



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

Bid Receiving/Réception des soumissions

Royal Canadian Mounted Police/Gendarmerie royale du Canada
Procurement and Contracting Services/ Services de l'approvisionnement et des contrats

Email/Courriel:

NWR_Procurement_Bids@rcmp-grc.gc.ca

**REQUEST FOR
PROPOSAL**

**DEMANDE DE
PROPOSITION**

Proposal to: Royal Canadian Mounted Police

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

Proposition aux : Gendarmerie royale du Canada

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

Comments: - Commentaires :

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

LE PRÉSENT DOCUMENT COMPORTE UNE EXIGENCE EN MATIÈRE DE SÉCURITÉ

Title – Sujet Psychologist for Critical Incident Debriefs		Date September 7th, 2022
Solicitation No. – N° de l'invitation M5000-22-5842/A		
Client Reference No. - No. De Référence du Client 202205842		
Solicitation Closes – L'invitation prend fin		
At / à :	2 :00 pm / 1400 heure	CST (Central Standard Time) HNC (Heure Normale du Centre)
On / le :	October 5th, 2022	
Delivery - Livraison See herein — Voir aux présentes	Taxes - Taxes See herein — Voir aux présentes	Duty – Droits See herein — Voir aux présentes
Destination of Goods and Services – Destinations des biens et services See herein — Voir aux présentes		
Instructions See herein — Voir aux présentes		
Address Inquiries to – Adresser toute demande de renseignements à sheena.simonson@rcmp-grc.gc.ca		
Telephone No. – No. de téléphone 306-515-1653	Facsimile No. – No. de télécopieur N/a	
Delivery Required – Livraison exigée See herein — Voir aux présentes	Delivery Offered – Livraison proposée	
Vendor/Firm Name, Address and Representative – Raison sociale, adresse et représentant du fournisseur/de l'entrepreneur:		
Telephone No. – No. de téléphone	Facsimile No. – No. de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) – Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)		
Signature	Date	



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PART 1 – GENERAL INFORMATION

1.1 Introduction

The 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 Statement of Work, the Basis of Payment, the Security Requirements Checklist, the Certification of Independent Bid Determination, the Insurance Requirements, and any other annexes.

1.2 Summary

The Royal Canadian Mounted Police (RCMP) require the services of one qualified Psychologist to provide critical incident stress management (CISM) support services within Manitoba to RCMP employees and at times their respective family members for approximately 72 hours (3 days) per month. The RCMP, D Division (DDIV) Health Services, will use this service to conduct psychological debriefings and crisis intervention to RCMP employees in accordance with the CISM Program as well as coordinate and deliver preventative health programs in collaboration with DDIV Health Services and the CISM Program. The CISM Guide is attached at Appendix 5.

The contract is for a period of two years, with option to extend the term of the Contract by up to 3 additional one-year period(s).

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. Please note, the above website is specific to PWGSC requirements and processes may differ from RCMP requirements.



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 Recourse Mechanisms

If you have any concerns relating to the procurement process, please refer to the [Recourse Mechanisms](#) page on the Buyandsell.gc.ca website. Please note that there are strict deadlines for filing complaints with the Canadian International Trade Tribunal (CITT) or the [Office of the Procurement Ombudsman \(OPO\)](#).

<https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/bid-follow-up/bid-challenge-and-recourse-mechanisms>

<http://opo-boa.gc.ca/plaintesurvol-complaintoverview-eng.html>

PART 2 – BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

Revision to Departmental Name: As this solicitation is issued by Royal Canadian Mounted Police (RCMP), any reference to Public Works and Government Services Canada or PWGSC or its Minister contained in any term, condition or clause of this solicitation, including any individual SACC clauses incorporated by reference, will be interpreted as reference to RCMP or its Minister.

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

The [2003](#) (2022-03-29) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of [2003](#), Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days
Insert: 180 days

2.2 Submission of Bids

Bids must be submitted only to RCMP Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

NOTE: The RCMP has not been approved for bid submission by epost Connect service.



2.3 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 5 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.

2.4 Applicable Laws

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

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

2.5 Promotion of Direct Deposit Initiative

The following information is not related to the solicitation process:

An initiative within the Government of Canada called the Cheque Standardization Project has been established whereby eventually for all payments, cheque stubs will no longer be printed and, with few exceptions, will be processed via direct deposit. This option is only available when payment is made in Canadian dollars for deposit into a Canadian bank account. In an attempt to be proactive, RCMP Corporate Accounting is promoting the registration of RCMP suppliers for the upcoming change in the payment process.

If you are the successful bidder on this or any other RCMP requirement, you are encouraged to register with the RCMP for direct deposit. Please contact RCMP Corporate Accounting by email to receive a form entitled *Recipient Electronic Payment Registration Request* along with instructions for completion of the form.

Should you have any questions regarding the Cheque Standardization Project or if you want to register, please contact the following email: corporate_accounting@rcmp-grc.gc.ca

2.6 Non-Disclosure Agreement

The Contractor must obtain from its employee(s) or subcontractor(s) the completed and signed non-disclosure agreement, attached at Annex E, and provide it to the Contracting Authority before they are given access to information by or on behalf of Canada in connection with the Work.

PART 3 – BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions



Canada requests that the Bidder submit its complete **email** bid in separately saved and attached sections as follows:

Section I: Technical Bid (one soft copy in PDF format)

Section II: Financial Bid (one soft copy in PDF format)

Section III: Certifications (one soft copy in PDF format)

Important Note:

For bids transmitted by email, Canada will not be responsible for any failure attributable to the transmission or receipt of the bid including, but not limited to, the following:

- a. receipt of garbled or incomplete bid;
- b. delay in transmission or receipt of the bid to the Contracting Authority's email inbox (the date & time on the email received by the Contracting Authority is considered the date & time of receipt of the bid submission);
- c. availability or condition of the receiving equipment;
- d. incompatibility between the sending and receiving equipment;
- e. failure of the Bidder to properly identify the bid;
- f. illegibility of the bid; or
- g. security of bid data.

A bid transmitted electronically constitutes the formal bid of the Bidder and must be submitted in accordance with Section 05 of 2003 (2022-03-29) Standard Instructions - Goods or Services - Competitive Requirements.

The RCMP has restrictions on incoming e-mail messages. The maximum e-mail message size including all file attachments must not exceed 5MB. Zip files or links to bid documents will not be accepted. Incoming e-mail messages exceeding the maximum file size and/or containing zip file attachments will be blocked from entering the RCMP e-mail system. A bid transmitted by e-mail that gets blocked by the RCMP e-mail system will be considered not received. It is the responsibility of the Bidder to ensure receipt.

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 hard copy bid:

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

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



1. Include all environmental certification(s) relevant to your organization (e.g. ISO 14001, Leadership in Energy and Environmental Design (LEED), Carbon Disclosure Project, etc.)
2. Include all environmental certification(s) or Environmental Product Declaration(s) (EPD) specific to your product/service (e.g. Forest Stewardship Council (FSC), ENERGYSTAR, etc.)
3. Unless otherwise noted, bidders are encouraged to submit bids electronically. If hard copies are required, bidders should:
 - a. use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
 - b. use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Bid

In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability 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

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

3.1.2 Exchange Rate Fluctuation

[C3011T](#) (2013-11-06), Exchange Rate Fluctuation

Section III: Certifications

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

PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

4.1.1 Technical Evaluation



4.1.1.1. Mandatory Technical Criteria

Refer to Appendix 1, Technical Evaluation.

4.1.2 Financial Evaluation

4.1.2.1 Mandatory Financial Criteria

The financial evaluation will be conducted by calculating the Total Evaluated Bid Price using Annex B, Basis of Payment.

SACC Manual Clause [A0220T](#) (2014-06-26), Evaluation of Price-Bid

4.2 Basis of Selection

4.2.1 Mandatory Technical Criteria

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

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications 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.

