



National Defence

Défense nationale

National Defence Headquarters
Ottawa, Ontario
K1A 0K2

Quartier général de la Défense nationale
Ottawa (Ontario)
K1A 0K2

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

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

Director Services Contracting 4 (D Svcs C 4)
Attention: Marie-Claude Théorêt

By e-mail to:
DSvcsC4Contracting-DCSvcs4Contrats@forces.gc.ca

Proposal To: National Defence Canada

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

Proposition à : Défense nationale 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 annexes ci-jointes, les biens et services énumérés ici et sur toute feuille ci-annexée, au(x) prix indique(s).

Comments – Commentaires

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT.

CE DOCUMENT CONTIENT UNE EXIGENCE EN MATIÈRE DE SÉCURITÉ.

**Solicitation Closes –
L'invitation prend fin**

At: – à:
02:00 PM Eastern Standard Time (EST)
On: – le : **23 November 2022**

Title – Titre Office Ergonomic Assessments	Solicitation No. – N° de l'invitation W6369-22-X007
Date of Solicitation – Date de l'invitation 13 October 2022	
Address Enquiries to: – Adresser toutes questions à: Marie-Claude Théorêt by e-mail to marie-claude.theoret@forces.gc.ca	
Telephone No. – N° de téléphone	FAX No. – N° de fax
Destination National Defence Headquarters 101 Colonel By Drive Ottawa, Ontario K1A 0K2	

Instructions: Municipal taxes are not applicable. Unless otherwise specified herein all prices quoted must include all applicable Canadian customs duties, GST/HST, excise taxes and are to be delivered Delivery Duty Paid including all delivery charges to destination(s) as indicated. The amount of the Goods and Services Tax/Harmonized Sales Tax is to be shown as a separate item.

Instructions : Les taxes municipales ne s'appliquent pas. Sauf indication contraire, les prix indiqués doivent comprendre les droits de douane canadiens, la TPS/TVH et la taxe d'accise. Les biens doivent être livrés « rendu droits acquittés », tous frais de livraison compris, à la ou aux destinations indiquées. Le montant de la taxe sur les produits et services/taxe de vente harmonisée doit être indiqué séparément.

Delivery Required – Livraison exigée	Delivery Offered – Livraison proposée
Vendor Name and Address – Raison sociale et adresse du fournisseur	
Name and title of person authorized to sign on behalf of vendor (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur (caractère d'imprimerie)	
Name – Nom _____	Title – Titre _____
Signature _____	Date _____

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PART 1 - GENERAL INFORMATION

1.1 Security Requirements

1. Before award of a contract, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 6 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 6 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
 - (d) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 6 - Resulting Contract Clauses;
 - (e) the Bidder must provide the addresses of proposed sites or premises of work performance and document safeguarding as indicated in Part 3 - Section IV Additional Information.
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](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

1.2 Statement of Work

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

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.

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

The **2003** (2022-03-29) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation, with the following modifications:

Section 02, **Procurement Business Number** is deleted in its entirety.

Section 05, **Submission of bids, subsection 2**, paragraph d., is deleted in its entirety and replaced with the following:

send its bid only to the Department of National Defence location specified on page 1 of the bid solicitation or to the address specified in the bid solicitation.

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

Delete: 60 days
Insert: 120 days

Section 06, **Late Bids** is deleted in its entirety.

Section 07, **Delayed Bids**, is deleted in its entirety and amended as follows:

It is the Bidder's responsibility to ensure that the Contracting Authority has received the entire submission. Misrouting or other electronic delivery issues resulting in late submission of bids will not be accepted.

Subsection 1 of Section 08, **Transmission by facsimile**, is deleted in its entirety.

Section 20, **Further Information** is deleted in its entirety.

2.2 Submission of Bids

- a. Unless specified otherwise in the RFP, bids must be received by the Contracting Authority at the electronic address identified by the date, time and place indicated on page 1 of the solicitation.
- b. **Electronic Submissions: Individual e-mails exceeding five (5) megabytes, or that includes other factors such as embedded macros and/or links, may be rejected by the DND e-mail system and/or firewall(s) without notice to the Bidder or Procurement Authority.** Larger bids may be submitted through more than one e-mail. The Procurement Authority will confirm receipt of documents. It is the Bidder's responsibility to ensure that the Procurement Authority has received the entire submission. Bidders should not assume that all documents have been received unless the Procurement Authority confirms receipt of each document. In order to minimize the potential for technical issues, Bidders are requested to allow sufficient time before the closing time and date to confirm receipt. Technical and financial documents received after the closing time and date will not be accepted.

2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, bidders must provide in writing before contract award for each question below, the answer and, as applicable, the information required.

If the Contracting Authority has not received the answer to the question and, as applicable, the information required by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the answer and, as applicable, the information required. 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.

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

2.5 Applicable Laws

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

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory

specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.

2.6 Bid Challenge and Recourse Mechanisms

- (a) Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.
- (b) Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's [Buy and Sell](#) website, under the heading "[Bid Challenge and Recourse Mechanisms](#)" contains information on potential complaint bodies such as:
- Office of the Procurement Ombudsman (OPO)
 - Canadian International Trade Tribunal (CITT)
- (c) Suppliers should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

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

Section I, Technical Bid: one (1) soft copy submitted by e-mail;

Section II, Financial Bid: one (1) soft copy submitted by e-mail;

Section III, Certifications: one (1) soft copy submitted by e-mail.

Section IV, Additional Information: one (1) soft copy submitted by e-mail.

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

Format of the Bid: Canada requests that bidders follow the format instructions described below in the preparation of their bid:

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

Section I: Technical Bid

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

Section II: Financial Bid

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

3.1.1 Electronic Payment of Invoices – Bid

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

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

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

Section III: Certifications

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

Section IV: Additional Information

In Section IV of their bid, bidders should provide:

- (i) A completed, signed, and dated Page 1 of this solicitation;
- (ii) The name of the contact person (provide also this person's title, mailing address, phone number, and email address) authorized by the Bidder to enter into communications with Canada with regards to their bid, and any contract that may result from their bid;

3.1.2 Bidder's Proposed Sites or Premises Requiring Safeguarding Measures

- 3.1.2.1** As indicated in Part 1 under Security Requirements, the Bidder must provide the full addresses of the Bidder's and proposed individuals sites or premises for which safeguarding measures are required for Work Performance:

Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code
Country

- 3.1.2.2** The Company Security Officer must ensure through the [Contract Security Program](#) that the Contractor and individuals hold a valid security clearance at the required level, as indicated in Part 1, clause 1.1, Security Requirements.

ATTACHMENT 1 to PART 3, PRICING SCHEDULE

The Bidder should complete this pricing schedule and include it in its financial bid once completed. As a minimum, the Bidder must respond to this pricing schedule by including in its financial bid for each of the periods specified below its quoted all inclusive rate (in Can \$).

The inclusion of volumetric data in this pricing schedule does not represent a commitment by Canada that Canada's future usage of the services described in the bid solicitation will be consistent with this data.

The rate included in this pricing schedule includes the total estimated cost of any travel and living expenses that may need to be incurred for:

The Work described at Annex "A" of the bid solicitation required to be done, delivered or performed:

- a) inside the National Capital Region (NCR) defined in the [National Capital Act \(R.S.C., 1985, c. N-4\)](http://laws-lois.justice.gc.ca/eng/acts/N-4/page-9.html#docCont), available on the Justice Website (<http://laws-lois.justice.gc.ca/eng/acts/N-4/page-9.html#docCont>);
- b) any travel required between the successful Bidder's place of business and the NCR; and
- c) any relocation of resources required to satisfy the terms of any resulting contract.

INITIAL CONTRACT PERIOD: (FROM DATE OF CONTRACT AWARD TO ONE (1) YEAR LATER)

Deliverables	Firm Fixed Price per Assessment (A)	Estimated # of Assessments (B)	Total (C = A x B)
Initial Assessment	\$	1200	\$
Follow-up Assessment	\$	75	\$
TOTAL PERIOD OF THE CONTRACT			\$

OPTION PERIOD 1: (FROM END OF INITIAL CONTRACT PERIOD TO ONE (1) YEAR LATER)

Deliverables	Firm Fixed Price per Assessment (A)	Estimated # of Assessments (B)	Total (C = A x B)
Initial Assessment	\$	1000	\$
Follow-up Assessment	\$	50	\$
TOTAL OPTION PERIOD 1			\$

OPTION PERIOD 2: (FROM END OF OPTION PERIOD 1 TO ONE (1) YEAR LATER)

Deliverables	Firm Fixed Price per Assessment (A)	Estimated # of Assessments (B)	Total (C = A x B)
Initial Assessment	\$	1000	\$
Follow-up Assessment	\$	50	\$
TOTAL OPTION PERIOD 2			\$

OPTION PERIOD 3: (FROM END OF OPTION PERIOD 2 TO ONE (1) YEAR LATER)

Deliverables	Firm Fixed Price per Assessment (A)	Estimated # of Assessments (B)	Total (C = A x B)
Initial Assessment	\$	1000	\$
Follow-up Assessment	\$	50	\$
TOTAL OPTION PERIOD 3			\$

OPTION PERIOD 4: (FROM END OF OPTION PERIOD 3 TO ONE (1) YEAR LATER)

Deliverables	Firm Fixed Price per Assessment (A)	Estimated # of Assessments (B)	Total (C = A x B)
Initial Assessment	\$	1000	\$
Follow-up Assessment	\$	50	\$
TOTAL OPTION PERIOD 4			\$

Total Evaluated Price Table (for Bid Evaluation purposes only):

	Total
Total Initial Contract Period	\$
Total Option Period 1	\$
Total Option Period 2	\$
Total Option Period 3	\$
Total Option Period 4	\$
Total Evaluated Price (excluding Applicable Taxes)	
	\$

CANCELLATION

If Canada cancels or reschedules an appointment without providing a written notice of at least 24 hours, the Contractor will be paid as follows:

More than 24 hours prior to Scheduled Appointment	24 hours or less prior to Scheduled Appointment
No Charge	No charge for first cancellation or no-show without 24 hours' notice. \$___ (to be specified by the Bidder in their Financial Proposal) charge for the 2 nd and any subsequent no-shows by the <u>same</u> public service employee.

****The Cancellation charge will not be part of the Financial Evaluation****

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 Attachment 1 to Part 4.

4.1.1.2 Point Rated Technical Criteria

Refer to Attachment 1 to Part 4.

4.1.2 Financial Evaluation

4.1.2.1 Mandatory Financial Criteria

For bid evaluation and Contractor selection purposes only, the evaluated price of a bid will be determined in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.

4.2 Basis of Selection

4.2.1 Highest Combined Rating of Technical Merit (60%) and Price (40%)

- A. To be declared responsive, a bid must:
 - I. comply with all the requirements of the bid solicitation;
 - II. meet all the mandatory evaluation criteria; and
 - III. Obtain the required minimum of 20 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 40 points.
- B. Bids not meeting (i) or (ii) or (iii) will be declared non-responsive.
- C. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60% for the technical merit and 40% for the price.
- D. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 60%.
- E. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40%.
- F. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.

- G. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

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

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

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
	Pricing Score	$45/55 \times 40 = 32.73$	$45/50 \times 40 = 36.00$	$45/45 \times 40 = 40.00$
Combined Rating		83.84	78.56	80.89
Overall Rating		1st	2nd	3rd

Should two (2) or more responsive bids achieve an identical highest combined rating of technical merit and price, the bid with the lowest overall price will be recommended for award of a contract.

