



RETURN BIDS TO:

IRCC.BidsReceiving-Receptiondessoumissions.IRCC@cic.gc.ca

Attn: Jean-Philippe Tambeau

FOR ELECTRONIC BIDS:

The electronic mailbox is equipped to send an automatic reply to all messages received. If you do not receive an automatic response, please contact the Contracting Authority to ensure your bid was received. Please note that it is the bidder's sole responsibility to ensure that all bids submitted are received in their entirety by Citizenship and Immigration Canada by the closing date and time indicated in this RFP.

IMPORTANT NOTICE TO SUPPLIERS

The Government Electronic Tendering Service on buyandsell.gc.ca/tenders will be the sole authoritative source for Government of Canada tenders that are subject to trade agreements or subject to departmental policies that require public advertising of tenders.

REQUEST FOR PROPOSAL

Proposal To: Citizenship and Immigration 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, services, and construction listed herein and on any attached sheets at the price(s) set out thereof.

Instructions : See Herein

**Instructions: Voir aux présentes
Issuing Office – Bureau de distribution
Citizenship and Immigration Canada
Procurement and Contracting Services
70 Crémazie
Gatineau, Québec K1A 1L1**

Title – Sujet	
Psychological Support / Employee Resilience Program	
Solicitation No. – N° de l'invitation	Date
CIC-155215	December 9, 2022
Solicitation Closes – L'invitation prend fin at – à	Time Zone
5:00 PM	Fuseau horaire
on – January 18, 2023	EST
F.O.B. - F.A.B.	
Plant-Usine: <input type="checkbox"/>	Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>
Address Inquiries to: - Adresser toutes questions à :	
IRCC.BidsReceiving-Receptiondessoumissions.IRCC@cic.gc.ca	
Telephone No. – N° de téléphone :	
873-408-0515	
Destination – of Goods, Services, and Construction:	
Destination – des biens, services et construction :	
See Herein	
Delivery required - Livraison exigée	
See Herein	
Vendor/firm Name and address	
Raison sociale et adresse du fournisseur/de l'entrepreneur	
Facsimile No. – N° de télécopieur	
Telephone No. – N° de téléphone	
Name and title of person authorized to sign on behalf of Vendor/firm	
Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur	
(type or print)/ (taper ou écrire en caractères d'imprimerie)	
Signature	Date



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PART 1 - GENERAL INFORMATION

1.1 Introduction

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

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

1.2 Summary

Citizenship and Immigration Canada's (CIC) (also known by its applied title 'Immigration, Refugees and Citizenship Canada' (IRCC)) International Network (IN) delivers Canada's immigration program abroad and manages the Department's refugee resettlement program. It employs a number of its employees, both at missions overseas and across Canada, for this purpose. In the course of their work, IN's workforce is exposed to the traumas and hardships experienced by its applicants and clients (e.g refugees, persons in need of protection etc.). During times of conflict (e.g, war, political unrest, natural disasters etc..), work pressures are especially high as the quality (high profile, high risk cases, with very vulnerable populations) as well as the quantity (increased volumes) of the caseload is impacted This leaves employees at risk of experiencing trauma, vicarious trauma, secondary traumatic stress, compassion fatigue, burnout etc... These terms are used to describe the negative psychological impact on individuals directly and indirectly exposed to traumatic events and subject to the increased work pressures which often accompany these situations.

1.2.2 Single Contract

Canada is seeking to establish a contract for counselling and workshop as defined in Appendix "D", Statement of Work, for 60 months including all options.

There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, Part 7 - Resulting Contract



Clauses and Appendix “F”. For more information on personnel and organization security screening or security clauses, bidders should refer to the [Contracting Security Program](#) of Public Works and Government Services Canada [Security requirements for contracting with the Government of Canada](#)”.

The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), and the Canadian Free Trade Agreement (CFTA)."

The Federal Contractors Program (FCP) for employment equity applies to this procurement; see Part 5 – Certifications and Additional Information, Part 7 - Resulting Contract Clauses.

Considering accessibility criteria and features is obligatory with this requirement. For additional information consult the [Treasury Board Contracting Policy](#).

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 fifteen (15) working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone, or in person.

1.4 Mandatory Requirements

Where the words “must”, “shall” or “will” appear in this RFP, the clause is to be considered as a mandatory requirement.



PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All Citizenship and Immigration Canada (CIC) instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out on the [CIC Website](#).

All SACC manual clauses for specific instructions not covered by the standard instructions identified in the bid solicitation by number, date and title are set out in the [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 [CIC-SI-001 \(2016-05-26\)](#) Standard Instructions – Goods or Services Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

2.2 Submission of Bids

Bids must be submitted only to Citizenship and Immigration Canada by the date, time and place indicated on page 1 of the bid solicitation.

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

2.3 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 5 calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

2.4 Applicable Laws

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



2.5 Former Public Servant

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

Definitions

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

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

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

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

Former Public Servant in Receipt of a Pension

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

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

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



By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

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

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



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

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

Section I: Technical Bid (one (1) electronic copy in PDF format via email)

Section II: Financial Bid (one (1) electronic copy in PDF format via email)

Section III: Certifications (one (1) electronic copy in PDF format via email)

Canada requests that respondents submit their response in unprotected (i.e. no password) PDF format by email. Complete size of emails containing a response must not exceed 10MB. Emails exceeding 10MB will not be received. Should the size of email(s) exceed 10MB, respondents must contact the Contracting Authority at least 48 hours prior to the closing date to discuss alternatives.

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

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

- (a) use a numbering system that corresponds to the bid solicitation; and
- (b) page numbering must be used on the bottom right of each page of the proposal

In accordance with the [Treasury Board Contracting Policy](#) and the *Accessible Canada Act*, federal departments and agencies must consider accessibility criteria and features when procuring goods or services. Therefore, bidders are encouraged to highlight all the accessibility features and components of their proposal for this Statement of Work (SOW) and must:

- (i) demonstrate how the bidder's proposed goods and/or services meet the accessibility requirement at delivery; or
- (ii) describe how the bidder would deliver its goods and/or services under any resulting contract in a way that satisfies the mandatory requirement.

Section I: Technical Bid

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

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria



under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Section II: Financial Bid

Bidders must submit their financial bid in accordance with Appendix “E”, Basis of Payment. The total amount of applicable taxes must be shown separately, if applicable.

Bidders should include the following information in their financial bid by completing Appendix “I”, Vendor Information and Authorization and include it with their bid:

1. Their legal name;
2. Their [Business Number](#) (BN); and
3. The name of the contact person (including this person's mailing address, phone and facsimile numbers, and email address) authorized by the Bidder to enter into communications with Canada with regards to:
 - a) their bid; and
 - b) any contract that may result from their bid.

Financial proposals must clearly identify the personnel proposed and the associated category for evaluation purposes only. Proposed per diem rates or firm prices must be in Canadian dollars.

The Bidder's firm unit price in response to this RFP and resulting contract(s) must include all overhead, general & administrative costs and profit. Included are the following costs that may be incurred in providing the required services: office space, computer hardware and software, word processing, preparation of reports, photocopying, courier services, facsimile services, telephone services, local travel expenses, and administration related to non-local travel expenses. "Local" as used here is defined as where the Work is to be performed in Canada as may be specified in the RFP and the resulting Contract(s).

Bidders must provide in their financial bid a price breakdown as detailed in Appendix “E”, Basis of Payment.

3.2 SACC Manual Clauses

C3011T (2010-01-11) - Exchange Rate Fluctuation

The requirement does not provide for exchange rate fluctuation protection. Any request for exchange rate fluctuation protection will not be considered and will render the bid non-responsive.

Section III: Certifications

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



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

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

Mandatory requirements are evaluated on a simple pass or fail basis. Failure by a Bidder to meet any one of the mandatory requirements will render the Bidder's proposal **non-responsive and will not be given further consideration**. The treatment of mandatory requirements in any procurement process is absolute. Each mandatory technical criterion should be addressed separately.