5.1.1 Integrity Provisions

In accordance with the section titled Information to be provided when bidding, contracting, or entering into a real property agreement subject to the [Ineligibility and Suspension Policy](#) (<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:

- Declaration of Convicted Offences - Integrity Declaration Form (as applicable)
- Required Documentation (List of names for integrity verification form)



Please see the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/formulaires-forms-eng.html) website for further details (http://www.tpsgc-pwgsc.gc.ca/ci-if/formulaires-forms-eng.html).

5.1.2 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.

5.1.3 Additional Certifications Precedent to Contract Award

5.1.3.1 Independent Bid Determination

The attached Certificate of Independent Bid Determination found at Appendix 2 has been developed by the federal Competition Bureau for use by the Contracting Authority when calling for bids, tenders or quotations. The intention of this documentation is to deter bid-rigging by requiring bidders to disclose, to the Contracting Authority, all material facts about any communications and arrangements which the bidder has entered into with competitors regarding the call for tenders.

5.1.3.2 Former Public Servant

Refer to Appendix 3.

5.1.3.3 Status and Availability of Resources

[A3005T](#) (2010-08-16) Status and Availability of Resources

5.1.3.4 Education and Experience

[A3010T](#) (2010-08-16) Education and Experience

5.1.3.5 License Registration

Prior to contract award, the Contractor must provide proof of registration as a licensed psychologist in the Province of Manitoba.

PART 6 – SECURITY REQUIREMENTS

6.1 Security Requirements

1. Before award of a contract, the following conditions must be met:



- (a) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the Contract Security Program of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website. Please note, the above website is specific to PWGSC requirements and processes may differ from RCMP requirements.

6.2 Insurance Requirements

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex D.

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

PART 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.

Revision to Departmental Name: As this contract is issued by Royal Canadian Mounted Police (RCMP), any reference to Public Works and Government Services Canada or PWGSC or its Minister contained in any term, condition or clause of this contract, including any individual SACC clauses incorporated by reference, will be interpreted as reference to RCMP or its Minister.

7.2.1 General Conditions

[2035](#) (2022-05-12) General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

7.3 Security Requirements



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

The Contractor (if an individual) and all of the contractor's personnel/subcontractors who may work on site must hold a valid "Top Secret" Security Clearance issued by RCMP Departmental Security.

Only those individuals who have met the security clearance requirements will be allowed access to the site of the work.

7.4 Term of Contract

7.4.1 Period of the Contract

The period of the Contract is from ***[to be inserted at award of contract]*** to ***[to be inserted at award of contract]*** 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 3 additional 1 year periods 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 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:

Name: Sheena Simonson
Title: Procurement Officer, Royal Canadian Mounted Police
Address: 6101 Dewdney Ave, Regina, SK, S4P 3K7
Telephone: (306) 515-1653
E-mail address: sheena.simonson@rcmp-grc.gc.ca

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

7.5.2 Project Authority

The Project Authority for the Contract is:

[to be inserted at award of contract]

Name: _____
Title: _____



Organization: _____

Address: _____

Telephone: ____-____-____

Facsimile: ____-____-____

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

Please fill in the below section:

Name: _____

Title: _____

Telephone No. _____

Facsimile No. _____

E-mail address: _____

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: 2019-01](#) of the Treasury Board Secretariat of Canada.

7.7 Payment

7.7.1 Basis of Payment

The Contractor will be paid firm hourly rates in accordance with Annex B, Basis of Payment, for work performed in accordance with the Contract. 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.

7.7.2 Limitation of Expenditure



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

7.7.3 Monthly Payments

H1008C (2008-05-12) Monthly Payments

7.7.4 T1204 - Direct Request by Customer Department

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

7.7.5 Time Verification

C0711C (2008-05-12) Time Verification

7.8 Invoicing Instructions

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

Each invoice must be supported by:

- a. a copy of time sheets to support the time claimed;
 - c. a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
2. Invoices must be distributed as follows:
 - a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

7.9 Certifications and Additional Information

7.9.1 Compliance

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



7.10 Applicable Laws

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

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 Articles of Agreement;
- b) the general conditions 2035 (2022-05-12) General Conditions - Higher Complexity - Services;
- c) Annex A, Statement of Work;
- d) Annex B, Basis of Payment;
- e) Annex C, Security Requirements Check List;
- f) Annex D, Insurance Requirements;
- g) Annex E, Non-disclosure Agreement;
- h) the Contractor's bid dated **[to be inserted at award of contract]**.

7.12 Procurement Ombudsman

7.12.1 Dispute Resolution

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

7.12.2 Contract Administration

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will review a complaint filed by the complainant respecting administration of this contract if the requirements of Subsection 22.2(1) of the *Department of Public Works and Government Services Act* and Sections 15 and 16 of the *Procurement Ombudsman Regulations* have been met.

To file a complaint, the Office of the Procurement Ombudsman may be contacted by e-mail at boa.opo@boa-opo.gc.ca, by telephone at 1-866-734-5169, or by web at www.opo-boa.gc.ca.

7.13 Insurance – Specific Requirements

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

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



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

7.14 Specific Person

The Contractor must provide the services of the following person to perform the Work as stated in the Contract:

Enter on the blank below the name of the person who will be performing the Work as stated in the Contract:

7.15 SACC Manual Clauses

A9068C (2010-01-11) Government Site Regulations



ANNEX A – STATEMENT OF WORK

TITLE

D Division Psychologist for critical incident stress management support services to Royal Canadian Mounted Police employees and family members

ACRONYMS

RCMP: Royal Canadian Mounted Police
CISM: Critical Incident Stress Management
DDIV: D Division

BACKGROUND

As the national police service, the nature and frequency of critical incidents to which employees of the RCMP are potentially exposed are significantly greater than those for personnel in other occupations. The negative effects of a critical incident may impact other close contacts of the employee as well, e.g. family members.

Critical Incident Stress Management (CISM) must address the needs of all employees, regardless of the nature and degree of exposure to an incident, and provide support to family members where required as well. Personnel will have different reactions to exposure during and after a critical incident. As a result, the organization will manage the negative consequences associated to an employee's reaction to a critical incident by providing all employees with education and information on:

- understanding the impact that a critical incident may have on them;
- identifying signs and symptoms associated to negative stress reaction;
- knowing when they need to seek support; and
- tools and resources that they can access to manage their stress.

In applying a CISM approach, the RCMP emphasizes that it will offer management and aftercare, but acceptance and participation on the part of employees is not mandatory. In this sense, the CISM approach is to empower employees to be self-aware and address health problems as early as possible. Managers and supervisors ensure that employees are aware of services and supports that are available to them, should they wish to use them.

OBJECTIVE

The RCMP require the services of one qualified Psychologist to provide critical incident stress management (CISM) support services within Manitoba to RCMP employees and at times their respective family members for approximately 72 hours (3 days) per month. The RCMP, DDIV Health Services, will use this service to conduct psychological debriefings and crisis intervention to RCMP employees in accordance with the CISM Program as well as coordinate and deliver preventative health programs in collaboration with DDIV Health Services and the CISM Program. The CISM Guide is attached at Appendix 5.

The contract is for a period of two years, with option to extend the term of the Contract by up to 3 additional one-year period(s).

QUALIFICATIONS



The Contractor must possess a doctoral degree with specialization in clinical/counselling psychology from a recognized university; be licensed as a psychologist in the Province of Manitoba or registered within another province or territory with eligibility for license in the province of Manitoba; be in good standing with the Provincial College / Association of Psychologists in the province of practice; be able to practice without any restrictions in the area of Clinical Psychology with adults; be an experienced practitioner with a minimum of 5 years (60 months) of cumulative full or part time experience who has worked with emergency services/first responders personnel.