ATTACHMENT 1 to PART 4, EVALUATION CRITERIA

Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical evaluation and financial 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

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

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

Definitions:

*“**Outside Client**” means a client that is external to the Bidder’s organization. Parent companies, affiliates, and subsidiaries are considered internal.

***“**Large organization**” is defined as an outside client with more than 2 locations.

*****Small audience** is define as a group of 5 to10 individuals.

#	MANDATORY TECHNICAL CRITERION (MT)	BID PREPARATION INSTRUCTIONS
CORPORATE EXPERIENCE		
MT1	<p>The Bidder must clearly demonstrate, as of bid closing, a minimum of 36 months experience within the last 8 years in providing:</p> <ul style="list-style-type: none"> i) office ergonomic assessment services; and ii) industrial ergonomic assessment services <p>to an outside client* from a large organization** in both official languages (Combined English and French).</p> <p>* Refer to definitions above.</p>	<p>The Bidder must provide, at a minimum, the following background information in order to meet MT1:</p> <ul style="list-style-type: none"> i) Name of the outside client; ii) Start and end date (day/month/year); iii) Brief description of the office ergonomic and industrial ergonomic services provided; and iv) Language of services provided.
MT2	<p>The Bidder must clearly demonstrate they have completed a minimum of:</p> <ul style="list-style-type: none"> i) 30 in person office ergonomic assessments; ii) 15 virtual office ergonomic assessments; and iii) 15 industrial ergonomic assessments 	<p>The Bidder must provide, at a minimum, the following background information for each month of demonstrated experience in order to meet MT2:</p> <ul style="list-style-type: none"> • Name of the outside client; • Start and end date (day/month/year);

	<p>per month for a minimum of 12 months, within the three years of experience demonstrated for Mandatory Criterion MT1.</p>	<ul style="list-style-type: none"> • Total number of assessments completed for each month with a minimum of 30 in person office ergonomic assessments, 15 virtual office ergonomic assessments and 15 industrial ergonomic assessments; • Brief description of the ergonomic services provided; and • Language of services provided. <p>Note: An average number of assessments will not be accepted.</p>
<p>MT3</p>	<p>The Bidder must clearly demonstrate, as of bid closing, that they have delivered a minimum of 10 ergonomic training sessions over a 12 month period to a *small audience* in both official languages, within the past five years.</p> <p>* Refer to definitions above.</p>	<p>The Bidder must provide, at a minimum, the following background information in order to meet MT3:</p> <ul style="list-style-type: none"> • Name of the outside client; • Start and end date (day/month/year); • Brief description of the office ergonomic training sessions provided; and • Language of services provided. <p>Note: An average number of office ergonomic training sessions will not be accepted.</p>
RESOURCE EXPERIENCE		
<p>MT4</p>	<p>The Bidder must clearly demonstrate that they are capable of providing a minimum of 3 resources, with each resource having at least one of the following qualifications:</p> <ul style="list-style-type: none"> i) Registered Kinesiologist (R.KIN) Refer to the following link: https://www.coko.ca/; or ii) Registered Physiotherapist (R.PT) A registration with any Canadian province is acceptable. Refer to the following link: http://www.physiotherapy.ca/Home; or iii) Registered Occupational Therapist (R.OT) A registration with any Canadian province or territory is acceptable. Refer to the following link: http://www.coto.org/registration/; or 	<p>The Bidder must provide the following background information in order to meet MT4:</p> <ul style="list-style-type: none"> • A copy of the Certification, Diploma OR Registration number for each of the proposed resources.

	<p>iv) Certified Ergonomist (CCPE in Canada) Refer to the following link: http://www.ace-ergocanada.ca/index.php?contentid=139; or</p> <p>v) Masters specialization in Ergonomics and/or Physiotherapy and/or Kinesiology or equivalent Master's degree from a recognized* Canadian university or the equivalent as established by a recognized Canadian academic credentials assessment service, if obtained outside Canada.</p>	
<p>MT5</p>	<p>The Bidder must clearly demonstrate that each of the resources proposed for Mandatory Criterion MT4 have conducted a combination of:</p> <ul style="list-style-type: none"> i) in person office ergonomic assessments; ii) virtual office ergonomic assessments; and iii) industrial ergonomic assessments <p>for a total of 25 ergonomic assessments each over a period of minimum 24 months, as of bid closing.</p>	<p>The Bidder must provide, at a minimum for each proposed resources, the following background information in order to meet MT5:</p> <ul style="list-style-type: none"> • Name of the outside client; • Start and end date (day/month/year); • Total number of assessments completed by each proposed resources; • Brief description of the ergonomic services provided by each of the proposed resources; and • Language of services provided. <p>Note: An average number of assessments will not be accepted.</p>

4.1.1.2 Point Rated Technical Criteria

Bids which meet all the Mandatory technical criteria will be evaluated and scored as specified in the table inserted below.

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

#	Requirement	Scoring Guidelines	Max Points	Score	BID PREPARATION INSTRUCTIONS
<p>RT1</p>	<p>The Bidder should clearly demonstrate more than 36 months of experience, as of bid closing, in providing office ergonomic assessment and industrial ergonomic assessment services to an outside client* from</p>	<p>≤36 months = 0 points</p> <p>>36 months to 48 months = 10 points</p>	<p>15</p>		<p>The Bidder must provide, at a minimum, the following background information in order to meet RT1:</p>

	<p>a large organization** in both official languages (English and French).</p> <p>* Refer to definitions above Note: The Bidder may propose the same outside client from a large organization used to meet MT1. Alternatively, the Bidder may propose a different outside client from a large organization in order to achieve points for RT1.</p>	>48 months = 15 points			<ul style="list-style-type: none"> Name of the outside client; Start and end date (day/month/year); Brief description of the ergonomic services provided; and Language of services provided.
RT2	<p>The Bidder should clearly demonstrate they can provide resources with the following certifications:</p> <p>i) Certified Ergonomist (CCPE in Canada) Refer to the following link: http://www.ace-ergocanada.ca/index.php?contentid=139; and/or</p> <p>ii) Registered Occupational Therapist (R.OT) A registration with any Canadian province or territory is acceptable. Refer to the following link: http://www.coto.org/registration/</p>	<p>CCPE resource = 10 points</p> <p>R.OT resource = 15 points</p>	25		<p>The Bidder must provide the following background information in order to meet RT2:</p> <ul style="list-style-type: none"> A copy of the Certification, Diploma OR Registration number for each of the proposed resources.
Minimum Points Required:		20			
Total Points Available:		40			

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Required with the Bid

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences

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

5.2 Certifications Precedent to Contract Award and Additional Information

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

5.2.1 Integrity Provisions – Required Documentation

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

5.2.2 Security Requirements – Required Documentation

In accordance with the [requirements of 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>), Canadian-based Bidders are required to provide a completed Contract Security Program Application for Registration (AFR) form, included in Attachment 1 to Part 5 to be given further consideration in the procurement process.

Bidders are reminded to obtain the required security clearance and, as applicable, security capabilities promptly. As indicated above, bidders who do not provide all the required information with their bid will be given the opportunity to complete any missing information from the AFR form within a period set by the Contracting Authority. If that information is not provided within the timeframe established by the Contracting Authority (including any extension granted by the Contracting Authority in its discretion), or if Canada requires further information from the Bidder in connection with assessing the request for security

clearance (i.e., information not required by the AFR form, the Bidder will be required to submit that information within the time period established by the Contracting Authority, which will not be less than 48 hours. If the Bidder fails to provide the required information within the timeframe established by the Contracting Authority, its bid will be declared non-compliant.

5.2.3 Federal Contractors Program for Employment Equity - Bid Certification

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

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

5.2.4 Additional Certifications Precedent to Contract Award

5.2.4.1 Status and Availability of Resources

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

5.2.4.2 Education and Experience

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

**Attachment 1 to Part 5 - CONTRACT SECURITY PROGRAM (CSP) APPLICATION FOR
REGISTRATION (AFR) FORM**

Bidders representing Canadian-based organizations are to complete the following AFR Form as part of their bid submission. If the AFR Form is not included as part of the bid submission, the Contracting Authority may request a copy prior to contract award:

[Contract security program \(CSP\) - Application for registration \(AFR\) \(pwgsc.gc.ca\)](#)

PART 6 - RESULTING CONTRACT CLAUSES

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

6.1 Security Requirements

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

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE No. W6369-22-X007

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS), and obtain approved Document Safeguarding Capability at the level of PROTECTED A, issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to PROTECTED information, assets, or sensitive site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CSP, PWGSC.
3. The Contractor/Offeror MUST NOT utilize its facilities to process, produce, or store PROTECTED information or assets until the CSP, PWGSC has issued written approval.
4. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce, or store PROTECTED information until the CSP, PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of PROTECTED A.
5. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, PWGSC.
6. The Contractor/Offeror must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached at Annex "C";
 - (b) *Contract Security Manual* (Latest Edition).

6.1.2 Contractor's Sites or Premises Requiring Safeguarding Measures

6.1.2.1 Where safeguarding measures are required in the performance of the Work, the Contractor must diligently maintain up-to-date, the information related to the Contractor's and proposed individuals' sites or premises for the following addresses:

Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code
Country

6.1.2.2 The Company Security Officer must ensure through the Contract Security Program that the Contractor and individuals hold a valid security clearance at the required level of document safeguarding capability.

6.2 Statement of Work

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

6.3 Standard Clauses and Conditions

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

6.3.1 General Conditions

2010B (2022-01-28), General Conditions - Professional Services (Medium Complexity) apply to and form part of the Contract.

6.3.2 Replacement of Specific Individuals

1. If specific individuals are identified in the Contract to perform the Work, the Contractor must provide the services of those individuals unless the Contractor is unable to do so for reasons beyond its control.
2. If the Contractor is unable to provide the services of any specific individual identified in the Contract, it must provide a replacement with similar qualifications and experience. The replacement must meet the criteria used in the selection of the Contractor and be acceptable to Canada. The Contractor must, as soon as possible, give notice to the Contracting Authority of the reason for replacing the individual and provide:
 - a. the name, qualifications and experience of the proposed replacement; and
 - b. proof that the proposed replacement has the required security clearance granted by Canada, if applicable.
3. The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that a replacement stop performing the Work. In such a case, the Contractor must immediately comply with the order and secure a further replacement in accordance with subsection 2. The fact that the Contracting Authority does not order that a replacement stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.

6.4 Term of Contract

6.4.1 Period of the Contract

The period of the Contract is from date of Contract to [date to be specified in the resulting Contract] inclusive.

6.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to four (4) additional one-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 at least thirty (30) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

6.5 Authorities

6.5.1 Contracting Authority

The Contracting Authority for the Contract is: [to be specified in the resulting Contract]

Name: _____
Title: _____
Organization: _____
Address: National Defence Headquarters
Attention: [insert designation]
101 Colonel By Drive
Ottawa, Ontario
K1A 0K2
Telephone: _____
Facsimile: _____
E-mail address: _____

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

6.5.2 Technical Authority [to be specified in the resulting Contract]

The Technical Authority for the Contract is: [to be specified in the resulting Contract]

Name: _____
Title: _____
Organization: _____
Address: National Defence Headquarters
Attention: [insert designation]
101 Colonel By Drive
Ottawa, Ontario
K1A 0K2
Telephone: _____
Facsimile: _____
E-mail address: _____

The Technical 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 Technical Authority; however, the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

6.5.3 Contractor's Representative [to be specified in the resulting Contract]

Name: _____
Title: _____

Address: _____
Telephone: _____
Facsimile: _____
E-mail address: _____

6.6 Proactive Disclosure of Contracts with Former Public Servants

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

6.7 Payment

6.7.1 Basis of Payment

6.7.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____ [to be specified in resulting 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.