For each project summary provided, Bidders are required to provide specific dates (month and year) of experience as well as the total duration of project (number of months). The month(s) of experience listed for a project whose timeframe overlaps that of another referenced project will only be counted once. For example: Project 1 timeframe is July 2001 to December 2001; Project 2 timeframe is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.

Criteria	Mandatory Requirement	MET or NOT MET	Substantiation in detail as to how this Requirement was met and/or cross reference to proposal
M1	The Bidder must demonstrate experience providing long distance/videoconference counselling and onsite counselling, discussion group, coaching and workshop services remotely via telephone, video conferencing, webinars, etc. within the last ten (10) years.		<p>To demonstrate compliance with this criterion, at bid submission, the Bidder must provide at least 3 references for long distance/videoconference counselling and 3 references for onsite counselling contracts/projects where the counselling, discussion group, coaching and workshop services occur. The bidder must provide project summaries that include at a minimum:</p> <ul style="list-style-type: none"> - Name of the organization the contract/project was with - Duration of the contract/project (MM-YY to MM-YY format)



			<ul style="list-style-type: none"> - Countries in which services were provided - Services that were provided - Type of communication or facilitation tools used (telephone, video conferencing, onsite etc.)
M2	<p>The Bidder must propose a minimum of six (6) counsellors/clinical psychologist who must each:</p> <ol style="list-style-type: none"> 1. Hold a Master’s degree or a PhD in counselling or clinical psychology; 2. Be in good standing and compliant with their corresponding governing bodies; and 3. Hold the necessary licensing/association/registration requirement <p>The proposed counsellors/ clinical psychologists must be able to provide services in English. At least two (2) of the proposed counsellors/ clinical psychologists being able to provide services in English and French.</p>		<p>To demonstrate compliance with this criterion, at bid submission, the Bidder must provide for each of the proposed counsellors/psychologist the following:</p> <ol style="list-style-type: none"> 1. A copy of their degree from a recognized Canadian university or college, or the equivalent, if obtained outside Canada. 2. A copy of their license/association/registration certificate which must include the license/association/registration number. 3. An attestation of language proficiency.
M3	<p>The Bidder must demonstrate that they have the flexibility to cover each hour of the day in order to accommodate different geographic time zones.</p>		<p>To demonstrate compliance with this criterion, at bid submission, the Bidder must provide the location and hours of work availability for each proposed counsellor / clinical psychologist.</p>
M4	<p>The Bidder must demonstrate that each counsellor / clinical psychologist proposed to provide counselling services must have a minimum of three (3) years of experience within the last ten (10) years providing counselling to individuals dealing with trauma, vicarious trauma, compassion fatigue, secondary traumatic stress and burnout. They must also have experience in providing counselling as it relates to building resiliency in the workplace and any other mental health outcomes associated with the high workload pressures and environmental factors of similar population cohort (e.g. humanitarian aid workers, international development workers, refugee resettlement workers).</p>		<p>To demonstrate compliance with this criterion, at bid submission, the Bidder must provide for each of the proposed counsellors/ clinical psychologists a resume that must contain at a minimum:</p> <ol style="list-style-type: none"> 1. Duration of counselling experience in MM-YY to MM-YY format 2. Location where the work was performed 3. Population cohort type 4. Tasks performed 5. Topics covered



M5	<p>The Bidder must demonstrate that each counsellor / clinical psychologist proposed to provide counselling services must have a minimum of three (3) years of experience within the last ten (10) years providing manager consultations (or coaching) on topics including, but not limited to: wellness, resilience, psychosocial health, job performance, misconduct and issues caused by personal or health problems.</p>	<p>To demonstrate compliance with this criterion, at bid submission, the Bidder must provide for each of the proposed counsellors/ clinical psychologists a resume that must contain at a minimum:</p> <ol style="list-style-type: none"> 1. Duration of counselling experience in MM-YY to MM-YY format 2. Location where the work was performed 3. Population cohort type 4. Tasks performed 5. Topics covered
M6	<p>The Bidder must demonstrate experience in conducting a minimum of two (2) workshops/group sessions within the last five (5) years to a similar population cohort (e.g. humanitarian aid workers, international development workers, refugee resettlement workers).</p> <p>The workshops and/or discussion groups must have included the topics of:</p> <ol style="list-style-type: none"> A. Stress B. Resilience C. Burnout prevention D. Understanding and addressing vicarious trauma and compassion fatigue including recognizing the impacts of vicarious trauma and compassion fatigue on families E. Supporting groups that have experienced trauma related to racism, discrimination prejudice and lack of inclusion F. Coping skills and practical wellness tips G. Personal and family wellbeing in an uncertain, unstable environment H. How managers can proactively offer psychological support and protection to employees and how they can build-in and promote employee wellness into everyday 	<p>To demonstrate compliance with this criterion, at the time of bid submission, the Bidder must provide a summary of the completed workshop and/or group sessions that must include:</p> <ol style="list-style-type: none"> 1. Description of the workshop and/or group session 2. Dates of when the workshop and/or group session was conducted in MM-YY to MM-YY format 3. Location where the work was performed 4. Language in which the workshop was provided. 5. Population cohort type



	<p>life of the unit (team) (i.e. regular debriefings, rotation of duties, recognizing and addressing signs of vicarious trauma).</p> <p>I. How managers can identify and recognize the physical, emotional, psychological and/or behavioural cues of employees who may need specialized mental health and wellness support, coping skills and/or practical wellness tips. Including, offering advice and guidance on how to manage an employee with mental illness or who is experiencing vicarious trauma, compassion fatigue, secondary traumatic stress, burnout as well as other mental health and wellness challenges.</p>		
<p>M7</p>	<p>The Bidder must demonstrate experience in providing a minimum of two (2) coaching sessions the last five (5) years regarding crisis response coaching to management belonging to a similar population cohort (e.g. humanitarian aid workers, international development workers, refugee resettlement workers) who are leading inside and outside of a crisis zone</p> <p>1. The coaching session must have included the topics of:</p> <p>A. Strategies for leading distressed/fatigued employees in high stress and uncertain situations</p> <p>B. How to mitigate burnout in specialized roles before, during and after crisis response</p> <p>C. Strategies to minimize the impacts of rapid and constant changes to protocols and procedures on employees</p> <p>D. Strategies for balancing manager’s own wellness and the wellness of their staff with the needs of crisis management</p>		<p>To demonstrate compliance with this criterion, at the time of bid submission, the Bidder must provide a summary of the completed coaching that must include:</p> <ol style="list-style-type: none"> 1. Description of the coaching session 2. Dates of when the coaching session was conducted in MM-YY to MM-YY format 3. Location where the work was performed 4. Language in which the workshop was provided. 5. Population cohort type



M8	<p>The Bidder must demonstrate experience in facilitating a minimum of two (2) discussion groups within the last five (5) years to a similar population cohort (e.g. humanitarian aid workers, international development workers, refugee resettlement workers) that provided staff with a safe space to discuss issues, debrief on events, and build cohesion and a sense of community.</p>		<p>To demonstrate compliance with this criterion, at the time of bid submission, the Bidder must provide a summary of the completed discussion groups that must include:</p> <ol style="list-style-type: none"> 1. Description of the discussion group 2. Dates of when the workshop and/or discussion group was conducted in MM-YY to MM-YY format 3. Location where the work was performed 4. Language in which the workshop was provided. 5. Population cohort type
M9	<p>Bi-monthly Reporting</p> <p>The Bidder must provide a bi-monthly report electronically, with aggregate utilization data clearly breaking down whether the sessions can be traced back to work related issues or not, the usage frequency, common mental health and/or wellness issues or themes by employee status (FS, LES, Non FS/LES). The report must be broken down by office, country and area (Headquarters (Canada), United States (Los Angeles, Miami, New York, Washington), Northern Europe (Berlin, Brussels, Geneva, Kiev, London, Moscow, Vienna, Warsaw), Southern Europe & the Maghreb (Algiers, Bucharest, Paris, Rabat, Rome, Tunis), North Asia (Beijing, Guangzhou, Hong Kong, Shanghai), South Asia (Bengaluru, Chandigarh, Colombo, New Delhi), South East Asia & Oceania (Bangkok, Canberra, Ho Chi Minh City, Jakarta, Manila, Seoul, Singapore, Sydney, Tokyo), Middle East (Abu Dhabi, Ankara, Amman, Beirut, Cairo, Islamabad, Riyadh, Tel Aviv), Sub-Saharan Africa (Accra, Abuja, Dakar, Dar es Salaam, Lagos, Nairobi, Pretoria)) (Virtual Office) in order to help the branch better understand employee wellness needs. The report must include recommendations on how to</p>		<p>To demonstrate compliance with this criterion, at the time of bid submission, the Bidder must provide one (1) sample report (with confidential information removed).</p>