TASKS

The Contractor must:

- As and when required, as directed by RCMP Health Services and the CISM Program, conduct psychological debriefings and crisis intervention to RCMP employees in accordance with the CISM Program as well as coordinate and deliver preventative health programs in collaboration with DDIV Health Services and the CISM Program.
- Provide CISM support services including individual and group debriefings to RCMP employees and at times their family members by attending various detachment/locations in Manitoba when requested in order to conduct CISM support services.
- Provide consultation to RCMP employees on psychological matters relevant to the RCMP and northern remote policing.
- Ensure quality of services offered including but not limited to: follow-up care, referral to RCMP Health Services or other applicable health care providers where required.
- Deliver psychological services in accordance with the Health Services Manual, Medavie Blue Cross Policy and other applicable RCMP policies and guides. Required policies, guidelines, and procedures will be made available to the Contractor after award of contract.
- Complete all tasks and reports in accordance with the established RCMP occupational health policies, guidelines and procedures. Required policies, guidelines, and procedures will be made available to the Contractor after award of contract.

DELIVERABLES

The Contractor must provide a short report as soon as possible after each critical incident debrief which includes at minimum the individuals in attendance and whether or not any additional care is required.

HOURS OF OPERATION AND TIMEFRAMES

Services are required as and when needed and requested by the RCMP, including evenings weekends, and statutory holidays.

The Contractor will typically be given 24 hours' notice by telephone or by email in advance of when work will be required to be performed, with an expected delivery of work completed within 72 hours of notice issued of the work being required. A longer deliverable may be permitted where required and approved by the RCMP. The Contractor must have an active email address and a working phone that they must keep charged and accessible throughout the duration of the contract, and that they must report to the Project Authority if the phone is lost/stolen/broken or if the number changes.

RCMP will obtain/coordinate required Contractor services for the periods that the Contractor is on vacation or ill.

LANGUAGE OF WORK

Written and verbal communication for the work are required to be conducted in English.



LOCATION OF WORK / TRAVEL

The Contractor must attend varying locations within Manitoba. Travel will be required within the province of Manitoba, including to remote and isolated communities, to provide crisis intervention support services through the CISM Program. Varying means of travel may be required including plane, car, and helicopter. RCMP will assist with transport by police plane and/or police vehicle, when available. Where travel bookings are not provided by the RCMP, the Contractor must arrange all aspects of travel, including booking and initial payment. The National Joint Council Directive will apply for any travel, accommodation and living expenses. Overnight stays may also be required due to limited flight schedules, etc. Where travel is required outside the Winnipeg area, travel rates will be paid upon receipt in accordance with the National Joint Council Travel Directive, Appendix B and C.

MEETINGS

The Contractor must maintain communication with Health Services Staff after each debrief event for follow up care, or additional referrals.

LEVEL OF EFFORT

The anticipated (estimated) level of services required is approximately 72 hours (3 days) per month. This is an estimate only and actual services required may vary month to month.

GOVERNMENT SUPPLIED MATERIAL (GSM)

None

GOVERNMENT FURNISHED EQUIPMENT (GFE)

None

CONTRACTOR'S CONTRIBUTIONS

The Contractor must provide their own computer, telephone and all office supplies and anything else required to perform the work under the contract.

RCMP CONTRIBUTIONS

RCMP will provide a summary of the critical incident to the Contractor prior to the critical incident debrief.

RCMP will assist with transport for the Contractor by police plane combined with police vehicle where required, when available. RCMP will notify the Contractor when RCMP will be able to assist with travel; otherwise the expectation is that the Contractor would arrange their own travel.

Private space within the detachment/RCMP facility will be provided for the Contractor during the visit to perform CISM services.

The RCMP will provide the Contractor with RCMP Health Directives, as well as policies, guidelines, and procedures if or as required in relation to and for the support of the Contractor's performance of duties in this contract.



ANNEX B – BASIS OF PAYMENT

Pricing

- All prices in the table below are in Canadian dollars (CAD), and the Contractor will be paid in CAD.
- The prices in the table below include all costs of providing the services in accordance with Annex A, Statement of Work.
- GST/HST is excluded from the prices below. GST/HST, if applicable, is to be shown as a separate line item on invoices for the Contract.
- Firm hourly rates listed in the table below must remain firm for the duration of the Contract.
- The prices listed in the table below are for the person identified in section 7.14 of the Contract.

Invoicing

- The Contractor must submit an invoice at the end of each month for all work completed in the month.

Financial evaluation

- The bidder must insert pricing for Item Numbers 1 to 5 inclusive in Column C in the table below. If any of these cells in Column C is left blank, the bid will be deemed non-responsive and won't be given further consideration.
- Bidders must provide pricing in the format requested per the table below.
- Estimated yearly work hours (Column D in the table below) are for evaluation purposes only, and do not guarantee the amount of work that will be required or requested.
- Estimated yearly work hours will not form part of the contract.
- Actual yearly work hours may vary from the estimated yearly work hours.

Total Evaluated Bid Price will be calculated as follows:

- For each of line items 1 through 5: (C) x (D) = (E) for that line item
- The sum of Column E for line items 1 through 5 inclusive is the Total Evaluated Bid Price

Line Item (A)	Description (B)	Firm Hourly Rate (CAD) (C)	Estimated yearly work hours (D)	Extended Price (CAD) (E) = (C) x (D)
1	Initial Contract Period [Dates to be inserted at award of contract]	\$ _____	864	\$ _____
2	Option Period #1 [Dates to be inserted at award of contract]	\$ _____	864	\$ _____
3	Option Period #2 [Dates to be inserted at award of contract]	\$ _____	864	\$ _____
4	Option Period #3 [Dates to be inserted at award of contract]	\$ _____	864	\$ _____
5	Option Period #4 [Dates to be inserted at award of contract]	\$ _____	864	\$ _____



Total Evaluated Bid Price	\$ _____
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ANNEX C – SECURITY REQUIREMENTS CHECK LIST (SRCL)

SRCL# 2022-111748



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

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE	
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine	2. Branch or Directorate / Direction générale ou Direction D Division EMRO /DREE de la Division D
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 Divisional Psychologist for CISM program. Contractor will not process any Protected or restricted RCMP Information. Medical and client information will be processed on clients devices. Psychologue divisionnaire pour le programme de GSIC. L'entrepreneur ne traitera pas de renseignements protégés ou à accès restreint de la GRC. Les informations relatives à la santé et aux clients seront traitées sur les appareils des clients.	
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 type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès	
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>
Foreign / Étranger <input type="checkbox"/>	
7. b) Release restrictions / Restrictions relatives à la diffusion	
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>
Not releasable / A ne pas diffuser <input type="checkbox"/>	
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information	
PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET <input type="checkbox"/>
SECRET <input type="checkbox"/>	NATO SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité





Government of Canada / Gouvernement du Canada

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

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?
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité: No / Non Yes / Oui

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?
Short Title(s) of material / Titre(s) abrégé(s) du matériel :
Document Number / Numéro du document : No / Non Yes / Oui

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

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

<input type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input checked="" 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 : RCMP Enhanced Reliability Status with Top Secret / Cote de fiabilité approfondie de la GRC avec cote de sécurité de niveau Très secret.

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

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

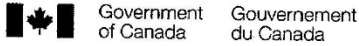
PRODUCTION

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

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

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

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



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

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

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

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

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions. Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

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

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

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

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

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



ANNEX D – INSURANCE REQUIREMENTS

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

For the province of Quebec, send to:
Director Business Law Directorate,
Quebec Regional Office (Ottawa),
Department of Justice,
284 Wellington Street, Room SAT-6042,
Ottawa, Ontario, K1A 0H8

For other provinces and territories, send to:
Senior General Counsel,
Civil Litigation Section,
Department of Justice
234 Wellington Street, East Tower
Ottawa, Ontario K1A 0H8



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



ANNEX E – NON-DISCLOSURE AGREEMENT

Note: this Annex must be completed prior to award of contract and is not required to be submitted with the bid

I, _____, recognize that in the course of my work as an employee or subcontractor of _____ (*insert your company name*), I may be given access to information by or on behalf of Canada in connection with the Work, pursuant to Contract Serial No. _____ between Her Majesty the Queen in right of Canada, represented by the Royal Canadian Mounted Police and _____, including any information that is confidential or proprietary to third parties, and information conceived, developed or produced by the Contractor as part of the Work. For the purposes of this agreement, information includes but not limited to: any documents, instructions, guidelines, data, material, advice or any other information whether received orally, in printed form, recorded electronically, or otherwise and whether or not labeled as proprietary or sensitive, that is disclosed to a person or that a person becomes aware of during the performance of the Contract.