6.7.3 Electronic Payment of Invoices – Contract

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

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

6.7.4 Discretionary Audit

C0705C (2010-01-11), Discretionary Audit

6.7.5 No Responsibility to Pay for Work not performed due to Closure of Government Offices

Where the Contractor, its employees, subcontractors, or agents are providing services on government premises under the Contract and those premises are inaccessible because of the evacuation or closure of government offices, and as a result no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if there had been no evacuation or closure.

If, as a result of any strike or lock-out, the Contractor or its employees, subcontractors or agents cannot obtain access to government premises and, as a result, no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if the Contractor had been able to gain access to the premises.

6.8 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.
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.
 - b) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

6.9 Certifications and Additional Information

6.9.1 Compliance

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

6.9.2 Certifications – Contract

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

6.10 Applicable Laws

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

6.11 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the general conditions [2010B](#) (2022-01-28), General Conditions - Services (Medium Complexity);
- (c) Annex "A", Statement of Work;
- (d) Annex "B", Basis of Payment;
- (e) Annex "C", Security Requirements Check List;
- (f) the Contractor's bid dated _____ **[date to be specified in the resulting contract]**.

6.12 Defence Contract

SACC Manual clause [A9006C](#) (2012-07-16) Defence Contract

6.13 Dispute Resolution

- (a) The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.
- (b) The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.
- (c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- (d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "[Dispute Resolution](#)".

6.14 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.

6.15 Additional Clauses

SACC Manual Clause [A9062C](#) (2011-05-16), Canadian Forces Site Regulations

SACC Manual Clause [A9068C](#) (2010-01-11), Government Site Regulations

ANNEX "A" – STATEMENT OF WORK

1. TITLE

Ergonomic assessment services to support the Department of National Defence (DND) employees and Canadian Armed Forces (CAF) members in the National Capital Region (NCR).

2. OBJECTIVE

The objective of this requirement is for the provision of ergonomic professional services to conduct preventive and medical, office and industrial ergonomic assessments, write a report following the assessment with recommendations, and provide ergonomic training.

3. BACKGROUND

DND, like other Federal government departments, agencies and Crown corporations, has an obligation to ensure that every person granted access to the workplace is aware of every foreseeable hazard. All managers & supervisors must ensure that all hazards, including ergonomics, are identified and controlled in the workplace, regardless of the work environment.

The Department of National Defense is composed of civilians (DND employees) and military members (Canadian Armed Forces (CAF) members). DND employees are legislated by the *Canada Labour Code*, Part II, while CAF members are legislated by the DND General Safety Program, which is built on the *Canada Labour Code*, Part II. For the purpose of this requirement, the term "employee" will be used to represent both DND employees and CAF members.

The *Canada Labour Code*, Part II, Section 125.1(t), states, "*Employers are required to ensure that the workplace, workspaces and procedures meet prescribed ergonomic standards*". In addition, CLC, Part II, Section 125. (1)(u), states, "*Employers are also responsible to ensure that machinery, equipment and tools used by workers in the course of their employment meet prescribed health, safety and ergonomic standards*".

The Canadian Forces Base (CFB) (Ottawa-Gatineau), Occupational Health and Safety (OHS) Office has been managing the DND Ergonomic Program since April of 2008. For the purpose of preventative and medical requirements, the OHS office has processed an average of approximately 450 to 500 office ergonomic assessment requests annually.

During the fiscal year (FY) 2020/2021, as a result of the pandemic, the OHS Office revisited its ergonomic program and began offering virtual ergonomic services to support DND employees within the NCR who are either teleworking or working on-site at DND facilities.

Since the beginning of the Ergonomic Program, the services have only been offered to DND civilian employees located within the NCR. As of the April 1st, 2021, the OHS Office has extended its ergonomic services to Canadian Armed Forces (CAF) members located in the NCR. DND has more than 9,000 civilian employees and 15,000 CAF members located in the NCR for a total of approximately 24,000 employees.

Based on previous experience, the average time spent on each Initial Ergonomic Assessment is 3.0 hours, including assessment, travel and report writing. It is also expected that the average time spent on each Follow-Up Assessment is 2.0 hours, including assessment, travel and report writing, or less if no report is required.

4. SCOPE

- 4.1 The Contractor must provide in-person, virtual and industrial setting assessment services including but not limited to:
- Initial assessments;
 - Follow-up assessments;
 - Office ergonomic equipment adjustment appointments; and
 - Ergonomic Coach Sessions.
- 4.2 Office ergonomic assessment requests will be submitted to the TA by employees working from the work office and/or teleworking from any province within Canada as long as their attached unit is located within the NCR. Office ergonomic assessments requested for employees' teleworking will be performed virtually either by Microsoft Teams platform or by phone and office ergonomic assessments requested for individuals working from the work office can be performed either in person or virtually, according to the employees' requests and requirements.
- 4.3 The industrial ergonomic assessments will be performed at the employees' work area. Industrial work areas include but are not limited to: dental office, mailrooms, laboratories, warehouses, garages and vehicles. The contractor will be responsible to provide, when required, their own personal protective equipment (PPE) to access the employee's workplace.
- 4.4 Follow-up appointments may be required to assess the changes that have been made with the recommended equipment, respond to any further concerns, and provide, if applicable, adaptive technology training.

When a follow-up assessment is not required and the employee already has all the necessary ergonomic equipment but needs assistance in adjusting it properly, they can request an office ergonomic equipment adjustment session. This session may be performed virtually or in person, and should last no more than 15 minutes. No report is required for adjustment sessions.

5. TASK

- 5.1 The Contractor must conduct in person initial office and industrial ergonomic assessments which include, but are not limited to:
- a) Scheduling and performing the initial ergonomic assessment within two (2) weeks (10 working days) of receiving the request from the TA's office;
 - b) Scheduling and performing the urgent initial ergonomic assessment within one (1) week (5 working days) of receiving the request from the TA's office;
 - c) Communicating directly with the employee identified in the request by email to schedule and confirm all details of the appointment, including: the date and time of the appointment, the location, accessibility requirements, required PPE (if applicable) and make proper arrangements with the employee to gain access to the employee's work location;
 - d) Identifying and assessing ergonomic hazards, tasks or risk factors that may impact the employee's workstation ergonomics. Ergonomic hazards are workplace conditions that pose the risk of injury to an employee. They include but are not limited to: repetitive and forceful movements, vibration, temperature extremes, static and awkward postures;
 - e) Making any necessary immediate adjustments and modifications (when possible) to employee's existing furniture, equipment, workstation accessories and work environment;

- f) Providing education/recommendations regarding workstation adjustments, posture, exercises and other useful tools to prevent/eliminate/reduce risks of injury. Education/recommendations may be provided verbally and/or in writing;
 - g) Providing written recommendations through an Ergonomic Assessment Report (EAR) for the ergonomic assessment performed;
 - h) Providing the EAR to the TA's office for acceptance by email within five (5) working days after the completed initial ergonomic assessment;
 - i) Making any changes (if applicable), requested by the TA following the review of the report; and
 - j) Sending the final EAR to the TA only for approval.
- 5.2 The Contractor must conduct virtual initial office ergonomic assessments which include, but are not limited to:
- a) Scheduling and performing the initial virtual ergonomic assessment within two (2) weeks (10 working days) of receiving request from the TA's office;
 - b) Scheduling and performing urgent initial virtual ergonomic assessment within one (1) week (5 working days) of receiving request from the TA's office;
 - c) Communicating directly with the employee identified in the request by email to schedule and confirm all details of the appointment, including: the date and time of the appointment, the virtual platform (Microsoft Teams or phone) , the pre-assessment form and the deadline for the employee to complete it and send back to Contractor;
 - d) Identifying and assessing ergonomic hazards, tasks or risk factors that may impact the employee's workstation ergonomics. Ergonomic hazards are workplace conditions that pose the risk of injury to an employee. They include but are not limited to: repetitive and forceful movements, vibration, temperature extremes, static and awkward postures;
 - e) Guiding the employee to immediately make the necessary adjustments and modifications (when possible) to employee's existing furniture, equipment, workstation accessories and work environment;
 - f) Providing education/recommendations regarding workstation adjustments, posture, exercises and other useful tools to prevent/eliminate/reduce risks of injury. Education/recommendations may be provided verbally and/or in writing;
 - g) Making written recommendations through an Ergonomic Assessment Report (EAR) for the ergonomic assessment performed;
 - h) Providing the EAR to the TA's office for acceptance via email within five (5) working days of the completed Initial ergonomic assessment;
 - i) Making any changes (if applicable), requested by the TA's office following the review of the report; and
 - j) Sending the final EAR to the TA's office only for approval.
- 5.3 When required, the Contractor must conduct a follow-up ergonomic assessment which includes, but is not limited to:

- a) Scheduling and performing follow-up ergonomic assessment within three to five (3-5) working days of receiving request from the TA's office;
 - b) Communicating directly with the employee identified in the request, by email, to schedule and confirm all details of the appointment as per sections 5.1 (d) for in person request and 5.2 (d) for virtual request;
 - c) Conducting the follow-up assessment, making any final workstation adjustments and, if required, providing additional education to the employee on the use of recommended equipment or adaptive technology training; and
 - d) Providing the final EAR to TA's office within five (5) days of the follow-up ergonomic assessment.
- 5.4 The Contractor must conduct virtual and in person office ergonomic equipment adjustment sessions which include, but are not limited to:
- a) Receiving request for an office ergonomic equipment adjustment session from the TA's office;
 - b) Scheduling and performing the ergonomic equipment adjustment session within two (2) weeks (10 working days) of receiving request from the TA office;
 - c) Communicating directly with the employee by email to schedule the appointment and confirm all details as per sections 5.1 (b) for in person request and 5.2 (b) for virtual request;
 - d) Assessing the employee's ergonomic equipment and identifying ergonomic hazards, tasks or risk factors that may impact the employee's workstation ergonomics;
 - e) Guiding the employee to immediately correct any deficiencies determined as a result of the assessment;
 - f) Providing education/recommendations regarding workstation adjustments, posture, exercises and other useful tools to prevent/eliminate/reduce risks of injury. Education/recommendations must be provided verbally;
 - g) Recommending (if required) the employee to request an office ergonomic assessment; and
 - h) Informing the TA's office by email that the assessment has been completed within two (2) working days.
- 5.5 The Contractor must provide up to five (5) ergonomic coach training sessions over the life of the contract which includes, but is not limited to:
- a) Communicating with the TA's office to schedule the training and confirm all details including: date, location, accessibility requirements, how to gain access to the location, required equipment and technological requirements;
 - b) Develop and provide ergonomic coach training, documentation and required resources to participants. Training should include but is not limited to: Musculoskeletal injury information, how to conduct a non-medical ergonomic adjustments, and information on current equipment trends/what is acceptable to recommend;

- c) Providing training certificates by email to the TA's office within two (2) working days following the training; and
- d) The Contractor will also be required to provide up to 5 ergonomic coach training sessions each year. The training sessions will take place in person in a conference room provided by the Technical Authority's (TA) office, within DND facilities. The specific schedule for each training session will be determined between the TA and the Contractor. The intent is to train participants to become ergonomic coaches by teaching them how to identify and correct ergonomically hazardous conditions for individuals working in office environments in order to reduce discomfort, pain and musculoskeletal disorders (MSDs). At the end of the session the participants will be able to identify and evaluate awkward working postures and determine measures to take to correct the hazards. Training sessions must be provided in person with a maximum of 15 coaches to be trained per session.