	<p>address the common issues or themes that arise as well as the racialized groups they identify with (if provided). Employee confidentiality/anonymity must be protected. In offices where there are less than 10 employees per employee status (LES/NON-LES) or when employee anonymity is at risk, then some demographic details may be unavailable. In the report, when anonymity is a concern, the contractor must prioritize the mental health issue and/or wellness issue breakdown, the office and the area.</p> <p>The bi-monthly report must also include information regarding workshops, coaching and discussion groups that were delivered during the reporting period. The report must include an overview of the sessions delivered, themes and observations as well as recommendations.</p>		
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4.1.1.2 Point Rated Technical Criteria

Each Technical Bid that meets all the Mandatory Requirements specified above will be evaluated and scored in accordance with the following point-rated evaluation criteria table(s). Each point rated technical criterion should be addressed separately.

For each project summary provided, Bidders are required to provide specific dates (month and year) of experience as well as the total duration of project (number of months). The month(s) of experience listed for a project whose timeframe overlaps that of another referenced project will only be counted once. For example: Project 1 timeframe is July 2001 to December 2001; Project 2 timeframe is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.

Number	Rated requirement	Rating Grid	Demonstrated Experience and page reference number
R1	<p>Locations</p> <p>The Bidder should demonstrate that the counsellors/clinical psychologists are trained and fully attuned to the country conditions of CIC overseas offices specified below.</p> <p>At the time of bid submission, the Bidder should demonstrate that there are locally-based counsellors and/or clinical psychologists in any of the following areas:</p> <ul style="list-style-type: none"> • Canada • United States • Latin America and the Caribbean • North Asia • South Asia • South-East Asia and Oceania • Northern Europe • Southern Europe and the Maghreb • Sub-Saharan Africa • The Middle East <p>(1.5) points will be allotted per area where one or more qualified available resources is listed maximum of fifteen (15) points.</p>	/15	<p>Minimum pass mark: 4.5</p> <ol style="list-style-type: none"> 1. Name of contact person 2. Phone number 3. Email Address 4. Mailing Address. <p>For counsellors / clinical psychologists, in addition to the above, provide a copy of their License/association/registration certificate which must include the/ license/association/registration number.</p>



<p>R2</p>	<p>The Bidder should demonstrate their understanding of vicarious trauma, compassion fatigue, secondary traumatic stress, burnout and building resiliency in the workplace for a similar population cohort (e.g. humanitarian aid workers, international development workers, refugee resettlement workers) by providing a sample of existing workshop material (in English and French)</p> <p>A maximum of 25 points will be allotted</p>	<p style="text-align: center;">/25</p>	<p>Minimum pass mark: 20</p> <p>To demonstrate compliance with this criterion, at the time of bid submission, the Bidder should submit one (1) sample (English and French) of training material in either Word, PDF or PowerPoint. The sample should not exceed 15 pages in length for PowerPoints or 3 pages in length for Word or PDF. For samples that exceed 15 (PPT) or 3 (Word/PDF) pages, only the first 15 or 3 pages will be evaluated (excluding the title page).</p> <p>25 = Excellent: the samples provided are very clear, highly detailed, comprehensive, relevant to all of the various topics: vicarious trauma and compassion fatigue, secondary traumatic stress, burnout and building resiliency in the workplace among refugee resettlement workers or humanitarian aid workers, with no gaps in information;</p> <p>20 = Very Good: the samples provided are very clear, detailed, comprehensive, relevant to most of the various topics: vicarious trauma and compassion fatigue, secondary traumatic stress, burnout and building resiliency in the workplace among refugee resettlement workers or humanitarian aid workers, with no gaps in information;</p> <p>15 = Good: the samples provided are sufficiently detailed, relevant to vicarious trauma and compassion fatigue, secondary traumatic stress, burnout and building resiliency among refugee resettlement workers or humanitarian aid workers, with little to no gaps in information apparent;</p>
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		<p>10 = Adequate: the samples provided are moderately detailed, somewhat relevant to vicarious trauma and compassion fatigue, secondary traumatic stress, burnout and building resiliency among refugee resettlement works or humanitarian aid workers, with some gaps in information apparent</p> <p>5 = Fail: the samples provided are lacking in detail, relevancy to vicarious trauma and compassion fatigue, secondary traumatic stress, burnout and building resiliency among refugee resettlement workers or humanitarian aid workers is intermittent and significant gaps in information are apparent;</p> <p>0 = No samples were provided to demonstrate existing training material.</p>
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<p>R3</p>	<p>The Bidder should demonstrate that it can ensure complete client confidentiality by:</p> <ul style="list-style-type: none"> a) Indicating the controls in place to monitor and supervise staff; b) Specifying the complaint resolution mechanisms and procedures that are in place; and c) Having a follow-up procedure process for statistical data gathering and report systems and reports, including client satisfaction data; <p>A maximum of 20 points will be allotted</p>	<p style="text-align: center;">/20</p>	<p>Pass mark: 15</p> <p>To demonstrate compliance with this criterion, at the time of bid submission, the Bidder should provide details of the practices and procedures in place to ensure client confidentiality as they relate to:</p> <ol style="list-style-type: none"> 1. Records 2. Appointments 3. Release of information 4. File-keeping procedures, including safeguarding of client files, etc. <p>20 = Excellent: the bidder provided a clear, highly detailed and comprehensive confidentiality measures and has addressed all points required (records, appointments, release of information and file keeping procedures), with no gaps in information;</p> <p>15 = Good: the bidder provided sufficiently detailed confidentiality measures and has addressed 3 out of 4 points required (records, appointments, release of information and file keeping procedures), with little to no gaps in information apparent.</p> <p>10 = Adequate: The Bidder provided moderately detailed and comprehensive confidentiality measures and has addressed 2 out of 4 points required (records, appointments, release of information and file keeping procedures), with some gaps in information apparent</p> <p>5= Fail: The Bidder provided confidentiality measures that are lacking in detail and has addressed 1 out of 4 of the points required (records,</p>
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			<p>appointments, release of information and file keeping procedures), with significant gaps in information apparent.</p> <p>0 = No confidentiality measures were provided to demonstrate compliance with this criterion.</p>
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<p>R4</p>	<p>Anti-racism and diversity activities within the Bidder’s organization</p> <p>The Bidder should demonstrate they have promoted anti-racism and diversity through the following corporate activities within the organisation:</p> <ul style="list-style-type: none"> a. The Bidder has internally published policies or commitments on anti-racism and inclusiveness. The Bidder must provide the following with the bid: <ul style="list-style-type: none"> (i) A description of the policy or commitment; and (ii) A copy of the policy or the commitment documents including their effective date. b. The Bidder’s employees are mandated to take mandatory training on anti-racism. The Bidder must provide the following with the bid <ul style="list-style-type: none"> (i) A description of the training; (ii) The name of the training course; (iii) The name of the service provider; and (iv) A copy of the course outline (if developed internally). c. The bidder’s employees are mandated to take unconscious bias training. The Bidder must provide the following with the bid: <ul style="list-style-type: none"> (i) A description of the training; (ii) The name of the training course; (iii) The name of the service provider; and (iv) A copy of the course outline (if developed internally) d. The bidder has publicly available organisational commitments to a diverse workforce. The Bidder must provide the following with the bid: <ul style="list-style-type: none"> (i) A description of the commitment; (ii) A copy of the commitment documents including their effective date. e. The bidder has developed internal staffing and/or recruitment strategy(ies) to increase representation of underrepresented groups in their workforce. The Bidder must provide the following with the bid: <ul style="list-style-type: none"> (i) A description of the strategy(ies); (ii) Copies of job postings or other staffing/recruitment documents demonstrating compliance with the criterion 	<p style="text-align: center;">/12</p>	<p>Maximum 12 points (2 points for each activity, plus 2 additional points) Points for each activity 2 points (for each activity):</p> <p>The bidder has fully described the activity and provided the required supporting documents.</p> <p>Additional Points (Max 2 pts):</p> <p>2 points - Bidder has demonstrated at least 4 of the 5 activities. 1 point – Bidder has demonstrated at least 2 of the 5 activities.</p>
<p>TOTAL: 72 points (maximum)</p>			



4.1.2 Financial Evaluation

Only the proposals that are technically responsive will be considered for financial evaluation.