I agree that I will not reproduce, copy, use, divulge, release or disclose, in whole or in part, in whatever way or form any information described above to any person other than a person employed by Canada on a need to know basis. I undertake to safeguard the same and take all necessary and appropriate measures, including those set out in any written or oral instructions issued by Canada, to prevent the disclosure of or access to such information in contravention of this agreement.

I also acknowledge that any information provided to the Contractor by or on behalf of Canada must be used solely for the purpose of the Contract and must remain the property of Canada or a third party, as the case may be.

I agree that the obligation of this agreement will survive the completion of the Contract Serial No.: _____

Signature

Date



APPENDIX 1 – TECHNICAL EVALUATION

The Bidder must provide sufficient proof (supporting documentation) to demonstrate how the Bidder's Specific Person (the person who will perform the Work as stated in the Contract) as identified in section 7.14 of the Contract meets each of the mandatory specifications in the table below. The supporting documentation must be provided prior to solicitation close. It is the Bidder's responsibility to ensure that the submitted supporting documentation is clearly legible and provides sufficient detail to prove that Bidder meets the mandatory specifications. Links to web pages are not accepted as supporting documentation.

If the supporting documentation fails to demonstrate, for any of the mandatory criteria, that the Bidder meets the mandatory criteria, the bid will be rendered non-responsive and it will not be given further consideration.

Specification number	Mandatory Specification	Examples of supporting documentation that can be submitted to demonstrate compliance with the mandatory specification	It is requested that Bidders provide, in this column, cross reference to the specific pages/sections in their proposal that demonstrate how the specification is met
M1	<p>The Bidder must demonstrate, by providing a legible copy, that the proposed resource has a doctoral degree (PhD) in psychology from a recognized Canadian university, or the equivalent as established by a recognized Canadian academic credentials assessment service, if obtained outside Canada. The doctoral degree must have a specialization in clinical/counselling psychology.</p> <p>The website to search for recognized Canadian universities is: Search the Directory of Educational Institutions in Canada (cicic.ca)</p> <p>The website to validate that the international institution is recognized as a Canadian equivalent is: Canadian Information Centre for International Credentials</p>	<p>Copy of university degree</p> <p>Document that details the specialization</p>	
M2	<p>Licensed as a psychologist in the Province of Manitoba or registered within another province or territory with</p>	<p>Copy of license, and if registered outside of Manitoba, written statement/proof from the</p>	



	eligibility for license in the province of Manitoba	Psychological Association of Manitoba indicating eligibility for license in the province of Manitoba	
M3	Is in good standing with the Provincial College / Association of Psychologists in the province of practice, and is able to practice without any restrictions in the area of Clinical Psychology with adults	**Appendix 4 Licensing Certification must be completed and submitted prior to bid closing Note: The RCMP reserves the right to contact the College of Psychologists for the purpose of verifying the Psychologist is able to practice without any restrictions in the area of Clinical Psychology with adults	
M4	Experienced practitioner with a minimum of 5 years (60 months) of cumulative full or part time experience who has worked with emergency services/first responders personnel Examples include but aren't limited to: <ul style="list-style-type: none">• Police• Fire• Paramedics• Correction Services of Canada• Telecom operators• Military	Resume detailing when and where experienced is obtained The resume or other supporting documentation must specifically demonstrate how the Bidder has worked with emergency services/first responders personnel.	



APPENDIX 2 – CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid or tender (hereinafter “bid”) to:

(Corporate Name of Recipient of this Submission)

for: Psychologist for Critical Incident Debriefs *M5000-22-5842/A*
(Name and Number of Bid and Project)

in response to the call or request (hereinafter “call”) for bids made by:

Sheena Simonson
(Name of Tendering Authority)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: _____ that:
(Corporate Name of Bidder or Tenderer [hereinafter “Bidder”])

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the Bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the Bidder;
4. each person whose signature appears on the accompanying bid has been authorized by the Bidder to determine the terms of, and to sign, the bid, on behalf of the Bidder;
5. for the purposes of this Certificate and the accompanying bid, I understand that the word “competitor” shall include any individual or organization, other than the Bidder, whether or not affiliated with the Bidder, who:
 - (a) has been requested to submit a bid in response to this call for bids;
 - (b) could potentially submit a bid in response to this call for bids, based on their qualifications, abilities or experience;
6. the Bidder discloses that (check one of the following, as applicable):
 - (a) the Bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with, any competitor;
 - (b) the Bidder has entered into consultations, communications, agreements or arrangements with one or more competitors regarding this call for bids, and the Bidder discloses, in the attached document(s), complete details thereof, including the names of the competitors and the nature of, and reasons for, such consultations, communications, agreements or arrangements;
7. in particular, without limiting the generality of paragraphs (6)(a) or (6)(b) above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) prices;
 - (b) methods, factors or formulas used to calculate prices;



- (c) the intention or decision to submit, or not to submit, a bid; or
 - (d) the submission of a bid which does not meet the specifications of the call for bids; except as specifically disclosed pursuant to paragraph (6)(b) above;
8. in addition, there has been no consultation, communication, agreement or arrangement with any competitor regarding the quality, quantity, specifications or delivery particulars of the products or services to which this call for bids relates, except as specifically authorized by the Tendering Authority or as specifically disclosed pursuant to paragraph (6)(b) above;
9. the terms of the accompanying bid have not been, and will not be, knowingly disclosed by the Bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening, or of the awarding of the contract, whichever comes first, unless otherwise required by law or as specifically disclosed pursuant to paragraph (6)(b) above.

(Printed Name and Signature of Authorized Agent of Bidder)

(Position Title)

(Date)



APPENDIX 3 – FORMER PUBLIC SERVANT CERTIFICATION

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

Definitions

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

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

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

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

Former Public Servant in Receipt of a Pension

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

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

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

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

Work Force Adjustment Directive

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



If so, the Bidder must provide the following information:

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



APPENDIX 4 – LICENSING CERTIFICATION

Competency to Practice

The proposed psychologist must declare any past complaints upheld by the licensing body, any pending complaints, and any restrictions imposed by the licensing body, affecting the proposed psychologist's ability to provide psychological services, as follows.

The proposed psychologist must check off box i. or box ii. below and provide details of complaints and/or restrictions if applicable:

i. There are no past complaints upheld by the licensing body, pending complaints, or restrictions imposed by the licensing body against the proposed psychologist in any area of professional conduct, and that their licence to practice psychology has no restrictions;

OR

ii. There are past complaints upheld by the licensing body, pending complaints, and/or restrictions imposed by the licensing body against the proposed psychologist. Details of the complaints (upheld and current) and/or restrictions are provided below in detail:

RCMP will review the Competency to Practice certification including any declared issues that may call into question the proposed psychologist's competency, and/or restrictions imposed by the licensing body against the proposed psychologist. RCMP may, at its sole discretion, declare a bid non-responsive according to the nature of the issues and/or restrictions described in this certification.



APPENDIX 5 – CRITICAL INCIDENT STRESS MANAGEMENT AFTERCARE GUIDE



Critical Incident Stress Management Aftercare Guide



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1.0 Purpose and Scope

The purpose of this guide is to highlight roles and responsibilities of, and provide guidance to, individuals who are responsible for coordinating and managing all aspects of responding to a critical incident, factoring occupational health and safety considerations.