6. CONSTRAINTS

- 6.1 The Contractor agrees that its policy for "no-shows" or appointments cancelled with less than 24 hours' notice will be at no charge to the TA, any subsequent no-shows by the same employee will be charged in accordance with the rates identified in Annex "B" – Basis of Payment. The TA's Office must be promptly advised of the first no-show and will intervene with the employee and supervisor after the second no-show. Refer to Annex "B" – Basis of Payment, Section 3 - Cancellation.

7. REPORTS

- 7.1 The deliverables specified herein will be emailed for approval to the TA's office only. The Contractor must provide the documentation, ergonomic assessment report (EAR), work-in-progress and other related supporting documentation by email only and in accessible formats specified by TA. The EAR must be produced in either English or French, as per the choice of the employee requesting the ergonomic assessment and/or support and/or follow-up.
- 7.2 The Contractor must submit a written EAR, in accordance with Annex "D" – Ergonomic Assessment Report, following the initial assessment, for acceptance, to TA. The report must include but is not limited to:
 - a) Name and contact information of the employee and supervisor;
 - b) Type of assessment (office ergonomic or industrial assessment);
 - c) Format of the assessment for office ergonomic assessments (virtual or in person);
 - d) Date/location of the assessment;
 - e) Name of the resource who conducted the assessment and certification;
 - f) Ergonomic hazard identification and analysis;
 - g) Identification of ergonomic risks and corrections/recommendations;
 - h) Corrections and adjustments made during the evaluation;
 - i) Action plan to implement recommendations;
 - j) All recommended equipment/aids and specific details of the recommended equipment;
 - k) Photos of workstation layout, pre and post adjustments as applicable in accordance with DND security standards. In secured areas where photos are not permitted a sketch can be used;
 - l) Recommendations for a possible follow-up, if granted by the TA's office; and
 - m) Recommendations for adaptive technology training if employee's impairments/restrictions need the installation and integration of adaptive technology hardware and software.
- 7.3 In the event of a follow-up ergonomic assessment, the Contractor must amend and re-submit the EAR to the TA. The report must include, but is not limited to:

- a) The name, location and contact information of the employee and supervisor;
- b) The date, time and duration of the assessment;
- c) General conditions: Professional services (medium complexity)The name of the resource that conducted the follow-up ergonomic assessment; and
- d) Details of any final adjustments, modifications and further recommendations made.

7.4 The reports listed above must not include any medical information/diagnosis. The TA reserves the right to request any report to be resubmitted due to the quality of the language.

8. LOCATION OF WORK

The Contractor must be able to provide ergonomic assessment services virtually, either by Microsoft Teams platform or by phone, and onsite at the employee work location located within the NCR.

9. LANGUAGE

The Contractor must be able to provide services to the client in both official languages (English or French). The Contractor's resources must be able to communicate orally and in writing without any assistance and with minimal errors.

10. MEETINGS

At the request of the TA's Office, the Contractor must attend a kick-off meeting to discuss the workflow and scheduling process of ergonomic assessment services no later than two (2) weeks after Contract Award.

Following the kick-off meeting, quarterly basis meetings with Contractor are to be established.

ANNEX "B" – BASIS OF PAYMENT

1. **PERIOD OF THE CONTRACT: From date of Contract Award to one (1) year later [date to be specified in the resulting Contract]**

During the period of the Contract, the Contractor will be paid as specified below, for Work performed in accordance with the Contract.

1.1.1 Labour

The Contractor will be paid an all-inclusive firm fixed price as follows (Applicable Taxes extra):

Initial Contract Period:

Deliverables	Firm Fixed Price per Assessment (A)	Estimated # of Assessments (B)	Extended Pricing (C = A x B)
Initial Assessment	\$	1200	\$
Follow-up Assessment	\$	75	\$
TOTAL PERIOD OF THE CONTRACT			\$

1.1.2 Travel and Living Expenses

The Firm Fixed Price per Assessments rates specified above are inclusive of overhead expenses such as administrative support, facsimile, courier, photocopying, mail, word processing, other operating costs and any time spent travelling from the specified individual's work location to a specific pre-authorized work assignment that is inside the National Capital Region (NCR) defined in the *National Capital Act (R.S.C., 1985, c. N-4)*, available on the Justice Website (<http://laws-lois.justice.gc.ca/eng/acts/N-4/page-9.html#docCont>). Accordingly, separate billing of any items related to the routine cost of doing business or time spent travelling will not be permitted.

2. **OPTION TO EXTEND THE TERM OF THE CONTRACT**

This section is only applicable if the option to extend the Contract is exercised by Canada.

During the extended period of the Contract specified below, the Contractor will be paid as specified below to perform all the Work in relation to the Contract extension.

2.1 **EXTENDED CONTRACT PERIOD 1: (From end of Initial Contract Period to one (1) year later [date to be specified in the resulting Contract])**

2.1.1 Labour

The Contractor will be paid an all-inclusive firm fixed price as follows (Applicable Taxes extra):

Option Period 1:

Deliverables	Firm Fixed Price per Assessment (A)	Estimated # of Assessments (B)	Extended Pricing (C = A x B)
Initial Assessment	\$	1000	\$
Follow-up Assessment	\$	50	\$
TOTAL OPTION PERIOD 1			\$

2.1.2 Travel and Living Expenses

The Firm Fixed Price per Assessments rates specified above are inclusive of overhead expenses such as administrative support, facsimile, courier, photocopying, mail, word processing, other operating costs and any time spent travelling from the specified individual's work location to a specific pre-authorized work assignment that is inside the National Capital Region (NCR) defined in the *National Capital Act (R.S.C., 1985, c. N-4)*, available on the Justice Website (<http://laws-lois.justice.gc.ca/eng/acts/N-4/page-9.html#docCont>). Accordingly, separate billing of any items related to the routine cost of doing business or time spent travelling will not be permitted.

2.2 EXTENDED CONTRACT PERIOD 2: (From end of Option Period 1 to one (1) year later [date to be specified in the resulting Contract])

2.2.1 Labour

The Contractor will be paid an all-inclusive firm fixed price as follows (Applicable Taxes extra):

Option Period 2:

Deliverables	Firm Fixed Price per Assessment (A)	Estimated # of Assessments (B)	Extended Pricing (C = A x B)
Initial Assessment	\$	1000	\$
Follow-up Assessment	\$	50	\$
TOTAL OPTION PERIOD 2			\$

2.2.2 Travel and Living Expenses

The Firm Fixed Price per Assessments rates specified above are inclusive of overhead expenses such as administrative support, facsimile, courier, photocopying, mail, word processing, other operating costs and any time spent travelling from the specified individual's work location to a specific pre-authorized work assignment that is inside the National Capital Region (NCR) defined in the *National Capital Act (R.S.C., 1985, c. N-4)*, available on the Justice Website (<http://laws-lois.justice.gc.ca/eng/acts/N-4/page-9.html#docCont>). Accordingly, separate billing of any items related to the routine cost of doing business or time spent travelling will not be permitted.

2.3 EXTENDED CONTRACT PERIOD 3: (From end of Option Period 2 to one (1) year later [date to be specified in the resulting Contract])

2.3.1 Labour

The Contractor will be paid an all-inclusive firm fixed price as follows (Applicable Taxes extra):

Option Period 3:

Deliverables	Firm Fixed Price per Assessment (A)	Estimated # of Assessments (B)	Extended Pricing (C = A x B)
Initial Assessment	\$	1000	\$
Follow-up Assessment	\$	50	\$
TOTAL OPTION PERIOD 3			\$

2.3.2 Travel and Living Expenses

The Firm Fixed Price per Assessments rates specified above are inclusive of overhead expenses such as administrative support, facsimile, courier, photocopying, mail, word processing, other operating costs and any time spent travelling from the specified individual's work location to a specific pre-authorized work assignment that is inside the National Capital Region (NCR) defined in the *National Capital Act (R.S.C., 1985, c. N-4)*, available on the Justice Website (<http://laws-lois.justice.gc.ca/eng/acts/N-4/page-9.html#docCont>). Accordingly, separate billing of any items related to the routine cost of doing business or time spent travelling will not be permitted.

2.4 EXTENDED CONTRACT PERIOD 4: (From end of Option Period 3 to one (1) year later [date to be specified in the resulting Contract])

2.4.1 Labour

The Contractor will be paid an all-inclusive firm fixed price as follows (Applicable Taxes extra):

Option Period 4:

Deliverables	Firm Fixed Price per Assessment (A)	Estimated # of Assessments (B)	Extended Pricing (C = A x B)
Initial Assessment	\$	1000	\$
Follow-up Assessment	\$	50	\$
TOTAL OPTION PERIOD 4			\$

2.4.2 Travel and Living Expenses

The Firm Fixed Price per Assessments rates specified above are inclusive of overhead expenses such as administrative support, facsimile, courier, photocopying, mail, word processing, other operating costs and any time spent travelling from the specified individual's work location to a specific pre-authorized work assignment that is inside the National Capital Region (NCR) defined in the *National Capital Act (R.S.C., 1985, c. N-4)*, available on the Justice Website (<http://laws-lois.justice.gc.ca/eng/acts/N-4/page-9.html#docCont>).

9.html#docCont). Accordingly, separate billing of any items related to the routine cost of doing business or time spent travelling will not be permitted.

3. CANCELLATION

If Canada cancels or reschedules an appointment without providing a written notice of at least 24 hours, the Contractor will be paid as follows:

More than 24 hours prior to Scheduled Appointment	24 hours or less prior to Scheduled Appointment
No Charge	No charge for first cancellation or no-show without 24 hours' notice. \$(to be specified by the Bidder in their Financial Proposal) charge for the 2 nd and any subsequent no-shows by the <u>same</u> public service employee.