The price of the bid will be evaluated in Canadian dollars, applicable taxes are excluded.

For the purposes of bid evaluation, Basis of Payment, Appendix “E” will be used. The Bidder must provide all inclusive firm unit price in accordance with the bid solicitation, for the initial contract period and option periods.

The “TOTAL EVALUATED PRICE” in Annex “E”, Basis of Payment, excluding taxes, will be used to determine the financial evaluation score.

4.1.3 Formulas in Pricing Schedule

If the Pricing Schedule provided to bidders include any formulae, Canada may re-input the prices provided by bidders into a fresh table, if Canada believes that the formulae may no longer be functioning properly in the version submitted by a bidder.

4.1.4 Substantiation of Professional Services Rates

In Canada’s experience, bidders will from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. When evaluating the rates for professional services bids, Canada may, but will have no obligation to, require price support for any rates proposed (either for all or for specific resource categories). Examples of price support that Canada would consider satisfactory include:

- a) documentation (such as billing records) that shows that the Bidder has recently provided and invoiced another customer (with whom the Bidder deals at arm’s length) for services similar to the services that would be provided by the relevant resource category, where those services were provided for at least one month and the fees charged are equal to or less than the rate offered to Canada (to protect the privacy of the customer, the Bidder may black out the customer’s name and personal information on the invoice submitted to Canada);
- b) a signed contract between the Bidder and an individual qualified (based on the qualifications described in this bid solicitation) to provide services under the relevant resource category, where the amount payable under that contract by the Bidder to the resource is equal to or less than the rate bid for that resource category;
- c) a signed contract with a subcontractor who will perform the work under any resulting contract, which provides that the required services will be provided at a rate that is equal to or less than the rate bid for the relevant resource category (and where the resource meets all the qualifications described in this bid solicitation); or
- d) details regarding the salary paid to and benefits provided to the individuals employed by the Bidder qualified (based on the qualifications described in this bid solicitation) to provide services under the relevant resource category where the amount of compensation, when converted to a per diem or hourly rate (as applicable), is equal to or less than the rate bid for that resource category.



Once Canada requests substantiation of the rates bid for any resource category, it is the sole responsibility of the Bidder to submit information (either the information described in the examples above, or other information that demonstrates that it will be able to recover its own costs based on the rates it has proposed) that will allow Canada to determine whether it can rely, with confidence, on the Bidder’s ability to provide the required services at the rates bid, while, at a minimum, recovering its own costs. Where Canada determines that the information provided by the Bidder does not demonstrate the Bidder’s ability to recover its own costs in providing the relevant resource, Canada may declare the bid non-compliant, if the rate is at least **20%** of or lower than the median price bid by compliant bidders for the first year of the resulting contract for the relevant resource(s). Only the Firm Per Diem Rates of proposals that are technically responsive will be considered.

4.2 Basis of Selection

4.2.1 Basis of Selection - Highest Combined Rating of Technical Merit and Price

4.2.1.2 To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation; and
- b. meet all mandatory criteria; and

4.2.1.3 Bids not meeting a. or b. will be declared non-responsive.

4.2.1.4 The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.

4.2.1.5 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 70%.

4.2.1.6 To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30%.

4.2.1.7 For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.

4.2.1.8 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 70/30 ratio of technical merit and price, respectively. The total available points is 135 and the lowest evaluated price is \$45,000.

Basis of Selection - Highest Combined Rating of Technical Merit (70%) and Price (30%)

	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 x 70 = 59.63	89/135 x 70 = 46.15	92/135 x 70 = 47.70
	Pricing Score	45/55 x 30 = 24.55	45/50 x 30 = 27	45/45 x 30 = 30
Combined rating		84.18	73.15	77.70
Overall rating		1st	3rd	2nd



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 during the bid evaluation period or during the contract period.

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

5.1 Certifications Required with the Bid

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the Integrity declaration form available on the [Forms for the Integrity Regime](#) website, to be given further consideration in the procurement process.

5.2 Certifications Precedent to Contract Award and Additional Information

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](#), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2 Integrity Provisions – List of Names

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide a completed List of Names in the Integrity Verification form available on the [Integrity Regime website](#), to be given further consideration in the procurement process.

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 webpage.

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.



Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed annex [Federal Contractors Program for Employment Equity - Certification](#), before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\) – Labour's](#) website.

Date: _____(YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
- A2. The Bidder certifies being a public sector employer.
- A3. The Bidder certifies being a federally regulated employer being subject to the [Employment Equity Act](#).
- A4. The Bidder certifies having a combined work force in Canada of less than 100 permanent full-time and/or permanent part-time employees.

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

- A5.1. The Bidder certifies already having a valid and current [Agreement to Implement Employment Equity](#) (AIEE) in place with ESDC-Labour.

B. Check only one of the following:

- B1. The Bidder is not a Joint Venture.

OR



- () B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)

Certification

By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.

5.2.4 Status and Availability of Resources

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

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability.

5.2.5 Education and Experience

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



PART 6 – SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirement

1. At contract award, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the [Contract Security Program](#) of Public Works and Government Services Canada website.



PART 7 - RESULTING CONTRACT CLAUSES

APPENDIX “A”, GENERAL TERMS AND CONDITIONS

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

A1. Standard Acquisition Clauses and Conditions Manual

All instructions, general terms, conditions and clauses identified herein by title, number and date are set out in the Standard Acquisition Clauses and Conditions (SACC) Manual issued by Public Works and Government Services Canada (PWGSC) and in the Citizenship and Immigration Canada Terms and Conditions Manual.

A1.1 An electronic version of the [SACC Manual](#) is available on the Buy and Sell Website.

A1.2 An electronic version of the Citizenship and Immigration Canada (CIC) Contract Terms and Conditions is available on the [CIC Website](#).

A2. Terms and Conditions of the Contract

A2.1 The general terms, conditions and clauses identified herein by title, number and date, are hereby incorporated by reference into and form part of this Contract, as though expressly set out herein, subject to any other express terms and conditions herein contained.

A3. General Conditions

A3.1 General Conditions [CIC-GC-001 \(2020-12-02\)](#), Med/High Complexity Goods and Services Contract shall apply to and form part of this Contract.



