validation.</p>	Excellent	American Sign Language and Braille	10 points
	Good	American Sign Language OR Braille	5 points
	Poor	None	0 points
Total point-rated criteria points: 195			
Minimum points required: 150			/150



ANNEX “F” – ELECTRONIC PAYMENT INSTRUMENTS

Canada requests that Bidders complete option 1 or 2 below:

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

The following Electronic Payment Instrument(s) are accepted:

- Direct Deposit (Domestic and International);
- Electronic Data Interchange (EDI);
- Wire Transfer (International Only);

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

The Bidder is not obligated to accept payment by Electronic Payment Instruments.
Acceptance of Electronic Payment Instruments is not an evaluation criterion.



ANNEX "G" - MONTHLY REPORT TO BE SUBMITTED WITH EACH INVOICES

Date	Time	Origin of Call	Name of Employee Requesting Call	Reference ID for Interpreters	Month / Mois	Source Language	Target Language	Nature if Call (Group)	Reference Number (Case Number)	Connect Time (seconds)	Duration (Minutes)	Rate	Cost *Pre tax	Total Cost per office	Total Call time per office	Tracking calls when Interpreter is not available	Tracking Calls where an appointment is required