ANNEX "C" – SECURITY REQUIREMENTS CHECK LIST



Contract Number / Numéro du contrat
W6369-22-X007
Security Classification / Classification de sécurité UNCLASSIFIED

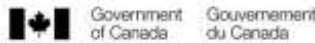
SECURITY REQUIREMENTS CHECK LIST (SRCL) LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

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 Canadian Forces Support Group (Ottawa-Gatineau)
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	
Office ergonomic assessment of workstations of Department National Defence (DND) employees and Canadian Armed Forces (CAF) members located in the National Capital Region (NCR)	
5. a) Will the supplier require access to Controlled Goods? / Le fournisseur aura-t-il accès à des marchandises contrôlées?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? / Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. Indicate the type of access required / Indiquer le type d'accès requis	
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? / Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c.) / (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c.)	<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. / Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	
<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès	
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>
Foreign / Étranger <input type="checkbox"/>	
7. b) Release restrictions / Restrictions relatives à la diffusion	
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>
Not releasable / À ne pas diffuser <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies) / Préciser le(s) pays:	Specify country(ies) / Préciser le(s) pays:
7. c) Level of information / Niveau d'information	
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input 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 / NATO SECRET <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
	SECRET / SECRET <input type="checkbox"/>
	TOP SECRET / TRÈS SECRET <input type="checkbox"/>
	TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
UNCLASSIFIED





Contract Number / Numéro du contrat W6369-22-X007
Security Classification / Classification de sécurité UNCLASSIFIED

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No / Oui Yes / Non

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

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

Short Title(s) of material / Titre(s) abrégé(s) du matériel: _____
Document Number / Numéro du document: _____

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

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

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

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

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

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

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 / Oui Yes / Non

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 / Oui Yes / Non

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 / Oui Yes / Non

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 / Oui Yes / Non

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 / Oui Yes / Non

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité UNCLASSIFIED





Contract Number / Numéro du contrat W6369-22-X007
Security Classification / Classification de sécurité UNCLASSIFIED

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 / PROTÉGÉE			CLASSIFIED / CLASSIFIÉE			NATO				COMSEC				
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COMSEC TOP SECRET DOMESTIC	PROTECTED / PROTÉGÉE			SECRET	TOP SECRET
											A	B	C		
Information / Assets Management / Plans Protection	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Media / Support IT	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Link / Lien électronique	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

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

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

Solicitation No. - N° de l'invitation
W6369-22-X007
Client Ref. No. - N° de réf. du client

Amd. No. - N° de la modif.
(0) Original
File No. - N° du dossier

Buyer ID - Id de l'acheteur
D Svcs C 4-3-5
CCC No./N° CCC - FMS No./N° VME

(SRCL signature page (page 4) to be inserted here in the resulting contract)

APPENDIX 1 to ANNEX "C" – IT SECURITY REQUIREMENTS

Information Technology Security Requirements Document for Contract W6369-22-X007 Ergonomic Assessment Services

1. INTRODUCTION

1.1 The IT Security Requirements Document. This "IT Security Requirements Document for Contract W6369-22-X007 " is being provided in accordance with the instructions for completion of Part C, Section

11.d of the Treasury Board Secretariat (TBS) Form 350-103 which states:

"Will the supplier be required to use its IT systems to electronically process and/or produce or store PROTECTED and/or CLASSIFIED information and/or data? If Yes, The client department and/or organization will be required to specify the IT security requirements for this procurement in a separate technical document."

Each IT Security Requirements Document applies only to the contract it is written for; accordingly this "IT Security Requirements Document for Contract W6369-22-X007 Ergonomic Assessment Services" is specific to Contract W6369-22-X007 Ergonomic Assessment Services.

1.2 DND's IT Security Requirements. This document outlines the Department of National Defence's (DND) Information Technology (IT) security requirements for the electronic storage / processing / creation of this contract's Proprietary Information up to and including the level of **protected A**.

1.3 Proprietary Information. The term "Proprietary Information" is defined - for this document only - as any government assets and/or Sensitive (Designated or Classified) information which is stored / processed / created by private organizations to fulfil a contract with DND where contract security is administered by the Public Services and Procurement Canada (PSPC)'s Contract Security Program (CSP) (PSPC/CSP).

1.4 Connectivity Criteria for IT Link. In the event that the Information System (IS) used to electronically store / process / create this Proprietary Information is also required to electronically connect to DND's infrastructure (i.e. the Security Requirements Check List (SRCL) Part C, Section 11.e is checked as "YES"), a separate IT Link "Connectivity Criteria" document will be completed by the Project Officer (PO) for the DND Project Management Office (PMO), and this link will require validation and authorization from PSPC/CSP.

1.5 Layers of Security Protection. Security is based upon layers of protection; in order for IT security requirements to effectively safeguard information they must be preceded and supported by other aspects of security and their associated policies. Contracting efforts should be preceded by the implementation of physical, personnel, procedural, information, and IT security safeguards.

1.6 Additional Information. The Contract Security Manual (CSM), available from Public Services and Procurement Canada (PSPC), prescribes the procedures to be applied by Canadian-based organizations for the safeguarding of government information and assets. Additional security information is available on the internet from PSPC/CSP, as well as the Communications Security Establishment (CSE), the Canadian Centre for Cyber Security (CCCS), and the Royal Canadian Mounted Police (RCMP).

2. MANDATORY PREREQUISITES

2.1 *PSPC Validation*

2.1.1 Contract Security Manual (CSM). As well as the security requirements in the CSM, the additional requirements stated in this document must be met. Whenever there are two requirements for the same issue, the most stringent requirement must be applied.

2.1.2 Contractor Sites. The contractor must inform PSPC/CSP and the DND PO of all physical sites where this contract's **protected A** Proprietary Information will be stored / processed / created. This includes any applicable main and/or alternate contractor offices, construction sites, back-up storage locations, partners, all levels of sub-contractors offices, etc.

2.1.3 Site Requirements. Every site used to electronically store / process / create this contract's Proprietary Information must be granted a Facility Security Clearance (FSC) as well as either a Designated Organization Screening (DOS) or a Document Safeguarding Capability (DSC), as applicable. Every site must also be cleared by PSPC/CSP prior to being authorized to electronically store / process / create Proprietary Information.

2.2 *Physical Security*

2.2.1 Facility Authorization. Storage / processing / creation of this contract's Proprietary Information must only be performed in facilities which have been authorized by the PSPC/CSP. All data must be stored / processed / created in a secure manner that prevents unauthorized viewing, access, or manipulation.

2.2.2 Physical Security Zones. In accordance with the RCMP's "*G1-026 Guide to the Application of Physical Security Zones*", the IS - identified herein for this document only as the **Ergonomic Assessment Services** - will be installed and operating in an **Operations** zone or in a temporary **Operations** zone.

2.2.3 Proprietary Information Outside of Canada. Storage / processing / creation of Proprietary Information outside of Canada **is not** authorized under this contract.

2.2.4 Mobile Computing/Teleworking. Mobile computing/teleworking (MC-TW) involving the IS or Proprietary Information **is, under the following conditions**, authorized under this contract

2.2.4.1 The CSO must notify the DND PO as well as PSPC/CSP of any security violation, significant incident or compromise concerning MC-TW.

2.2.4.2 All aspects of MC-TW must abide by all applicable IT security requirements in this document.

2.2.4.3 CSO Responsibilities Prior to MC-TW. The following information is to be documented and made available, upon request, to the DND PO. Prior to any employee starting MC-TW, the CSO or ACSO must:

2.2.4.3.1 approve in writing each Contractor employee's MC-TW;

2.2.4.3.2 verify that the MC-TW employee holds a valid personnel security screening which has been granted by PSPC/CSP; this security screening must be - at minimum - a Reliability Status;

2.2.4.3.3 verify that the employee has attended an IT security awareness training session/briefing, as required by the "IT Security Awareness Training" para of the "IT Security Requirements Document for Contract **W6369-22-X007**;

2.2.4.3.4 verify that the MC-TW employee has read the system-specific IT Security Orders and signed a related User Agreement form, as required by the "User Agreement Form" para of the "IT Security Requirements Document for Contract <contract #>"; and this User Agreement must include requirements and restrictions concerning MC-TW;

2.2.4.3.5 verify that the physical location(s) where the MC-TW will take place (e.g. the MC-TW employee will be working from his/her residence or from another location), the location(s) must be assessed for risk in the context of Temporary Operations Zone security requirements, in accordance with the Annex B and C of the Contract Security Manual (CSM) [Contract Security Manual – Security requirements for contracting with the Government of Canada - Security screening - National security - National Security and Defence – Canada.ca \(tpsgc-pwgsc.gc.ca\)](#);and

2.2.4.3.6 verify that, if applicable and required to use WI-FI when working remotely, the MC-TW employee must follow CCCS's "ITSAP.80.009 - Protecting Your Organization While Using Wi-Fi".

2.2.4.4 Contractor Responsibilities. The Contractor

2.2.4.4.1 must provide each employee with Contractor-owned/leased IT equipment and the software required for the contract; anti-virus/anti-malware software, a Contractor-managed operating system as well as a reputable FIPS 140.2 or 140-3 compliant storage/hard drive encryption tools (e.g. Bitlocker, VeraCrypt, etc.) must be installed using separate administrator credentials under Contractor's IT team's control; the IT equipment must not contain generic, guest, temporary, or shared accounts of any kind;

2.2.4.4.2 must ensure that the IT equipment is set-up to only use secure remote-access or virtual private network (VPN) technologies with modern encryption protocols (such as TLS 1.3, or IKEv2) in accordance with the CCCS "ITSP.40.062 - Guidance on Securely Configuring Network Protocols" and the CCCS "ITSP.40.111 - Cryptographic Algorithms for UNCLASSIFIED, PROTECTED A and PROTECTED B Information";

2.2.4.4.3 must ensure, if the MC-TW employee does not have the means to securely store the MC-TW equipment when not in use, that the Contractor provides these means to the MC-TW employee for his/her remote place(s) of work; and

2.2.4.4.4 must provide Contractor-owned removable IT media to any MC-TW employee. The use of removable IT media (e.g. USB sticks, CDs/DVDs, etc.) is **authorized** under this contract.

2.2.4.4.5 The Prime contractor must ensure that all applicable

employees and any subcontractor employee hired to work on part of the contract adhere to all the MC-TW's requirements (normally through signature of an updated Acceptable-Use-Policy for IT equipment).

2.2.4.5 MC-TW Employees - Responsibilities. While using the MC-TW IT equipment, the MC-TW employee:

2.2.4.5.1 must stop working immediately and contact his/her CSO or ACSO if the security requirements in this document cannot be met or if the MC-TW employee is aware of any security violation, significant incident, or compromise of Proprietary Information;

2.2.4.5.2 must ensure that when not in use, all MC-TW IT equipment and any authorized removable storage media is stored securely, as stated in the CSM. The Contractor must ensure that, if the MC-TW employee does not have the tools and/or means for securely storing (when not in use) the IT equipment and any authorized removable storage media, the Contractor provide these tools to the MC-TW employee for his/her remote place(s) of work;

2.2.4.5.3 is not authorized to store / process / create Proprietary Information on his/her personally-owned IT equipment or removal IT media;

2.2.4.5.4 is not authorized to store / process / create / send / receive emails containing Proprietary Information via Contractor-provided smart phone unless specifically authorized in writing by the DND PO;

2.2.4.5.5 is not authorized to connect the MC-TW IT equipment to any public, unencrypted or open Wi-Fi;

2.2.4.5.6 must ensure that encryption on personal Wi-Fi used for MC-TW is kept current with GC standards and must remain current during the entire period of MC-TW; and

2.2.4.5.7 must - if use of removable IT media is authorized - use only removable IT media provided by the Contractor.

2.2.4.6 Contractors and MC-TW Employees – Responsibilities.

2.2.4.6.1 When using MC-TW, the MC-TW IT equipment:

2.2.4.6.1.1 must ensure that firmware patches/updates for the supported anti-virus/anti-malware application, operating systems and other applications installed on the MC-TW device are updated regularly and kept current;

2.2.4.6.1.2 should use multi-factor authentication for connections between the MC-TW device and the contractor's network, per CCCS publication "Secure Your Accounts and Devices with Multi- Factor Authentication (ITSAP.30.030)"; and

2.2.4.6.1.3 must follow guidelines in CCCS's "Annex 2 - Wireless User to Wired Network Connection High-Level Design Guidance (ITSG-41)". Additional recommendations are available in CCCS's "Protecting your Organization While Using WI-FI (ITSAP.80.009)" and "Virtual Private Networks (ITSAP.80.101)".