APPENDIX “B”, SUPPLEMENTAL TERMS AND CONDITIONS

B1. Priority of Documents

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

- a) The Articles of Agreement;
- b) Appendix “B” – Supplemental Terms and Conditions;
- c) Appendix “A” – General Terms and Conditions;
- d) Appendix “C” – Terms of Payment;
- e) Appendix “D” – Statement of Work;
- f) Appendix “E” – Basis of Payment;
- g) Appendix “F” – Security Requirement Checklist (SRCL);
- h) Appendix “G” – Confidentiality Agreement;
- i) Appendix “H” – Vendor information and Authorization form

B2. CIC Clauses

The following Citizenship and Immigration Canada Terms and Conditions are incorporated by reference and form part of this Contract:

ID	Date	Title
CIC-SC-001(2015-02-16), Contractor Owns Intellectual Property (IP) Rights in Foreground Information		

B3. SACC Manual Clauses

The following SACC manual Clauses are incorporated by reference and form part of this Contract:

ID	Date	Title
A9117C	2007-11-30	T1204 - Direct Request by Customer Department
C0705C	2010-01-11	Discretionary Audit

B4. Security Requirement

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

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

1. The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Services and Procurement Canada (PSPC)
2. The Contractor/Offeror personnel requiring access to protected information, assets or sensitive work site(s) must EACH hold a valid reliability status, granted or approved by CISD/PSPC



3. The Contractor must not remove any protected information or assets from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction
4. Subcontracts which contain security requirements are not to be awarded without the prior written permission of CISD/PSPC
5. The Contractor must comply with the provisions of the:
 1. Security Requirements Check List and security guide, attached at Annex "F"
 2. Industrial Security Manual (Latest Edition)

Or

The Canadian Designated Security Authority (Canadian DSA) for industrial security matters in Canada is the Industrial Security Sector (ISS), Public Works and Government Services Canada (PWGSC), administered by International Industrial Security Directorate (IISD), PWGSC. The Canadian DSA is the authority for confirming **Contractor** compliance with the security requirements for foreign suppliers. The following security requirements apply to the foreign recipient **Contractor** incorporated or authorized to do business in a jurisdiction other than Canada and delivering outside of Canada the services listed and described in the subsequent **contract**.

1. The Foreign recipient **Contractor** must, at all times during the performance of the **contract**, hold an equivalence to a valid Designated Organization Screening (DOS), issued by the Canadian DSA as follows:
 - i. The Foreign recipient **Contractor** must provide proof that they are incorporated or authorized to do business in their jurisdiction.
 - ii. The Foreign recipient **Contractor** must not begin the work, services or performance until the Canadian Designated Security Authority (DSA) is satisfied that all contract security requirement conditions have been met. Canadian DSA confirmation must be provided, in writing, to the foreign recipient **Contractor** in an Attestation Form, to provide confirmation of compliance and authorization for services to be performed.
 - iii. The Foreign recipient **Contractor** must identify an authorized Contract Security Officer (CSO) and an Alternate Contract Security Officer (ACSO) (if applicable) to be responsible for the overseeing of the security requirements, as defined in this **contract**. This individual will be appointed by the proponent foreign recipient **Contractor's** Chief Executive officer or Designated Key Senior Official, defined as an owner, officer, director, executive, and or partner who occupy a position which would enable them to adversely affect the organization's policies or practices in the performance of the **contract**.
 - iv. The Foreign recipient **Contractor** must not grant access to **CANADA PROTECTED A and B** information/assets, except to its personnel subject to the following conditions:
 - a. Personnel have a need-to-know for the performance of the **contract**;
 - b. Personnel have been subject to a Criminal Record Check, with favourable results, from a recognized governmental agency or private sector organization in the United States of America as well as a Background Verification, validated by the Canadian DSA;
 - c. The Foreign recipient **Contractor** must ensure that personnel provide consent to share results of the Criminal Record and Background Checks with the Canadian DSA and other Canadian Government Officials, if requested; and
 - d. The Government of Canada reserves the right to deny access to **CANADA PROTECTED** information/assets to a foreign recipient **Contractor** for cause.



2. **CANADA PROTECTED** information/assets provided or generated pursuant to this **contract** must not be further provided to a third party Foreign recipient Subcontractor unless: a. written assurance is obtained from the Canadian DSA to the effect that the third-party Foreign recipient Subcontractor has been approved for access to **CANADA PROTECTED** information/ assets by the Canadian DSA; and
b. written consent is obtained from the Canadian DSA, if the third-party Foreign recipient Subcontractor is located in a third country.
3. The Foreign recipient **Contractor** MUST NOT remove **CANADA PROTECTED** information/assets from the identified work site(s), and the foreign recipient **Contractor** must ensure that its personnel are made aware of and comply with this restriction.
4. The Foreign recipient **Contractor** must not use the **CANADA PROTECTED** information/assets for any purpose other than for the performance of the **contract** without the prior written approval of the Government of Canada. This approval must be obtained from the Canadian DSA.
5. The Foreign recipient **Contractor** must, at all times during the performance of the **contract** hold an equivalence to an approved Document Safeguarding Capability (DSC) at the level of **CANADA PROTECTED A and B**.
All **CANADA PROTECTED** information/assets, furnished to the foreign recipient **Contractor** or produced by the foreign recipient **Contractor**, must also be safeguarded as follows:
6. The Foreign recipient **Contractor** must immediately report to the Canadian DSA all cases in which it is known or there is reason to suspect that **CANADA PROTECTED** information/assets pursuant to this **contract** has been compromised.
7. The Foreign recipient **Contractor** must immediately report to the Canadian DSA all cases in which it is known or there is reason to suspect that **CANADA PROTECTED** information/assets accessed by the foreign recipient **Contractor**, pursuant to this **contract**, have been lost or disclosed to unauthorized persons.
8. The Foreign recipient **Contractor** must not disclose **CANADA PROTECTED** information/assets to a third party government, person, firm or representative thereof, without the prior written consent of the Government of Canada. Such consent must be sought through the Canadian DSA.
9. The Foreign recipient **Contractor** must provide the **CANADA PROTECTED** information/assets a degree of safeguarding no less stringent than that provided by the Government of Canada in accordance with the National Policies, National Security legislation and regulations and as prescribed by the Canadian DSA.
10. The Foreign recipient **Contractor** must, at all times during the performance of this **contract**, ensure the transfer of **CANADA PROTECTED** information/assets be facilitated through the Canadian DSA.
11. Upon completion of the Work, the foreign recipient **Contractor** must return to the Government of Canada, all **CANADA PROTECTED** information/assets furnished or produced pursuant to this **contract**, including all **CANADA PROTECTED** information/assets released to and/or produced by its subcontractors.



12. The foreign recipient **Contractor** requiring access to **CANADA PROTECTED A and B** information/ assets, under this **contract**, must submit a Request for Site Access to the Chief Security Officer of **Immigration, Refugees and Citizenship Canada**.

13. Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of the Canadian DSA.

14. All Subcontracts awarded to a third party foreign recipient are **NOT** to be awarded without the prior written permission of the Canadian DSA in order to confirm the security requirements to be imposed on the subcontractors.

15. All Subcontracts awarded by a third party foreign recipient are **NOT** to be awarded without the prior written permission of the Canadian DSA in order to confirm the security requirements to be imposed on the subcontractors.

16. The Foreign recipient **Contractor** must comply with the provisions of the Security Requirements Check List attached at Annex F.

17. Canada has the right to reject any request to electronically access, process, produce, transmit or store **CANADA PROTECTED** information/assets related to the Work in any other country if there is any reason to be concerned about the security, privacy, or integrity of the information.

B5. Period of Contract

The period of the Contract is from date of contract award to October 7, 2023.

B5.1 Option to Extend the Contract

The Contractor grants Canada, the irrevocable right to extend the term of the Contract by up to four (4) additional one (1) year periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in Appendix "E", Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 15 calendar days before the Contract expiry date. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

B6. Termination on Thirty (30) Days Notice

1. Canada reserves the right to terminate the Contract at any time in whole or in part by giving thirty (30) calendar days written notice to the Contractor.
2. In the event of such termination, Canada will only pay for costs incurred for services rendered and accepted by Canada up to the date of the termination. Despite any other provision of the Contract, there will be no other costs that will be paid to the Contractor as a result of the termination.

B7. Certifications / Compliance and Additional Information



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.

B7.1 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "[FCP Limited Eligibility to Bid](#)" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

B8. Insurance Requirements

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

B9. Closure of Government Offices

Contractor personnel are employees of the Contractor and are paid by the Contractor on the basis of services rendered. Where Contractor's employees are providing services on government premises pursuant to this Contract and the said premises become non accessible and consequently no Work is being performed as a result of the closure, Canada will not be liable for payment to the Contractor for the period of closure.

B10. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work in Appendix "D".

B11. Authorities

B11.1 Contracting Authority

The Contracting Authority for the Contract is:

<The Contracting Authority for the Contract is to be identified at Contract award>

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.