The guide will help to:

- ✎ reduce the impacts of normal reactions that can be associated to a critical incident;
- ✎ aid in the support and care of RCMP employees, their family members, volunteers and auxiliary constables; and
- ✎ support the maintenance of a healthy organization.

This guide shadows the operational requirements and protocols for addressing critical incidents. It will assist in taking appropriate health and safety measures; and ensuring aftercare teams are ready to engage as and when required throughout the duration of a critical incident, and after the immediate crisis is stable or terminated. This enables the team to identify and address possible health-related issues arising from the incident in a timely and appropriate fashion.

This guide provides overarching structure and responsibilities in support of the development of divisional guides and procedures to address aftercare for employees and their family members, volunteers, and auxiliary constables in response to a critical incident.

Finally, this guide identifies actions and resources to consider when addressing the stress and emotions that may arise on the anniversary of certain critical incidents.

This *Critical Incident Stress Management Aftercare Guide* is supported by the following companion guides:

- ✎ [RCMP Employee and Family Resource Guide](#)
- ✎ [Self-Awareness Tool](#)
- ✎ [Managers' Toolkit](#)
- ✎ [Suicide Prevention, Intervention and Risk Review Guide](#)

2.0 Definitions

2.1 Ad Hoc Incident Review

An informal session conducted with employees involved in the critical incident by the commander, critical incident coordinator, divisional psychologist or unit manager. The goal of the session is to acknowledge the events that have taken place, to acknowledge the emotions and feelings that may result from experiencing the event, and to assure employees that their specific reactions -- or lack thereof -- are normal reactions to an abnormal event. Conduct the session once the event is under control.

2.2 Critical Incident

An exceptional and uncommon event, with great emotional impact, that has the potential to overwhelm normal coping. Aspects of a critical incident experience are beyond the limits of an employee's expectations or experience.

2.3 Critical Incident Stress Debriefing (CISD)

A group or individual session conducted by a psychologist with employees recently subjected to a traumatic incident. This may be organized by the CISM Coordinator, a Peer to Peer coordinator or advisor, a detachment or unit commander.

Debriefings are normally held at least 72 hours after the incident. CISD provides an opportunity for normalization of stress reactions through education. The session facilitates the establishment of a support network within the work environment. It also serves to establish the need for any other subsequent stress-management intervention. Upon request from participants, provide support, follow-up and referrals to appropriate resources.

A CISD is not therapy, nor does it constitute an evaluation of the incident or of the performance of employees during the incident. Although it is not a fitness for duty assessment, should concerns arise during a CISD, it could lead to a request for a fitness for duty assessment.

2.4 Critical Incident Stress Management (CISM) Coordinator

Depending on the scale of an incident, a CISM Coordinator may be a divisional CISM coordinator identified as such by the commanding officer, a unit manager, or a divisional psychologist.

2.5 Demobilization

Demobilization is an opportunity for temporary psychological “decompression” after exposure to a critical incident. It enables employees to disengage from the crisis after completing their shift. It provides employees with a chance to rest, eat, and unwind before returning to duty, home, or back to quarters.

2.6 Short-Term Counselling

Voluntary and confidential counselling provided through either a referral from the divisional psychologist (for members) or through a network of health care professionals accessed through the RCMP’s employee assistance provider (Health Canada Employee Assistance Services), to assist employees of the RCMP and their families to overcome personal and work-related problems. These types of matters can often be addressed in a relatively short period and do not require ongoing or long-term counseling.

3.0 Critical Incident Stress Management Aftercare Rationale

As the national police service, the nature and frequency of critical incidents to which employees of the RCMP are potentially exposed are significantly greater than those for personnel in other occupations. While some employees may have a greater likelihood of having direct experience with a critical incident, do not assume that these employees are the only ones who may experience negative effects from the incident.

Critical Incident Stress Management (CISM) and aftercare must address the needs of all employees, regardless of the nature and degree of exposure to an incident. Personnel will have different reactions to exposure during and after a critical incident. As a result, the organization will manage the negative consequences associated to an employee’s reaction to a critical incident by providing all employees with education and information on:

- ✎ understanding the impact that a critical incident may have on them;
- ✎ identifying signs and symptoms associated to negative stress reaction;
- ✎ knowing when they need to seek support; and
- ✎ tools and resources that they can access to manage their stress.

In applying a CISM approach, the RCMP emphasizes that it will offer management and aftercare, but acceptance and participation on the part of employees is not mandatory. In this sense, the CISM approach is to empower employees to be self-aware and address health problems as early as possible. Managers and supervisors have the responsibility, to the degree possible, to monitor employees for signs and symptoms of a negative reaction to a critical incident and ensure that employees are aware of services and supports that are available to them, should they wish to use them.

4.0 Planning and Considerations

A CISM response can vary in its magnitude and actions required. A critical incident can be of the magnitude of a mass disaster, a single car vehicle accident with serious injuries or fatalities, the sudden or natural death of a colleague, or a series of events that in totality has the same range of emotional effects on personnel as that of a single critical incident.

In developing an aftercare approach, it is important to realize that individuals affected by the critical incident all have different degrees of impact and personal coping mechanisms to deal with the impacts of the incident. This includes first responders, health care workers, support staff, colleagues who were and were not directly involved in the incident or its response, volunteers, as well as family of those impacted.

While managers should encourage individuals to rely on their personal coping mechanisms, it is the responsibility of the organization to ensure that appropriate training, support and aftercare is in place for those who require it.

Divisional Health Services Offices must develop divisional lists of qualified and professional resources who can provide aftercare. They must also assist detachment personnel with the developing local lists — both within the RCMP and communities at large — that can be easily accessed during a critical incident. Review and update these lists frequently to ensure their accuracy and the availability of resources.

Consider the appropriate level of response and aftercare to a particular critical incident in relation to the employees' roles and levels of exposure. While the organization has a responsibility to provide information, training and aftercare, employee participation in these support mechanisms is, for the most part, voluntary.

Where a member's physical or mental ability to perform his or her duties needs to be established, the member's commander, health services officer, director of human resources or a chair person of a medical board may require the member to undergo the relevant health assessment ([AM II.19 -- Occupational Health Services](#)).

CISM aftercare is really a three-fold process involving:

1. pre-incident training and information;
2. care during and immediately after an incident; and
3. follow-up care.

4.1 Pre-Incident Mental Health Training and Information

The degree to which employees will recover from a critical incident depends on their individual coping mechanisms. However, focussed training and information can strengthen employees' abilities to understand what stress is, how it can affect the mind and body, and how it may affect their physical and emotional wellness during and after experiencing a critical incident.

To this end, the RCMP has identified the need for specific employee groups who are required to complete the online **Critical Incident Stress Management Course** via [Agora](#). While all employees are encouraged to take this course, employee groups for whom this course is mandatory include:

- 🚒 officers in charge (OIC) of Health Services
- 🚒 health services officers
- 🚒 nurses
- 🚒 peer to peer coordinators and advisors
- 🚒 support for operational stress injury advisors
- 🚒 chaplains

The RCMP has made it mandatory for all employees to participate in the **Road to Mental Readiness (R2MR)** workshops as part of its strategy to address mental health issues. The goals of the R2MR are to increase the mental resilience of all employees and reduce the stigma associated with mental illness. By way of self-management strategies, employees will be better able to mitigate the effects of stressful work environments and more apt to seek help in a timely manner.

In supporting access to relevant training and information, OICs of Health Services are responsible for ensuring that employees within the divisions are well informed of the resources that are available within the RCMP and externally.