2.2.4.6.2 When using MC-TW to process Proprietary Information the IT media (e.g. removable media, internal hard drives, etc.) must be encrypted using the most current GC approved encryption technology for the sensitivity level of the information being processed; and the encryption used must be kept current for the length of the contract. Information on encryption is available in "Cryptographic Algorithms for UNCLASSIFIED, PROTECTED A, and PROTECTED B Information (ITSP.40.111)".

2.2.4.6.3 When using MC-TW the Contactor and the Contractor employee must review and follow the recommendations in CCCS's "Security Tips for Organizations With Remote Workers (ITSAP.10.016)" and "Cyber Security Tips for Remote Work (ITSAP.10.116)

2.2.4.7 MC-TW and MC-TW Employees - Information Required. Details on the following, which are to be provided to the DND PO upon request, must be documented by the Contractor for each MC-TW employee:

2.2.4.7.1 the highest sensitivity level of data to be processed by the MC-TW employee, which must be no higher than Protected A;

2.2.4.7.2 the type of IT equipment to be used. For example thin client (a dumb terminal unit); or fat client (PC, laptop, tablet, etc.);

2.2.4.7.3 the type of account to be used for the remote work (e.g. normal user, privilege accounts or group membership, etc.);

2.2.4.7.4 how the Proprietary Information is to be uploaded to/downloaded from the IT equipment (e.g. VPN connection or - if authorized - removable media (e.g. USB sticks, CDs/DVDs, etc.);

2.2.4.7.5 type of encryption used for the hard drive(s) and removable media, and/or password protection for the individual data files. This should include the type and level of encryption to be used and the method of accessing the VPN;

2.2.4.7.6 the physical location(s) where the MC-TW will take place (e.g. the MC-TW employee will be working from his/her residence or from another location); and

2.2.4.7.7 the following information on all IT devices that each MC-TW employee will be using for MC-TW: the type and number of devices, make, model, and year of manufacture.

2.3 **Personnel Security**

2.3.1 Security Screening Level of Personnel. All contractor personnel who have access to any Proprietary Information must:

2.3.1.1 hold - at minimum - a valid **Reliability Status** which must be granted and be tracked by PSPC/CSP;

2.3.1.2 be assigned system privileges on the criteria of least privilege; this means applying the most restrictive set of privileges and the need-to-know principle (i.e. limiting access to information only to those whose duties require such access) necessary for the performance of authorized tasks.

2.3.2 Access to the Physical Security Zone. No visitors, foreign nationals or unauthorized personnel shall have access to the Proprietary Information, the **W6369-22-X007 Ergonomic Assessment Services**, or the zone where the Proprietary Information is being stored / processed / created unless they are escorted by an authorized contractor employee. They should also possess a valid **Reliability Status**.

An audit log must be maintained of all visitors, foreign nationals or unauthorized personnel accessing the Contract W6369-22-X007 Ergonomic Assessment Services.

2.3.3 IT Security Awareness Training. All contractor personnel handling Proprietary Information must be provided training and/or briefing sessions coordinated and delivered by the CSO or the ACSO. This training must, at minimum, make reference to the Government of Canada (GC) "Contract Security Manual" (CSM) and other security information as determined by the DND PO, as well as the system-specific IT Security Orders and Standard Operating Procedures (SOP) for the **W6369-22-X007 Ergonomic Assessment Services**. Training should also cover social engineering, use of social media, and situational awareness.

2.4 **Procedural Security**

2.4.1 IT Security Orders and Standard Operating Procedures. The contractor must create system-specific IT Security Orders for IS as well as SOPs relating to the operation and maintenance of the **W6369-22-X007 Ergonomic Assessment Services**. These documents must - at minimum - address:

2.4.1.1 roles and responsibilities (e.g. CSO, technical authority, IS system administrator(s), etc.);

2.4.1.2 access management for the **Operational** zone and the IS;

2.4.1.3 acceptable use of the IS;

2.4.1.4 incident management procedures;

2.4.1.5 any other subject identified in this document and

2.4.1.6 any other issue(s) identified by the DND PO or the DND PMO during the life of this contract.

2.4.2 User Agreement Form. All personnel having access to the IS must read the system-specific IT Security Orders for the **W6369-22-X007 Ergonomic Assessment Services** and sign an associated User Agreement Form, as produced and tracked by the CSO or ACSO. All changes to the system-specific IT Security Orders, SOPs and/or User Agreement Form must be promulgated to all personnel having access to the IS.

2.4.3 System Administrator - Personnel Security Screening Level. The IS must be administered and maintained internally by individual(s) possessing - at minimum - a valid **Reliability Status. This contract's Proprietary Information must be segregate from the contractor's other information and safeguard in a secured and controlled on the contractor's network infrastructure.**

2.4.4 IS Continuous Monitoring. The contractor must continually monitor its overall security posture including physical, personnel, procedural, information, and IT security. The contractor must inform PSPC/CSP and the DND PO of any issues that could potentially impact the security of the Proprietary Information or the IS.

2.4.5 Vulnerability Management and Incident Reporting. Per Annex A, Section VI of the Contract Security Manual (CSM), a vulnerability management process must be identified and followed to ensure risks from vulnerabilities are managed through a defined configuration management process. As it is paramount that the DND PO be aware of all security-related incidents with respect to the contractor's facilities and IT equipment used to store / process / create the Proprietary Information, the contractor must report any security incident to the DND PO no later than 24 hours after it has been detected or reported to PSPC/CSP.

2.5 **Information Security**

2.5.1 Document Marking. All documents - hardcopy (paper) and softcopy (electronic) - containing Proprietary Information must be marked with the highest security level of the information contained in the document, and be afforded a unique identifier to ensure positive control and tracking.

2.5.2 Information at Rest. The contractor must protect the security of the Proprietary Information at rest through physical and/or IT security measures.

2.5.2.1 When unattended, all hardcopy (paper) documents containing Proprietary Information (e.g. paper printouts, etc.) and all removable IT media used to store / process / create Proprietary Information must be physically locked in GC-approved security container(s) appropriate to the information's sensitivity level. The container(s) must be in accordance with the RCMP's "G1-001 - Security Equipment Guide"; as this Guide is not available to the general public, the contractor can contact the DND PO for information.

2.5.2.2 When unattended all removable IT media used to store / process / create Proprietary Information **must** be physically locked in GC-approved security container(s), as detailed in the RCMP's "G1-001 - Security Equipment Guide". Alternatively the removable media must be encrypted using GC-approved encryption technology appropriate for the sensitivity level of the Proprietary Information it contains. This is to protect the information in case the IT media is lost, misplaced or stolen.

2.5.2.3 Only contractor personnel authorized to have access to the Proprietary Information will be given the means to unencrypt electronic documents and/or have access to the key(s) and/or combination(s) for the approved secure container(s).

2.5.3 Exchange of Proprietary Information. When exchanging Proprietary Information between DND and all levels of contractors/sub-contractors via hard copy and/or removable IT media, all hard copy documents and removable IT media must be handled and

transported/transmitted in accordance with GC guidelines as depicted in the CSM or the RCMP's "*G1-009 Transport and Transmittal of Protected and Classified Information*". When transported (i.e. hand carried from one person/place to another by an individual who has the need-to-know and is screened to the highest level of the Proprietary Information) or transmitted (i.e. sent from one person/place to another by a third party), all electronic media must be encrypted using GC encryption technology approved for the sensitivity level of the information contained in the electronic media.

2.5.4 Exchange of Proprietary Information - Packaging. All hard copy documents and IT media must be packaged appropriately and transported/transmitted with a covering letter as well as a transmittal form or circulation slip which must indicate:

- 2.5.4.1 the highest sensitivity level of information contained in the package;
- 2.5.4.2 the date of transport/transmission;
- 2.5.4.3 the unique identifier for each document/IT media in the package;
- 2.5.4.4 the printed name and phone number of the originator;
- 2.5.4.5 the signature of the originator;
- 2.5.4.6 the physical street address of the destination;
- 2.5.4.7 the printed name and phone number of the recipient; and
- 2.5.4.8 the signature of the recipient.

2.5.5 Authorization of IT Link. Exchange of Proprietary Information with partners, sub- contractors or DND **must NOT be done via IT links**.

2.5.6 Segregation of Proprietary Information for Emergency Destruction. All Proprietary Information (e.g. hard copy documents, IT media, etc.) must be segregated from other contractual and corporate information in a way that allows all Proprietary Information to be securely destroyed or wiped, immediately upon request from PSPC/CSP or the DND PO as indicated in the CCCS publication "*IT Media Sanitization (ITSP.40.006)*".

2.5.7 Controlled Goods. For this contract, the contractor **will NOT** require access to Controlled Goods information or equipment.

2.5.8 Sub-contractors. The contractor must inform the DND PO and officially register with PSPC/CSP any partners and all levels of partnership and sub-contractors involved in this contract. The contractor is ultimately responsible for ensuring that all security requirements and all relevant and/or associated security documentation relating to this contract are provided to the contractor's partners and all levels of sub-contractors.

2.5.9 IT Security Requirements for Sub-Contracts. All applicable IT security requirements in this contract must also be included in any sub-contracts.

3. MINIMUM IT SECURITY REQUIREMENTS

3.1 *IT Security Policy Compliance and Monitoring*

On a frequency and schedule to be determined by the DND IT Security Authority, DND retains the right to conduct inspections of every contractor's facility involved in this contract to ensure compliance with the IT Security requirements herein as well as compliance with GC standards and policies concerning the prevention, detection, response, and recovery requirements.

3.2 *IT System Configuration*

3.2.1 Basic system configuration. The basic system configuration is anticipated by the DND PO to be a network of COTS servers, workstations (PCs, laptops, or tablets), printers/MFDs, and scanners. This network could be a segment of one of the contractor's existing networks or an entirely new network. Removable media (e.g. CDs/DVDs, USB sticks, etc.) may be used for uploading/downloading of information. If removable media is to be used on the network an Air Gap Computer will be required to scan this removable media for viruses and malware.

3.2.2 Type of System. The IS **can** be configured as part of a contractor's network infrastructure which has been authorized to store / process / create the Proprietary Information and meets Protected A requirements. Additional security safeguards will be required to segregate the Proprietary Information from the contractor's other information.

3.2.3 Segregation of IS. If configured as a segment of the contractor's corporate network, the contractor must segregate its corporate network into IT security zones and implement perimeter defence and network security safeguards. CSE and CCCS provide guidelines on this specific subject; see "*Network Security Zoning - Design Considerations for Placement of Services within Zones (ITSG-38)*" and "*Baseline Security Requirements for Network Security Zones in the Government of Canada (ITSG-22)*". Details on segregation methodology (i.e. topology diagram and other documents as deemed necessary) must be provided to PSPC/CSP and the DND PO for evaluation. The contractor must also implement perimeter defence and network security safeguards for the IS to negotiate all traffic and to protect servers that are externally accessible.

3.2.4 Type of Equipment. The equipment used to store / process / create the Proprietary Information **can** consist of **Commercial off the Shelf (COTS)**. All equipment and must be labelled commensurate with the highest sensitivity level of Proprietary Information to be processed on the equipment.

3.2.5 IS Hard Drives. Processing equipment **can** be configured with **internal, removable and/or external** hard drives. Examples of processing equipment for this IS include workstations (PCs, laptops, tablets), servers, IT storage devices (network-attached storage (NAS), storage area network (SAN)), printers, scanners, etc.

3.2.6 Operating System. The IS must operate on a supported Operating System (OS); i.e. the vendor of the OS must be creating and providing current security patches for the OS. OS security patches must be installed regularly, at least monthly. The OS must be configured to disable unnecessary processes, services, and ports. The IS SOP must provide details on the OS configuration and identify the frequency and the method used to update the OS security patches.