B11.2 Project Authority

The Project Authority for the Contract is:

<The Project Authority for the Contract is to be identified at Contract award>

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

B11.3 Technical Authority

<The Technical Authority for the Contract is to be identified at Contract award>

The Technical Authority will be responsible for providing guidance on the technical requirements and deliverables.

B12. Confidentiality Agreement

The Contractor must obtain from its employee(s) or subcontractor(s) the completed and signed confidentiality agreement, found in Appendix “H”, Confidentiality Agreement, 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.

B13. Proactive Disclosure of Contract with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.



APPENDIX “C”, TERMS OF PAYMENT

C1. Basis of Payment

Professional Fees

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm monthly price as specified under appendix “E”. Customs duties are included and applicable taxes are extra.

Total Estimated Contract Price: _____ (*insert the sum of the firm price and the limitation of expenditure*), applicable taxes extra.

Option to Extend the Contract

During the extended period of the Contract, the Contractor will be paid a firm monthly price as specified under appendix “E” to perform all the Work in relation to the contract extension.

C2. Limitation of Expenditure

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work as determined in accordance with the Basis of Payment in Appendix “E”, to a limitation of expenditure of \$ _____ (*insert the amount at contract award*). Customs duties are included and applicable taxes are extra.

1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____. Customs duties are included and applicable taxes are extra, if applicable.
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 percent committed, or
 - b) four (4) months before the contract expiry date, or
 - c) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.
3. If the notification is for inadequate 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.



C3. Method of Payment

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

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

C4. Applicable Taxes

Applicable taxes are not included in the amounts shown in the Basis of Payment. Applicable taxes, which are estimated at \$_____ (to be determined at contract award), are included in the total contract amount. Applicable taxes are to be shown as separate items on all invoices and claims for progress payments and will be paid by Canada. The Contractor agrees to remit to appropriate tax authorities any amounts of Applicable Taxes paid or due.

C5. Invoicing Instructions

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

Each invoice must be supported by:

- a) a copy of time sheets to support the time claimed;
 - b) a copy of the release document and any other documents as specified in the Contract;
 - c) a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
 - d) a copy of the monthly progress report.
2. Invoices must be distributed as follows:
 - a) The original and one (1) copy must be forwarded to IRCC.FINInvoices-FacturesFIN.IRCC@cic.gc.ca.

C6. Travel and Living Expenses

For services to be provided outside of the NCR: The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the [National Joint Council](#), and with the other provisions of the directive referring to "travelers", rather than those referring to "employees". All travel must have the prior authorization of the *Project Authority* to a limitation of expenditure of \$_____ (*insert the amount at contract award*). Customs duty and applicable taxes are included. All travel must have the prior authorization of the *Project Authority*. These expenses will be paid upon submission of an itemized statement supported by receipt vouchers. All payments



APPENDIX “D”, STATEMENT OF WORK

1. Title

Psychological Support / Employee Resilience Program

2. Background

Citizenship and Immigration Canada’s (CIC) (also known by its applied title ‘Immigration, Refugees and Citizenship Canada’ (IRCC)) International Network (IN) delivers Canada’s immigration program abroad and manages the Department’s refugee resettlement program. It employs a number of its employees, both at missions overseas and across Canada, for this purpose. In the course of their work, IN’s workforce is exposed to the traumas and hardships experienced by its applicants and clients (e.g refugees, persons in need of protection etc.). During times of conflict (e.g, war, political unrest, natural disasters etc..), work pressures are especially high as the quality (high profile, high risk cases, with very vulnerable populations) as well as the quantity (increased volumes) of the caseload is impacted This leaves employees at risk of experiencing trauma, vicarious trauma, secondary traumatic stress, compassion fatigue, burnout etc... These terms are used to describe the negative psychological impact on individuals directly and indirectly exposed to traumatic events and subject to the increased work pressures which often accompany these situations.

In addition, IN’s workforce overseas may experience further stresses as they adjust and/or continue to be exposed to new environments, work in difficult conditions, often while under significant pressure. Also, because of their work, many employees spend extended periods of time away from family and friends. Collectively, these environmental stressors, along with the exposure to traumatic incidents or hardships, and increased work pressures may further increase the risk of negative mental health outcomes.

Given the factors noted above and the importance of maintaining a healthy workforce, various levels of mental health and wellness support have been identified as a need for employees working in the International Network.

3. Objective

To meet the psychological support needs of employees working with refugees, in humanitarian contexts and/or who are involved in the Network’s crisis response efforts, and/or who work in uncertain environments impacted by conflict (e.g, war, political unrest, natural disasters etc..), the Contractor must provide specialized mental health and wellness services to employees who are working with or working in support of vulnerable populations across IRCC’s International Network. As a supplemental option to the standard Employee Assistance Programs, the Contractor must support employees dealing with vicarious trauma, compassion fatigue, secondary traumatic stress, burnout as well as other wellness challenges associated with the high workload pressures and environmental factors described above. Given that International Network employees may face additional stressors, trauma or other wellness challenges as a result of their work (i.e. working in high-risk environments, exposure to vulnerable and traumatized populations, witnessing and experiencing challenging living conditions in developing countries, during political unrest, increased workloads, etc.), specialized mental health supports would help further promote a healthy workforce. Contractor must also help build



resilience of the International Network workforce through activities such as workshops, coaching and discussion groups.

IRCC is committed to making our Department more inclusive for everyone and fostering an equitable workplace culture that values diversity and creates an environment that is welcoming and rewarding for all. We encourage the businesses that work with us to reflect these values. More information can be found at:

<https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/diversity-inclusion-public-service2.html>

4. Scope of Work

4.1 Overarching requirements

The Contractor must:

1. Make every effort to ensure diversity is represented in the service providers. (Must take into account the multiplicity of identities that are at play in the International Network's unique work environment (offices abroad, virtual office in Canada, Headquarters in Canada) in all services provided.
2. Provide sufficient availability to cover 24 hours of the day to ensure support is provided to various time zones.
3. Provide all written materials in Canada's two official languages
4. Be able to provide services in Canada's two official languages
5. Provide an introductory written information product in Canada's two official languages for all employees to explain the services of the contractor, how to access them, and the workshops/discussion groups that may be offered throughout the year.
6. Deliver an introductory session in Canada's two official languages of up to one hour for all employees to present and explain the services. Session must be recorded in a format allowing to be shared across the Network. (Note: Microsoft Teams and Webex are most commonly used by the Department. ZOOM is not compatible with the IRCC platform) Sessions must allow for at least 15 minutes for questions and answers from participants.
7. Provide mental health tools and resources in support of topics covered in the workshops / discussion groups or other topics that are prevalent. Material must be available in Canada's two official languages as per point article 6.
8. Ensure tools used to provide virtual meetings such as training events / workshops allow live closed captioning. This requirement does not apply to confidential clinical interventions, such as confidential counseling sessions.
9. Ensure communications products include alternative text describing photos and images to allow screen readers to read.
10. Ensure written content is provided in plain language.

4.2 Counselling Services

The Contractor must:

1. Provide specialized counselling to International Network (IN) employees consisting of Canada Based Staff (CBS) Locally Engaged Staff (LES), as well as staff located in Canada (Foreign Service and Non-Foreign Service employees) on issues including, but not limited



to, vicarious trauma, compassion fatigue and secondary traumatic stress, burnout and building resiliency in the workplace as a result of delivering and/or supporting the delivery of high profile, high risk and high volume caseloads in high intensity crisis environments in order to further support employee wellness. LES are usually foreign citizens hired in their respective countries by the federal government to provide support services in Canadian offices overseas, such as embassies and consulates.

2. Provide counselling sessions with each session no more than one (1) hour in length to employees for a maximum of five (5) sessions per employee, per issue, between 300 to 450 employees located in IRCC offices in Canada and around the world. A list of IRCC offices can be found here: [Visa offices outside Canada - Canada.ca](http://www.canada.ca/visa-offices)

If additional sessions are required in order to support an employee temporarily (e.g. to transition to long term services) additional sessions may exceptionally be used for the same employee. Any additional sessions must be approved in advance by the Project Authority. The Project Authority can chose to deduct these sessions as part of the employee count in effect (see range between 300 to 450 employees).