[Learn more about available resources to support employees by reviewing the ***RCMP Employee & Family Resource Guide***.](#)

4.2 Scalability

Incidents requiring CISM services could range from a large-scale event involving several units, several employees, and the public, to a smaller event contained within one unit affecting very few employees. Incidents involving multiple shooting deaths are examples of an extremely large event that affects and involves numerous members and employees over a long period. The death of very young children in a car accident is an example of smaller contained event that may impact detachment employees that will require a different response.

Consider the circumstances and details of an event in order to determine the urgency for the response. Not all events will necessitate immediate deployment of CISM services (i.e., a line of duty injury may qualify for a Critical Incident Stress Debriefing (CISD) but may not demand immediate deployment of resources to a detachment or unit). If the effects of an unusual number of major incidents happening close together are noticed during a detachment meeting, a CISD may

be scheduled in keeping with the urgency of the need. Deploy CISM services in consultation/authorization of the employee management relations officer (EMRO) or CISM coordinator.

4.3 Key Elements of a Basic Response

4.3.1 First 24 hours

Within the 24 hours following a critical incident, the following preparation activities should take place:

- ✎ Establish a safe perimeter to work in and ensure that employees, who are to be engaged in the incident aftercare, have appropriate safety training and skills to work in the environment.
- ✎ Determine the key personnel required on the CISM team who will perform the basic requirements from a health and safety perspective.
- ✎ Brief all staff identified to engage in the critical incident aftercare on the scope of event and any safety concerns that may exist prior to engaging in their respective duties. Clearly identify roles and responsibilities. Priorities should be to attend to persons who are critically injured and those who have succumbed to their injuries and continuity of evidence. Debriefing should occur between the Incident Commander and the CISM Team Coordinator. Typically, the commanding officer will delegate the coordination of responsibilities to an appropriate divisional authority, depending on the nature and scale of the incident.
- ✎ Provide information to the family members regarding their loved one's status and extent of the injuries, to prepare them when they attend the hospital. Make arrangements to speak with the families of the deceased. In doing so, obtain and confirm as much relevant information about the employee prior to meeting with the family. Policy and procedures for dealing with family, funeral arrangements, and benefits are in the [Critically Injured and Fallen Member Guide](#).
- ✎ Establish briefings for senior managers and employees to ensure that all employees have appropriate and necessary facts to minimize opportunities for misinformation and supposition.

Some critical incidents may be legislatively mandated to be reported to Employment and Social Development Canada (ESDC) – Labour Program within 24 hours. These include:

- ✎ death of employee on duty or at workplace (including suicide or death from natural causes)
- ✎ disabling injury to two or more employees
- ✎ loss/permanent impairment of a body part or function
- ✎ explosion

Your divisional occupational safety officer (OSO) will assist in determining if the incident must be reported, and will do the actual reporting if it is required.

4.3.2 Short Term 24-72 hours—Information Sessions (Ad Hoc Incident Reviews)

Ad Hoc Incident Reviews are not debriefs, but offer individuals or a team the opportunity to reflect on their reactions and feelings and begin the process whereby individuals take responsibility for

managing their own wellbeing. This may just be a self-acknowledgement that they are experiencing certain feelings, or it might be a realization that they need to seek additional support. This would be a good time to discuss the [Mental Health Continuum](#), with staff as a means to reflect on their personal wellbeing.

During an Ad Hoc Incident Review, acknowledge the facts of the event. No discussion takes place about what people experienced and no one is put in a position where s/he re-lives the experience.

The individual leading the review (commander or unit manager) makes the acknowledgement and then listens to the employees. It is important to outline examples of signs and symptoms of ongoing stress/distress that people may experience in general terms.

The review leader should indicate to the employees that additional follow-ups will take place in the coming days or weeks to ensure that everyone is coping.

Learn more about the signs and symptoms of ongoing stress/distress by reviewing the [***Self-Awareness Tool***](#)

4.3.3 72 Hours—Critical Incident Stress Debriefings

Critical Incident Stress Debriefings (CISD) are part of the toolkit available to managers in addressing aftercare issues for employees and family. A CISD is a process usually arranged for small groups and provides support and intervention. It allows individuals to focus on the traumatic events that took place by discussing their experiences with the group. A CISD does not constitute psychotherapy and should not be substituted for psychotherapy.

While CISDs are not mandatory, employees should be made aware during the [Ad Hoc Incident Review](#) of the fact that a CISD can be organized if it is desired. This could be as simple as asking for a show of hands to see if there are any employees who would like to participate in a CISD. Others may prefer to approach the manager privately. Even if only one employee asks for a CISD, one will be provided.

Managers can approach the CISM coordinator or contact the divisional psychologist directly to determine if a CISD might be appropriate for his/her employees. The organizational/coordination responsibilities for a CISD will be carried out by the Peer to Peer coordinator or advisor, identified as such by the EMRO.

Normally, the psychologist will be alone with the affected personnel. If other qualified personnel are present, it will be under the approval and request of the psychologist and these individuals will take their direction from the psychologist conducting the CISD.

The divisional psychologist or an appropriate, qualified external psychologist approved by the divisional health services officer must conduct the actual CISD.

When a potential need for a CISD is identified by a manager or is requested by public service employees (PSEs), and it is determined that it would not be appropriate for the PSEs to participate in a joint CISD with their member counterparts, consideration can be given to organizing a CISD

through Health Canada's [Special Organizational Services](#). In this situation, contact the [National Coordinator of Employee Assistance Programs](#) to make arrangements. Costs associated to these CISDs will be borne by the requesting division. Family members of affected personnel may be offered an opportunity to participate in a distinct CISD, when warranted.

Civilian members may or may not be included in the CISD arranged for regular members, depending on the nature of their participation and roles within the critical incident. The appropriate venue and type of CISD can be determined by the commanding officer or delegate, in consultation with the divisional psychologist, CISM coordinator etc.

4.3.4 Weeks following the incident—ongoing monitoring

There are intervals that are significant clinically and organizationally following a critical incident or natural disaster response. Typically, these intervals are one, three, six and 12 months. While these may or may not apply to all situations, aftercare planning should consider these potential checkpoints.

The primary responsibility for ensuring that employees are adjusting well to a critical incident rests with the employees themselves. However, managers and colleagues are responsible to remain vigilant and follow up with employees and coworkers through regular [Ad Hoc Incident Reviews](#) and observations during the days and weeks following a critical incident.

Managers are to ensure that all employees have access to information and resources that can support them in identifying changes in their moods and behaviours that require attention by providing a copy of the [Self-Awareness Tool](#)

4.3.5 One year following an incident

Anniversaries of critical incidents can be extremely emotional times for employees, family and those who were involved in the incident. It is important that managers and supervisors provide ongoing emotional support to employees in preparation for the anniversary of the incident.

Learn more about available resources to support employees by reviewing the [RCMP Employee & Family Resource Guide](#).

5.0 Authorities—Roles and Responsibilities

5.1 CISM Team

Depending on the scale of the response to a critical incident, the health and safety and aftercare elements of the CISM Team should consist of representatives from some or all of the following areas.

- 👤 **commanding officer**
- 👤 **operational resources:**
 - incident commander
 - CISM coordinator
- 👤 **divisional health services resources:**
 - OIC health services or CO delegate
 - health services officer
 - psychologist
 - nurse
 - chaplain
 - Employee Assistance Services
 - Peer to Peer coordinator
 - Support for Operational Stress Injury Advisor
 - occupational safety officer
- 👤 **workforce services:**
 - pay and benefits specialist

In certain circumstances, depending on the scope of the incident and available resources, consider including elements of Health Canada's EAS and its [Specialized Organizational Services](#) unit as part of the CISM team.

Employment and Social Development Canada

Depending on the impact the critical incident has had on the health and safety of RCMP employees (i.e. fatality, multiple disabling injuries), Employment and Social Development Canada (ESDC) may, as part of its mandate, conduct an investigation to determine if any contraventions to the *Canada Labour Code*, Part II may have been associated to the critical incident. This may happen in parallel to the CISM team's work. The commanding officer or his/her delegate, as the person in charge of the workplace, must provide the ESDC Health and Safety Officer all reasonable assistance to enable him or her to carry out his or her duties.