3.2.7 Anti-virus/Anti-malware Software. A supported anti-virus/anti-malware application must be installed and operating on all workstations and servers (as applicable). Anti-

virus/anti- malware definition files must be updated regularly and kept current. The IS SOP must provide details on the configuration of the anti-virus/anti-malware application as well as identify the frequency and the method used to update the anti-virus/anti-malware definition files. Configuration of the anti-virus/anti-malware application must:

3.2.7.1 allow changes to be made only by the system administrator(s);

3.2.7.2 automatically scan all applicable equipment, use for contract **W6369-22-X007 Ergonomic Assessment Services**, at power-on or on a set interval, at least weekly; and

3.2.7.3 scan every new file introduced to the IS workstations/servers for malicious code.

3.2.8 Software and Applications. Only applications required under this contract must be installed on the IS. Application patches must be kept up-to-date and be managed through a defined configuration management process. The IS SOP must list every installed application and its version, as well as identify the application patch management process.

3.2.9 Logging and Auditing. OS logging must be active and the log files must be reviewed by the **W6369-22-X007 Ergonomic Assessment Services** system administrator(s) at least monthly. The review must consist of - but not be limited to - successful logins; unsuccessful login attempts; unauthorized changes to the system hardware, firmware, and software; unusual system behaviour; unplanned disruption(s) of systems and/or services; system errors; etc. Only the system administrator(s) shall be allowed to modify or delete log files and only after being authorized by the CSO or ACSO. The IS SOP must identify the frequency and the method used to review the OS log files.

3.3 **IT Equipment**

3.3.1 Equipment Inventory. A list of all equipment forming the IS must be maintained by the contractor. This equipment list must contain - at minimum - the equipment's description, make, model, and quantity. If requested, this equipment list must be made available to PSPC/CSP and the DND PO.

3.3.2 Changes to IT Equipment. The contractor must inform PSPC/CSP and the DND PO of any major change(s) to the **W6369-22-X007 Ergonomic Assessment Services** IT equipment.

3.3.3 Bluetooth Technology. The use of Bluetooth technology as part of the system's IT equipment is strictly prohibited. The use of Bluetooth technology in the **Operational** zone or the temporary **Operational** zone where the IS is located is **strictly prohibited** except in the case of approved medical devices; the CSO must be advised of all Bluetooth medical devices that are used in the proximity of the **W6369-22-X007 Ergonomic Assessment Services**.

3.3.4 Wireless or Wi-Fi. The use of wireless or Wi-Fi capabilities on the IS is **authorized under the following conditions**:

3.3.4.1 Any wireless/WiFi connection to the IS must be protected by encryption. The use of WPA2 protocol is suggested; use of 128-bit encryption is mandatory, 256-bit encryption is highly suggested;

3.3.4.2 The contractor must establish usage restrictions including access

enforcement mechanisms; only authorized personnel will be given accounts on the wireless/WiFi connection;

3.3.4.3 Best practices as outlined in CSE's "ITSG-41, Security Requirements for Wireless Local Area Networks" must be followed and in CSE's "ITSAP.80.009, Protecting Your Organization While Using WI-FI"; and

3.3.4.4 Modification of wireless/Wi-Fi settings is not authorized at the user level; any modifications are to be done only by the system administrator(s) and only after consultation with the DND PO;

3.3.5 Cloud Technology. The use of "cloud" technology to store / process / create Proprietary Information is **strictly prohibited**.

3.3.6 Network Interconnectivity. All network equipment interconnectivity:

3.3.6.1 must/can use CAT 6 cable, fibre optic cable, wireless (or Wi-Fi) to connect the IS equipment;

3.3.6.2 must be identifiable from any other system wiring;

3.3.6.3 must be controlled and monitored to prevent inadvertent or deliberate connection to any unauthorized equipment, network or infrastructure; and

3.3.6.4 must/can be installed in industry standard corporate wiring infrastructure.

3.3.7 Topology Diagram. A topology diagram of the **W6369-22-X007 Ergonomic Assessment Services** must be provided, upon request, to PSPC/CSP and/or the DND PO. The diagram must consist of a high-level system design and include any IT links to other entities and/or connections to other networks and/or systems, where applicable.

3.3.8 IT Equipment Maintenance and Disposal. Maintenance and disposal of any IT equipment used to store / process / create Proprietary Information (e.g. workstations, servers, printers, plotters, scanners, photocopiers and/or Multi-Function Devices (MFDs)/Multi-Function Printer (MFPs), etc.) must follow the instructions provided in the "Disposal" section, below.

3.4 Authorization and Access Control

3.4.1 List of Authorized Personnel. The contractor must maintain a list of authorized individuals who have access to the IS. This list must be updated whenever there is a change of personnel or a change to an individual's information that is contained on the list. The list must include, at minimum:

3.4.1.1 the individual's name

3.4.1.2 the individual's approved clearance level;

3.4.1.3 the date the individual's clearance expires; and

3.4.1.4 the type of access (e.g. user, power user, administrator, etc.).

3.4.2 System Accounts.

3.4.2.1 An individual Administrator account must be created for each system administrator. If an individual requires both administrator access and regular user access, the individual must have two separate accounts on the IS. Administrator accounts must not be used for standard day-to-day operations or non-administrative issues.

3.4.2.2 An individual User account must be created for each user; each account must have a unique name/identifier, and this name/identifier cannot be used by any other account holder for the life of the system. User accounts must be configured for limited privileges and must allow access only to the files and folders required by the user to perform their specific duties.

3.4.2.3 The IS must not contain:

- 3.4.2.3.1 any generic accounts,
- 3.4.2.3.2 any guest accounts,
- 3.4.2.3.3 any temporary accounts, or
- 3.4.2.3.4 shared accounts of any kind.

3.4.3 Passwords.

3.4.3.1 Each account must be protected by a password with an enforced minimum password complexity, as follows:

3.4.3.1.1 the password must contain a minimum of eight (8) characters;

3.4.3.1.2 the password must contain three of the following four criteria:

- at least one uppercase letter (A through Z),
- at least one lowercase letter (a through z),
- at least one number (0 through 9), and
- at least one special character (e.g. !, \$, #, %);

3.4.3.1.3 password lifetime restrictions: minimum of one day and maximum of 90 days;

3.4.3.1.4 password reuse is prohibited for the previous ten (10) passwords; and

3.4.3.1.5 the account must lock after four (4) consecutive failed logon attempts.

3.4.3.2 Any password used to access the IS must:

3.4.3.2.1 be changed at first login;

3.4.3.2.2 be changed whenever there is any suspicion of compromise;

3.4.3.2.3 must not be the same as that user's password for any other **W6369-22-X007 Ergonomic Assessment Services** IS;

3.4.3.2.4 not be saved or remembered by the OS or any application accessed by the OS; and

3.4.3.2.5 never be shared with anyone.

3.4.3.3 The original local administrator password on all IT equipment forming the IS must be changed; vendor default passwords must not be used. Each time a local administrator password is changed it must be written down and placed in a sealed envelope which has been signed and dated over the flap by the CSO, ACSO or system administrator. The envelope must be locked in an approved container and safeguarded commensurate with the highest sensitivity level of data processed on the system.

3.4.4 IS Access Control List. All network elements (physical and/or virtual) of the IS must be tracked and be accessible (e.g. via access control list (ACL), Active Directory, etc.) only to authorized personnel.

3.4.5 Authorization and Access Control in SOP. The IS SOP must include an Authorization and Access Control process depicting the procedures for adding, disabling, and deleting user accounts.

3.5 IT Media

3.5.1 *Disposal of IT Media. Throughout the duration of this contract, all IT media used to store / process / create Proprietary Information must be disposed of in accordance with the "Disposal" section of this document.*

3.5.2 *Removal of IT Media. In the event that equipment requires maintenance, support or replacement, no IT media containing any Proprietary Information (e.g. internal hard drives, removable IT media, etc.) will be given or made available to any outside vendor, service provider or other unauthorized personnel.*

3.5.3 *Identification of IT Media. All IT media (e.g. internal hard drives, removable hard drives, external hard drives, CDs/DVDs, USB sticks, etc.) used to store / process / create Proprietary Information must:*

3.5.3.1 be dedicated to this contract only; removable media used in the **Ergonomic Assessment Services** is not to be inserted into any other computing device except the **W6369-22-X007** Air Gap Computer;

3.5.3.2 be given a unique identifier to ensure positive control and tracking;

3.5.3.3 be identified and inventoried by:

3.5.3.3.1 the type of media (e.g. CD/DVD, USB stick, etc.);

3.5.3.3.2 the information sensitivity level,

3.5.3.3.3 the release-ability caveat (if applicable),

3.5.3.3.4 the model and serial number (if applicable), and

3.5.3.3.5 the IT media's unique identifier;

3.5.3.4 be labelled with:

3.5.3.4.1 the highest sensitivity level of the data it contains,

3.5.3.4.2 the government department (in this case DND),

3.5.3.4.3 the contract number, and

3.5.3.4.4 the IT media's unique identifier.

3.5.3.5 If a label cannot be affixed directly on the IT media, the label must be attached to the IT media by other means (e.g. string, etc.).

3.5.4 Safeguarding of IT Media. All IT media must be safeguarded commensurate with the highest sensitivity level of the data it contains. When not being used all removable IT media - including failed, life cycled and long-term use media (e.g. backup media, etc.) - must be locked in a secure container approved to the information sensitivity level of the data that it contains.

3.5.5 Air Gap Computer. If the IS is required to interact with untrusted sources (e.g. the internet, another network, removable IT media from another source, etc.) the contractor will be required to provide a standalone Air Gap computer. Data transfer security requirements and related instructions for the Air Gap computer will be provided by the DND PO in a separate technical document; a template for this is available from DIM Secur upon request.

3.5.6 Logging of Removable IT Media. The location of all removable IT media must be tracked and controlled via the use of a log book. The log book must contain, at minimum:

3.5.6.1 the type of media (e.g. CD/DVD, USB stick, removable hard drive, backup tape, etc.);

3.5.6.2 the IT media's unique identifier;

3.5.6.3 the date and time it was removed;

3.5.6.4 the name, or initials, and signature of the individual who signed it out;

3.5.6.5 the date and time it was returned; and

3.5.6.6 the name, or initials, and signature of the individual who returned the media.

3.6 Document Printing and/or Reproduction

3.6.1 Printing/Reproduction Authorization. The contractor is:

3.6.1.1 **authorized** to print and/or reproduce any Proprietary Information within the contractor's premises; and

3.6.1.2 **authorized** to use external printing and/or reproduction services.

Use of either of these services to print and/or reproduce any Proprietary Information must first be approved and authorized by PSPC/CSP and the DND PO.

3.6.2 Printing/Reproduction Device Hard Drives. Devices used to reproduce Proprietary Information (e.g. printers, plotters, scanners, photocopiers, MFDs/MFPs, etc.) **can** be equipped with **internal** or **removable** hard drives.

3.6.3 Printer Connections. Unless the IS is configured as a segment of the contractor's corporate network, all printers, plotters, scanners, photocopiers and/or MFDs/MFPs must only be connected to the IS. Connection to other devices or networks is strictly prohibited.

3.6.4 Connection of Telephone Lines. The connection of telephone lines to any MFD/MFP used to process Proprietary Information is strictly prohibited.