Ability for the Project authority to increase the amount of employees covered by the initial contract (300 employees) to a maximum of 450 employees in total as needed.

3. Provide services either in-person, over the telephone or via videoconference to employees within IRCC's International Network.
- 3.4. Provide manager consultations: provide managers with an opportunity to explore ways to approach / assist employees with the help from a counsellor / clinical psychologist on a variety of topics including (but not limited to) employee wellness, resilience, psychosocial health, job performance, misconduct and issues caused by personal problems or health issues, etc...

4.3 Ad-Hoc Workshops, Coaching and Discussion groups

The Contractor must:

1. Provide wellness workshops/group sessions/coaching and material on the wellness topics including but not limited to:
 - a. Stress, resilience, burnout prevention, understanding and addressing vicarious trauma and compassion fatigue including recognizing the impact of vicarious trauma and compassion fatigue of families (i.e. emotional distance, irritability, etc. in the household if left unaddressed).
 - b. Supporting teams that may be exposed to trauma and/or working in high stress environments
 - c. Supporting groups that have experienced trauma related to racism, discrimination prejudice and lack of inclusion
 - d. Coping skills and practical wellness tips (breathing and relaxation techniques, grounding exercises, mindfulness meditation) while being considerate of cultural norms in the area or location where the session will be delivered.



- e. Personal and family wellbeing in an uncertain, unstable environment (where there is crisis, political unrest, natural disasters etc...)
 - f. The Role of Management:
 - i. How to proactively offer psychological support and protection to employees and how to build-in and promote employee wellness into everyday life of the unit (team) as a manager. (i.e. regular debriefings, rotation of duties, recognizing and addressing signs of vicarious trauma).
 - ii. How to identify and recognize the physical, emotional, psychological and/or behavioural cues of employees who may need specialized mental health support, coping skills and practical wellness tips. Including, offering guidance on how to manage an employee with mental illness or who is experiencing vicarious trauma, compassion fatigue, secondary traumatic stress, burnout as well as other mental health and wellness challenges.
2. Provide crisis response coaching on how to lead from **inside** and **outside** of the crisis zone (including but not limited to):
 - a. Strategies for leading distressed/fatigued employees in high stress and uncertain situations
 - b. How to mitigate burnout in specialized roles before, during and after crisis response
 - c. Strategies to minimize the impacts of rapid and constant changes to protocols and procedures on employees
 - d. Strategies for balancing manager’s own wellness and the wellness of their staff with the needs of crisis management
 3. Facilitate discussion groups to provide employees with a safe space to discuss issues, debrief on events and to build cohesion and a sense of community. The sessions may involve an extended check-in with each participant and discussion of pressing issues or concerns.

While what is said within the discussion groups is strictly confidential, summary themes will be shared with the organization if participants agree. This will always be done in a way that protects the anonymity of individual participants and their contributions.

These guided support sessions can be delivered virtually or in person to small groups of employees of approximately 5-15 people max.

4. Conduct the workshops and coaching within 4 weeks following a request made by the Project Authority
5. Conduct the group sessions within one week following a request made by the Project Authority.
6. Provide interactive workshops, group sessions and coaching over the course of the contract period in the following format:

Description	Amount per year
Workshop/coaching	4 full days (or 12 online sessions as



Full day (7.5 hours in length each) or divided into 3 online sessions	determined by the project authority)
Optional: The project authority must have the ability to add additional workshop/coaching sessions	6 full days (4+2) (or 18 online sessions in total as determined by the project authority)
	8 full days (4+2+2) (24 online sessions in total as determined by the project authority)
Discussion Group Sessions (90 minutes in length)	24 in total
Optional: The project authority must have the ability to add additional discussion group sessions (90 minutes in length)	30 in total (24 +6)
	36 in total (24 + 6 +6)

In the case where there are unused discussion groups/workshops/coaching at the end of a yearly cycle:

- The project authority must have the ability to re-purpose discussion groups into workshops or workshops into discussion groups according to the needs identified
 - The project authority must have the ability to carry over unused discussion groups/workshops/coaching into the next cycle
7. Consult with the Project Authority on the topics to be included in the final workshop material as well as the general format of the workshop (determine when/how many breaks are required etc..)
 8. Provide workshops for all employees within the International Network. The Project Authority will confirm the final number of attendees as soon as possible.
 9. Offer the workshops in either English or French or bilingual (English and French). The Project Authority will confirm the language requirement with the Contractor prior to scheduling the workshop.
 10. Deliver the workshop in-person (location to be determined with the Project Authority) or via online webinar, as determined by Project Authority.

5. Reporting

1. The Contractor must provide a bi-monthly report electronically, with aggregate utilization data clearly breaking down whether the sessions can be traced back to work related issues or not, the usage frequency, common mental health and/or wellness issues or themes by employee status (FS, LES, Non FS/LES). The report must be broken down by [office](#), country and area (Headquarters (Canada), United States (Los Angeles, Miami, New York, Washington), Northern Europe (Berlin, Brussels, Geneva, Kiev, London, Moscow, Vienna, Warsaw), Southern Europe & the Maghreb (Algiers, Bucharest, Paris, Rabat, Rome, Tunis), North Asia (Beijing, Guangzhou, Hong Kong, Shanghai), South Asia (Bengaluru, Chandigarh, Colombo, New Delhi), South East Asia & Oceania (Bangkok, Canberra, Ho Chi Minh City, Jarkarta, Manila, Seoul, Singapore, Sydney,



Tokyo), Middle East (Abu Dhabi, Ankara, Amman, Beirut, Cairo, Islamabad, Riyadh, Tel Aviv), Sub-Saharan Africa (Accra, Abuja, Dakar, Dar es Salaam, Lagos, Nairobi, Pretoria)) (Virtual Office) in order to help the branch better understand employee wellness needs. The report must include recommendations on how to address the common issues or themes that arise as well as the racialized groups they identify with (if provided). Employee confidentiality/anonymity must be protected. In offices where there are less than 10 employees per employee status (LES/NON-LES) or when employee anonymity is at risk, then some demographic details may be unavailable. In the report, when anonymity is a concern, the contractor must prioritize the mental health issue and/or wellness issue breakdown, the office and the area.

The bi-monthly report must also include information regarding workshops, coaching and discussion groups that were delivered during the reporting period. The report must include an overview of the sessions delivered, themes and observations as well as recommendations.

Other reporting requirements may be identified during the contract cycle.

Note: FS= Foreign Service. CBS= Canadian Based Staff. LES = Locally Engaged Staff.

6. Language of Work

1. The counselling sessions must be offered in either English or French as requested by the employee. However, the ability to offer the service in other languages as well (for example: Arabic, and Turkish) may be beneficial, as certain Locally-Engaged Staff may be more comfortable engaging with counsellors in their primary language.
2. Workshops, counseling, coaching and discussion groups must be offered in either English or French as requested by the Project Authority during scheduling, or the employee upon request for counseling services. All documentation provided to IN Employees must be available in both English and French.

7. Service Standards

1. The Contractor must conduct an introductory session for all employees in the specified areas in section 4.1 within 14 business days of contract award.
2. The Contractor must have a sufficient number of trained counsellors or psychologists available to support 300 employees for each yearly cycle (and to support up to a maximum of 450 employees if options are exercised).
3. The Contractor must assign a coordinator to serve as the main point of contact for all matters related to the contract. The coordinator must acknowledge any request within two (2) business days of receiving the request.
4. The contractor must confirm event dates (for workshops and discussion groups) within seven (7) business days of the receipt of the request.
5. Counsellors and/or clinical psychologists must:
 - a. Be available at a minimum five days a week and provide sufficient availability to cover 24 hours of the day to ensure support is provided to various time zones.
 - a. Be available outside standard business hours at the IN employee's location to conduct counselling sessions in the event that employees are unable to conduct the session during standard business hours in a private setting.