5.2 Commanding Officer

The commanding officer of the division in which a critical incident occurs is the authority for all actions taken by the RCMP in response to the said incident. This includes the responsibility for planning, management, and aftercare measures. He/she may delegate specific responsibilities.

The commanding officer has at his/her disposal, national resources including the Occupational Health and Safety Branch. These services include:

- 👤 subject matter experts on policies and procedures relating to occupational health and safety responsibilities;
- 👤 Peer to Peer support;
- 👤 Employee Assistance Services;
- 👤 conflict management; and the
- 👤 fitness and lifestyle coordinator.

Other resources include the Return to Work and Accommodation and Health benefits specialists.

The Chief Psychologist and Chief, Occupational Health/National Medical Advisor are also available for consultation and assistance in liaising with divisional resources.

5.3 Detachment Commander/Supervisor

From an aftercare perspective, the detachment commander or supervisor has a responsibility to ensure that proactive planning and preventative measures are taken so that employees are familiar with resources that they can access, should they require assistance in addressing issues arising from their participation in, or witnessing of, a critical incident.

Employees are to be aware of emergency procedures to be followed in case of an emergency occurring in the workplace. All mandatory training requirements must be monitored to ensure employees fulfill these requirements. Steps should be put in place to practice and review the plans, measures, and procedures on a regular basis so that employees are informed, prepared, and ready to react when necessary.

During and immediately after a critical incident, a supervisor is responsible to account for all employees. He/she is responsible to ensure that the workplace is safe for his/her employees, and to take measures to support the employees' health and wellbeing. In cooperation with the occupational safety officer (OSO), identify workplace hazards to mitigate risks to employees.

In instances where an ESDC representative or HSO appears at the workplace to conduct any duties outlined within the *Canada Labour Code* Part II, or contacts the employer via any means, all reasonable effort will be made to support and carry out the duties of the officer at the workplace. Direct all communications with the ESDC representative to the Director of Safety (Ottawa).

Managers and supervisors are responsible to ensure that Form [Lab1070 – Hazardous Occurrence](#) is completed for all affected employees. Submit the form to the divisional OSO and the appropriate divisional authority depending on the nature and scale of the incident. The [RCMP Manager's Guide to the Canada Labour Code Part II](#) has more information about employee safety, rights, and employer responsibilities. Supervisors are responsible to remain observant and note signs and symptoms of employees who may be experiencing negative reactions to a critical incident, and take appropriate measures to inform the employee of resources that may assist in addressing potential difficulties.

In the case of members, supervisors are also responsible to monitor fitness for duty and to ensure that Occupational Health Reviews are done by HSO's as needed. In accordance with [AM II.19 -- Occupational Health Services](#), a member's commander may authorize, and a supervisor or manager may request, a member to engage in a health assessment should they have reason to believe that the member may not be fit to conduct his or her duties.

Employees/members also have the responsibility to advise their supervisor: psychologist and/or HSO (members only) if they are experiencing symptoms/reactions that could compromise safety to themselves or others on the job.

5.4 Employees

During a critical incident, employees of the RCMP have the responsibility to carry out their respective duties as they pertain to:

- ✎ ensuring their personal safety and the safety of others;
- ✎ complying with the requirements of the *Canada Labour Code*, Part II; and

- ✎ ensuring that they are diligent in completing mandatory health and safety training such as the Road to Mental Readiness and other courses that may be specific to their particular roles.

All employees should be knowledgeable of the resources available to them, and their families, to address physical and mental health issues that may arise as result of having experienced a traumatic incident.

Learn more about available resources to support employees by reviewing the **[RCMP Employee & Family Resource Guide](#)**.

5.5 Divisional or Designated Psychologist

The role of the divisional psychologist in relation to a critical incident is to work with the commanding officer or delegate to oversee the application of aftercare as result of a critical incident. The divisional psychologist will also assess and proceed with appropriate referral for assessment or treatment to determine the fitness for duty and ensure the safety of the public.

Divisional psychologists are also responsible for conducting critical incident debriefings when requested by an appropriate authority.

If an RCMP divisional psychologist is not available to conduct the duties outlined above, a provincially registered, licensed, or chartered psychologist, psychiatrist, or counsellor, verified by the divisional psychologist may do so (HSM [III.1. L.1.a](#)).

The divisional psychologist may refer a member to a registered and approved external practitioner. Members can also access short-term counselling by contacting EAS.

Specific duties and responsibilities of the divisional psychologist may include:

- ✎ referral to external providers and follow-up on treatment plans;
- ✎ special psychological assessments;
- ✎ employee - mandated psychological assessments and disability management;
- ✎ crisis intervention and debriefing;
- ✎ retrospective assessment;
- ✎ psycho-education presentations to managers and employees; and
- ✎ determination process.

5.6 Health Services Officer (HSO)

When notified by a commander/supervisor of a member's involvement in a psychologically traumatic incident, the HSO will collaborate with the divisional psychologist to arrange for psychological support services as necessary. The HSO may approve the use of other practitioners when the divisional psychologist is not available. The HSO will provide advice and consult with other members of the Occupational Health Team as well as the commanding officer or his/her delegates.

For members who are experiencing symptoms which impact on their ability to work as a result of an injury or illness, the HSO will request and review medical information, assessments, and treatment plans to monitor medical recovery, assess fitness for duty, and gather functional ability information. He or she will provide recommendations to the CO, supervisor, and relevant stakeholders in respect to health issues affecting sick leave, return to work, and accommodation.

The HSO provides medical interpretation and assessment of individual requests for determination of benefit entitlement, reviews and discusses medical information with members, and liaises with external health professionals.

5.7 Divisional Nurse

Divisional nurses may provide immediate medical first aid and emotional support to personnel who have experienced a critical incident. They may serve as observers of employees engaged in the response to an incident and identify persons who may be experiencing difficulties in coping, and inform them of support resources or direct them to appropriate health care professionals.

The divisional nurse will also be involved in the following:

- ✎ Providing subject matter advice and consultation services to the HSO team and membership.
- ✎ Disability Case Management:
 - Sick leave / Gradual Return to work / Benefits / Workplace Accommodation.
 - Coordinate, monitor and track medical case management activities in Health Services and promote a collaborative approach.
- ✎ Under the direction of the HSO:
 - Clarification of the period of sick leave required for recovery.
 - Gather medical and functional abilities information and seek clarification when required.
 - Review all information gathered from consultation with the member and determine if available information supports the member's absence from work, and for what time frame.
 - Review functional abilities, limitations, and restrictions as recommended by the HSO, confirm if temporary or permanent, and communicate to stakeholders.
 - Advise appropriate stakeholders of a member's expected return to work date.
 - Monitor the member's medical progress and identify barriers.
- ✎ Work-related accident and incidents:
 - In the medical file, enter reports of occupational and non-occupational incidents, injuries and illnesses.
 - Assist with the determination process, as per guidelines.

5.8 Peer to Peer Coordinator/Advisor

Depending on the nature of the critical incident, the Peer to Peer System will serve as a point of contact in regard to services and resources available to support individuals who are impacted by the critical incident. This includes employees directly involved in a critical incident, as well as employees focussed on the continuation of day-to-day operations, families, and volunteers.

Peer to Peer personnel can also be called upon to coordinate resources relating to the roll out of the CISM plan. This may include organization of facilities and resources for various types of briefings

for employees, family and volunteers. Refer to the divisional Infoweb site for a list of Peer to Peer resources.

The nature of the incident will determine if the appropriate Peer to Peer resource is the divisional coordinator or a Peer to Peer advisor. Depending on the division, the commanding officer or delegate will determine the appropriate level of response for the Peer to Peer responsibilities.