3.6.5 Reproduction of Particularly Sensitive Information. For any particularly sensitive Proprietary Information, printing/reproduction of each document must first be approved by the DND PO; and if approved, every copy must be afforded a unique identifier to ensure positive control and tracking.

3.7 **Recovery**

3.7.1 IS Backups. The Proprietary Information must be backed up regularly, at least once a week; and the backups must be safeguarded at a remote location (i.e. another building). If the contractor does not have a remote location to safeguard the backups, arrangements can be made with the DND PO. If backups are to be safeguarded by a private organization other than the contractor, this must be addressed through a sub-contract. The IS SOP must include details on the back-up frequency, methodology and storage.

3.7.2 Testing of Backups. The IS backups should be tested on a regular basis. The IS Standard Operating Procedures should include details on the back-up testing frequency, methodology and reporting of errors.

3.7.3 Disaster Recovery Plan. The contractor must develop, and document a Disaster Recovery Plan (DRP) for the IS. This DRP must include details on the recovery, restoration, testing frequency, and methodology.

3.8 **Disposal**

3.8.1 Disposal of IT Media. Prior of the disposal of all IT media used under this contract - This includes for example, IT media that has failed, is being life cycled, is no longer required must follow the guidance in para 3.9.2 "IT Media Sanitization/Destruction". At the end of this contract, the disposal of IT media must be tracked via the use of a "Certificate of Destruction". The contractor must retain a copy of all IT disposal documents as evidence that the IT media has been properly disposed of. Destruction of classified information and assets must be recorded on a certificate of destruction form, a copy of which must be forwarded to PSPC's CSP by email at tpsgc.dgsssiprojetintl-dobissintlproject.pwgsc@tpsgc-pwgsc.gc.ca.

3.8.2 IT Media Sanitization/Destruction. The sanitization and destruction of all IT media on-site is **authorized** at the contractor's facility, under condition that the contractor must follow the sanitation and destruction guidance for high sensitivity media in accordance with CSE's "**ITSP.40.006v2 - IT Media Sanitization**" and the **Contract Security Manual (CSM) Chap 6 "6.10 Destruction of records"**.

The arrangements can be made with PSPC's CSP for IT Media disposal, If the contractor does not have the required means for IT media disposal.

3.8.3 **Return of All Government Furnished Information/Material/Equipment (GFI/GFM/GFE).** GFI/GFM/GFE will remain the property of DND, and must not be distributed outside the Contractor Team of this contract, unless approved by DND PO and at the end of the contract all GFI/GFM/GFE must be returned to the DND PO.

3.8.4 **Procedures Prior to Removal of IT Equipment.** If maintenance and/or disposal of IT equipment is necessary, the following procedures must be applied prior to removing any IT equipment used to store / process / create Proprietary Information; this process applies to all IT equipment containing IT media (e.g. servers, workstations, printers, plotters, scanners, MFDs/MFPs, etc.):

3.8.4.1 All non-volatile memory devices (internal, removable, and external hard drives, etc.) must be removed and be disposed of as indicated in this section;

3.8.4.2 Volatile memory (e.g. RAM, DRAM, SRAM, etc.) must be sanitized by removing all power for a minimum of 24 consecutive hours. The contractor must ensure there is no power to the memory (e.g. from internal batteries or through connection to another device). If there is any doubt concerning the removal of all power to volatile memory in equipment used to store / process / create highly sensitive Proprietary Information, the contractor must remove the volatile memory from the device and have it destroyed; and

3.8.4.3 Any stickers or security markings on the device - in connection with this contract or the IS - must be removed if any.

ANNEX “D” – ERGONOMIC ASSESSMENT REPORT (EAR)

**CANADIAN FORCES BASE (CFB) (OTTAWA-GATINEAU)
OCCUPATIONAL HEALTH AND SAFETY (OHS) OFFICE**

ERGONOMIC ASSESSMENT REPORT

Civilian

Military

EMPLOYEE/ MEMBER NAME	TYPE AND FORMAT OF THE ERGONOMIC ASSESSMENT: OFFICE ASSESSMENT (VIRTUAL OR IN PERSON), OR INDUSTRIAL ASSESSMENT (IN PERSON)	
LOCATION & PHONE NUMBER	GROUP/DIVISION/UNIT	SUPERVISOR & PHONE NUMBER
JOB/OCCUPATION TITLE	POSITION CLASSIFICATION – GROUP/LEVEL OR RANK	PRIMARY JOB FUNCTIONS
HEIGHT	DOMINANT HAND – R/L	CORRECTIVE LENSES – IF YES INDICATE TYPE
DATE OF REPORT	DATE FILE CLOSED	

Following a request received from the CFB(Ottawa-Gatineau) OHS Office, arrangements were made for an ergonomic assessment. The assessment was conducted by First Name Last Name of the resource, Certification, of Name of the Company, on YYYY/MM/DD. This report has been prepared in consultation with the employee and contains the following sections:

- a) Ergonomic hazard assessment and analysis
- b) Identification of ergonomic risks and recommendations
- c) Action plan to implement recommendations

Details concerning responsibility for actions are outlined in Section C of the report. The employee's immediate supervisor is responsible to ensure that all recommendations are implemented in a timely manner and advice as outlined in this report is followed.

If either the immediate supervisor or the employee disagrees with any recommendation contained within this report, they shall submit the rationale for their disagreement to the [+CFSU\(O\)_GSO_requirements@CFSU\(O\)_Tech_Svcs@Ottawa-Hull](mailto:+CFSU(O)_GSO_requirements@CFSU(O)_Tech_Svcs@Ottawa-Hull), in writing, within 30 calendar days of the receipt of the report.

Any questions or explanation of the contents of this report may be addressed to [+CFSU\(O\)_GSO_requirements@CFSU\(O\)_Tech_Svcs@Ottawa-Hull](mailto:+CFSU(O)_GSO_requirements@CFSU(O)_Tech_Svcs@Ottawa-Hull).

SECTION A – ERGONOMIC HAZARD IDENTIFICATION
1: REASON FOR REQUESTING THE ERGONOMIC ASSESSMENT.
2: DESCRIPTION OF WORK TASKS / HABITS (Include % of time on computer; work surface use; mouse use vs. keyboard use; use of shortcut keys; changes between various work surfaces.)
3: LENGTH OF TIME AT CURRENT WORK STATION. PLEASE INDICATE ANY RECENT CHANGES TO WORK STATION.
4: STATIC & DYNAMIC WORK POSTURE – FREQUENCY TO CHANGE WORK POSTURE AND ACTIVITY (30-60 mins. Or longer)
5: USE OF KEYBOARD SHORTCUTS IN PLACE OF MOUSE FUNCTIONS?
6: STRETCHING? Yes/No - How often?
7: CALL FREQUENCY & DURATION (# of calls/hour). Headset used – Yes/No

SECTION B – IDENTIFICATION OF RISKS AND CORRECTIONS/ RECOMMENDATIONS		
Equipment/ Work Habits	Identified Issue	Observations, Analysis and Corrections
Chair	<input type="checkbox"/> Seat Depth <input type="checkbox"/> Seat Height <input type="checkbox"/> Seat Width <input type="checkbox"/> Lumbar support <input type="checkbox"/> Arm rest – forearm support <input type="checkbox"/> Chair stability/condition	
Anthropometric Measurements for Seating	XX inch Seat Depth (buttock to inside bend of knee) XX inch Seat Height (under knee to the floor in 90/90/90 position) XX inch Seat Width (5 th digit to 5 th digit): XX inch Lumbar support (hand behind lower back, 3 rd digit to seat pan) X inch Armrest height (Under elbow to seat pan) XX inch Armrest width (3 rd digit to 3 rd digit)	
Footrest	<input type="checkbox"/> Thighs not parallel to floor <input type="checkbox"/> Vary work posture	

Keyboard Tray	<input type="checkbox"/> Height <input type="checkbox"/> Angle <input type="checkbox"/> Too close/ too far from user <input type="checkbox"/> Length <input type="checkbox"/> Leg clearance <input type="checkbox"/> Mouse support <input type="checkbox"/> Stability/condition Key Board Tray Height X inches	
Keyboard	<input type="checkbox"/> Too small/too big <input type="checkbox"/> Position/Angle <input type="checkbox"/> Technique Knuckle Width (keyboard keys breadth A-F) X inches	
Wrist rest	<input type="checkbox"/> Length: keyboard/ mouse <input type="checkbox"/> Soft/ hard <input type="checkbox"/> Pressure on wrists <input type="checkbox"/> Too narrow/too wide/too high <input type="checkbox"/> None	
Mouse	<input type="checkbox"/> Distance <input type="checkbox"/> Height <input type="checkbox"/> Support <input type="checkbox"/> Size <input type="checkbox"/> Technique Hand Measurement (Wrist to Index Finger Tip) X inches	
Monitor	<input type="checkbox"/> Distance/Position <input type="checkbox"/> Height <input type="checkbox"/> Angle <input type="checkbox"/> Font size, illumination <input type="checkbox"/> # Monitors Monitor Height (Top line of text on Monitor to Floor) X inches	
Document Holder	<input type="checkbox"/> Neck is bent to read hardcopy on desktop frequently (for computer or desk work) <input type="checkbox"/> Neck is turned to the side to read hardcopy	
Work Surface	<input type="checkbox"/> Height <input type="checkbox"/> Configuration <input type="checkbox"/> Leg clearance (file drawers, pedestals, storage etc.) Desk Height Standing: X inches Desk Height Sitting: X inches	
Telephone / Mobile	<input type="checkbox"/> Reach <input type="checkbox"/> Placement <input type="checkbox"/> Simultaneous use with computer <input type="checkbox"/> #calls per day/duration	

CPU/Docking Station	<input type="checkbox"/> Reach <input type="checkbox"/> Placement	
Commonly Used Items	<input type="checkbox"/> Reach <input type="checkbox"/> Placement <input type="checkbox"/> Frequency of Use	
Work Habits	<input type="checkbox"/> Too long in 1 posture <input type="checkbox"/> Posture (indicate) <input type="checkbox"/> Variation in work tasks <input type="checkbox"/> Use of Shortcut keystrokes <input type="checkbox"/> Other	
Other Concerns		

SECTION C – ACTION PLAN TO IMPLEMENT RECOMMENDATIONS		
Issue Identified	Further Adjustment/ Equipment Recommended	Action – Date Completed
Chair		
Footrest		
Keyboard Tray		
Keyboard		
Wrist Rest		
Mouse		
Monitor		
Document Holder		
Work Surface Sitting / Standing		
Telephone		
CPU/Docking Station		
Commonly Used Items (e.g. Stapler, Pens etc.)		
Work Habits		
Other Concerns		

ANNEX "E" – NON-DISCLOSURE AGREEMENT

[Details to be inserted in the resulting contract]

I, _____, recognize that in the course of my work as an employee or subcontractor of _____, I may be given access to information by or on behalf of Canada in connection with the Work, pursuant to Contract _____ between Her Majesty the Queen in right of Canada, represented by the Minister of National Defence 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 _____.

Signature

Date

ANNEX "F" TO PART 3 OF THE BID SOLICITATION

ELECTRONIC PAYMENT INSTRUMENTS

The Bidder accepts any of the following Electronic Payment Instrument(s):

- VISA Acquisition Card;
- MasterCard Acquisition Card;
- Direct Deposit (Domestic and International);
- Electronic Data Interchange (EDI);
- Wire Transfer (International Only);
- Large Value Transfer System (LVTS) (Over \$25M)