The [national Peer to Peer Coordinator](#) should be contacted in regard to requests for any services relating to the Health Canada's Employee Assistance Services, Special Organizational Services.

5.9 Chaplain

The [Chaplaincy program](#) supports RCMP employees, their families, and its veterans by providing a comprehensive wellness program. As a professional team, chaplains are committed to:

- promotion of spiritual, emotional, relational and environmental wholeness in our communities;
- pro-active care available 24/7;
- offering tools for maintaining workplace and family relationship harmony;
- provision of care in the celebration of events both good and difficult; and
- personal presence, available when there is a need, to listen in a confidential manner.

Chaplain services can include work-related incidents/conflicts, relationship or family issues, traumatic events, grief support, sick or injured employees, and hospital visits as well as issues relating to substance abuse or gambling addictions.

While some divisions have a full-time chaplain, most chaplains are working within the community and have volunteered their time to the RCMP.

5.10 Occupational Safety Officer

In the event of a critical incident, occupational safety officers (OSOs) are responsible for advising management and incident commanders on all matters relating to operational safety. This includes the health and safety of emergency responder personnel; thereby ensuring not only compliance with Part II of the *Canada Labour Code* (CLC) and internal RCMP policy, but for the safety and health of all workers.

Additionally, in most critical incidents, the resulting hazardous occurrence (e.g., fatality, serious injury, property damage) will require that prescribed reporting timelines be met and certain legislated obligations be adhered to (e.g., allowing the Minister of Labour's delegate to investigate the hazardous occurrence, ensuring that the RCMP investigates the hazardous occurrence and determines/implements appropriate control measures). OSOs are in a position to advise management on these legislated responsibilities that follow the outcomes of critical incidents.

The ultimate responsibility for safety rests with management and supervisors; the OSO's role is to monitor, advise and support. As outlined in sections 5.1 and 5.3 of the CLC, representatives of ESDC may be involved in the investigation of the critical incident to determine if any contraventions of Part II of the CLC occurred. In these situations, the OSO and Director of Safety will be critical resources in liaising with these officials and the employee representative.

6.0 Briefings

Briefings are an important element to the effective management and application of a CISM aftercare approach. Provide briefings at periodic intervals, using a variety of media available, depending on resource limitations, access, the intended audience, and the scope of the briefing.

The commanding officer, incident commander and/or the CISM coordinator should provide the Senior Management Team with periodic updates as to the rollout of the aftercare plan, the degree or magnitude and type of the aftercare required, as well as the personal and financial resources that will be required. Also, provide updates on the status of employees affected by the incident, while respecting personal privacy and confidentiality.

It is also important to understand the degree to which employees who were not directly involved in the incident may be affected by the situation. They will want to know what has happened, whether colleagues have been injured or affected by the incident, and what they can do to assist.

In light of this, management should provide periodic updates to employees on the status of the incident and the condition of personnel involved, while respecting personal privacy and confidentiality. This may involve the town halls, email messages or video messages by senior managers, or simply unit briefings provided by managers, while respecting personal privacy and confidentiality.

7.0 Specific Aftercare

7.1 Members

The RCMP provides members' health care in a three-tiered approach, consisting of basic health care, Supplemental Health Care (SHC) and Occupational Health Care. Under basic health care, members and special constables use their provincial/ territorial health card to obtain the same basic health care coverage afforded to all Canadians.

The RCMP SHC benefits represent the health benefits available to members, similar to what other employees receive through an additional health benefit insurance plan. It is available, at no cost, to eligible members on an as-needed basis with limitations as outlined in the RCMP Benefits Grid.

Occupational Health is an extra level of care that the RCMP may choose to provide to minimize limitations and restrictions that affect a member's fitness for duty and to maximize employability. This level of support currently needs financial pre-approval for treatment/services by the CO or delegate (OIC responsible for Occupational Health and Safety).

Learn more about available resources to support employees by reviewing the ***RCMP Employee & Family Resource Guide***.

7.2 Public Service Employees

Beyond the initial requirements to provide and facilitate a CISD, the RCMP is not mandated to provide health care to public service employees (PSEs). Therefore, PSEs should be made aware of

the resources available to them and how to access them. This will include ensuring that a [Lab1070 – Hazardous Occurrence](#) is filled out and advising them of resources such as Health Canada’s Employee Assistance Services (EAS), their family physician, access to other resources through the Public Service Health Care Plan (PSHCP) and possible benefits through [provincial Worker’s Compensation Boards](#). Other resources may be available through spousal benefit programs.

The PSHCP is designed to supplement care provided through employees' provincial health care plan and is administered by the Treasury Board. It is available to:

- public service employees and their dependants;
- civilian members and their dependants; and
- dependants of regular and special constable members.

From a mental health benefits perspective, the [PSHCP](#) allows for services by a psychologist when prescribed by a physician.

7.3 Family Members

Spouses and dependants of members killed or injured in the line of duty or former members whose death is associated to their service, are eligible to receive a variety of services through Veterans Affairs Canada and Employee Assistance Services, as well as compensation benefits.

[Learn more about available resources to support families by reviewing the ***RCMP Employee & Family Resource Guide***.](#)

7.4 Auxiliary Constables/Reserves/Municipal Employees/Volunteers

Auxiliary constables, reserves, municipal employees and volunteers are not employees of the RCMP. However, in terms of providing care to these resources after they have provided assistance to the RCMP in situations such as a critical incident, there are certain responsibilities that the organization may have in terms of ensuring that the individuals receive appropriate health care through the respective Provincial Worker’s Compensation Board.

Depending on the situation, and upon request by an appropriate authority, these individuals may be included in an [Ad Hoc Incident Review](#) that occurs immediately after a critical incident. During this time, provide these individuals with information on what types of services they can access.

7.5 Return to Work— Disability Management and Accommodation

The RCMP is committed to helping members with disabilities, injuries or illnesses remain at work or have an early and safe return to work. The [Disability Management and Accommodation Program](#) (DMAP) is built on accepted best practices in disability management, including early intervention, case management and return-to-work planning.

For more information on the supports provided to an ill, injured or disabled employee, visit the [DMAP Infoweb site](#) for regular members and [Disability Management in the Federal Public Service](#) for public service employees.

7.6 Critical Incident Stress Team – Post Action Staff Support (PASS)

After appropriately managing a critical incident, a CISM team, which was not involved with the operation, should provide a Post Action Staff Support (PASS). This debriefing is for those who conducted, or were involved in, the CISM and aftercare. This includes the commanding officer of the division and his or her support staff. A divisional psychologist should conduct the PASS, and it should occur once the operation is complete - preferably prior to the affected individuals returning to their home units.

Conduct the process according to the procedures identified within this guide for CISM aftercare. Depending on the severity of the incident, the PASS may consist of an [Ad Hoc Incident Review](#) to acknowledge the incident and to affirm and normalize associated reactions that the individuals may experience. If individuals request a formal debriefing; or if the psychologist is of the opinion that such a debriefing is warranted, the CO will ensure an appropriate facility is prepared for the debriefing to take place.

Attendance at this debriefing will be on a voluntary basis for participants. Give consideration to the make-up of the team, depending on the detail and particulars of the incident, the employee status of team members, the working relationships between the members of the critical incident team and the team providing the PASS and the collection of medical or personal information.

8.0 Administration

8.1 Financial Authorities

The CSIM Coordinator will keep a detailed record of the operational use of the CISM TEAM equipment, supplies, and of the associated costs, which will include:

- overtime costs;
- equipment operational costs;
- leased or rental equipment costs;
- contract services costs;
- supply expended costs; and
- other records as directed.

8.2 Compensation and Benefits Section

Compensation units are a critical resource to consult and engage in the aftercare of employees and their family members whose health has been affected by an incident. This is especially important in cases where employees have died as result of injuries received during the critical incident. Further details on the role Compensation Branch will play in the CISM aftercare is available in the [Critically Injured and Fallen Member Guide](#).