- b. Acknowledge and respond to requests from IRCC employees within two (2) calendar days following receipt by the coordinator.
 - c. Initiate the first counselling session within **two weeks** of receiving the request or immediately for urgent cases.
6. Counsellors and clinical psychologists must have the qualifications, education and experience that meet or exceeds those required as a result of the evaluation of this requirement:

The Bidder must propose a minimum of six (6) counsellors / clinical psychologists who must:

- 1. Hold a Master's degree or PhD in counselling or clinical psychology;
- 2. Be in good standing and compliant with their corresponding governing bodies; and
- 3. Hold the necessary licensing/association/registration requirement

The proposed counsellors / clinical psychologists must be able to provide services in English or French with at least two (2) of the proposed counsellors / clinical psychologists being able to provide services in English or French.

8. Location of Work and Travel

In most cases, services will be offered remotely (via telephone or videoconference), and therefore can be provided from the supplier's and/or provider's site.

However, given the global reach of the International network in Canada and abroad, suppliers with counsellors and clinical psychologists abroad would be more suitable for this work, in order to offer in-person counselling, workshops, coaching or discussion groups thereby reducing and/or eliminating the need for travel costs. The list of IRCC offices outside of Canada can be found here: [Visa offices outside Canada - Canada.ca](http://www.canada.ca/visas-offices-outside-canada)

Should a need for in person services be identified, necessary travel arrangements will be arranged by the service provider and will be paid in accordance with the National Joint Council Travel Directives: [Appendix C - Allowances - Modules 1, 2 and 3 \(njc-cnm.gc.ca\)](http://www.njc-cnm.gc.ca/appendix-c)

9. Constraints

The employees must be made aware that the information they disclose during counseling sessions and discussion groups is confidential and that themes may be shared with the employer when confidentiality can be assured. The statement of confidentiality must be signed by any individual who will gain access to or generate personal records and information.

10. Availability

The Contractor certifies that they and their employees, and subcontractors will be available to commence performance of the work from the contract award date and will remain available to perform the work in relation to the fulfillment of this requirement.

11. Diversity

IRCC is committed to making our Department more inclusive for everyone and fostering an equitable workplace culture that values diversity and creates an environment that is welcoming and rewarding for all. We encourage the businesses that work with us to reflect these values.



More information can be found at:

<https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/diversity-inclusion-public-service2.html>



APPENDIX “E”, BASIS OF PAYMENT

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

All deliverables are F.O.B. Destination, and Canadian Customs Duty included and applicable taxes are extra.

For bid evaluation and contractor selection purposes only, the evaluated price of a bid will be determined in accordance with this Basis of Payment, Appendix “E”.

Canada's total liability to the Contractor under the Contract shall not exceed **\$XX.xx, including all options, travel expenses and all applicable taxes.**

1. The Bidder should complete this pricing schedule and include it in its financial bid. As a minimum, the Bidder must respond to this pricing schedule by inserting in its financial bid for each of the periods specified below its quoted firm all-inclusive price (in Cdn \$) for services identified.
2. The prices or rates specified below, when quoted by the Bidder, include any of the following expenses that may need to be incurred to satisfy the terms of any contract that may result from its bid:
 - a) all travel and living expenses for work performed within the National Capital Region (NCR). The NCR is defined in the National Capital Act, R.S.C. 1985, c. N-4, S.2. The National Capital Act is available on the [Justice Website](#);
 - b) any travel expenses for travel between the Contractor’s place of business and the NCR; and
 - c) any travel and living expenses for the relocation of resources to satisfy the terms of any resulting contract. These expenses cannot be charged directly and separately from the professional fees to any contract that may result from the bid solicitation.
3. The volumetric data included in the pricing schedule detailed in Appendix “E”, Basis of Payment is provided for bid evaluated price determination purposes only. They are not to be considered as a contract guarantee.
4. The Contractor will be paid the following all-inclusive **firm unit price** for counselling and optional workshop services pursuant to this Contract. The rates must be all inclusive of any expenditures required to fulfill the Contract. All applicable taxes are extra.



Instructions: In Column 3, Bidders must insert their Firm all-inclusive Monthly rate for each amount of employees range "bracket" indicated in Column 2. An amount must be inserted for each amount of employees.

Each Monthly Rate indicated in Column 3 is independent and must not consist of a cumulative or incremental fee.

The table below illustrates an example:

Example Only		
(1)	(2)	(3)
Description	Amount of employees range	Monthly Rate per Amount of Employees range (\$)
Provision of Introductory Information product for all staff to explain the services provided as described in section 4.1 of Appendix D.	=>300 < 350	\$8,000.00 A1.1
	=>350 < 400	\$8,500.00 A1.2
	=>400 < 450	\$9,000.00 A1.3

Scenario A:

If during a given month, IRCC has a total of 360 amount of employees range, IRCC will then be invoiced \$8,500.00 for the rate identified in Column 3, row 2 or A1.2.

Scenario B:

If during a given month, IRCC has a total of 425 amount of employees range, IRCC will then be invoiced \$9,000.00 for the rate identified in Column 3, Row 3 or A1.3.



Table A – Initial contract period

Initial contract period (Contract award to October 7, 2023)			
Provision of Introductory Information – Firm Unit price (Monthly) as per section 4.1 of Appendix D			
(1) Description	(2) Range of employees covered	(3) Monthly Rate per Employee range (\$)	
a) Provision of Introductory Information product for all staff to explain the services provided as described in section 4.1 of Appendix D.	=>300 < 350	\$ _____ A1.1	
	=>350 < 400	\$ _____ A1.2	
b) Provision of Introductory Information product for all staff to explain the services provided as described in section as described in section 4.2 of Appendix D.	=>400 < 450	\$ _____ A1.3	
	Average Monthly rate $((A1.1)+(A1.2)+(A.1.3)) / 3$		\$ _____
Annual rate (A1) = Average Monthly rate X 12 months		\$ _____ A.1	
Additional Products – Firm Unit Price			
(1) Description	(2) Quantity	(3) Unit Price	(4) Total (2)*(3)
Initial Quantity			
Workshop/coaching Full day (7.5 hours in length each) or divided into 3 online sessions 4 full days (or 12 online sessions as determined by the project authority) as described in 4.3.6 of Appendix D.	4	\$ _____	\$ _____ A2.1
Optional Quantity 1			
Workshop/coaching	6	\$ _____	\$ _____ A2.2



6 full days (4+2) (or 18 online sessions in total as determined by the project authority) as described in 4.3.6 of Appendix D.			
Optional Quantity 2			
Workshop/coaching Full day (7.5 hours in length each) or divided into 3 online sessions 4 full days (or 12 online sessions as determined by the project authority) as described in 4.3.6 of Appendix D.	8	\$ _____	\$ _____ A2.3
Annual Fee (A2.1)+(A2.2)+(A.2.3)		\$ _____ (A.2)	
(1) Description	(2) Quantity	(3) Unit Price	(4) Total (2)*(3)
Discussion Group Sessions as described in 4.3.6 of Appendix D.	24	\$ _____	\$ _____ A3.1
Optional Quantity 1			
Discussion Group Sessions as described in 4.3.6 of Appendix D.	30	\$ _____	\$ _____ A3.2
Optional Quantity 2			
Discussion Group Sessions ***per session as described in 4.3.6 of Appendix D.	36	\$ _____	\$ _____ A3.3
Annual Fees (A3.1)+(A3.2)+(A3.3)		\$ _____ (A.3)	
Total including Provision of Introductory Information, Workshop/coaching, Discussion Group Sessions. TOTAL (A) = (A.1)+(A.2)+(A.3)		\$ _____ (A)	



Table B - Option period 1

Option Period 1 (October 7, 2023 to October 6, 2024)			
Provision of Introductory Information – Firm Unit price (Monthly) as per section 4.1 of Appendix D			
(1) Description	(2) Range of employees covered	(3) Monthly Rate per Employee range (\$)	
a) Provision of Introductory Information product for all staff to explain the services provided as described in section 4.1 of Appendix D. b) Provision of Introductory Information product for all staff to explain the services provided as described in section 4.2 of Appendix D.	=>300 < 350	\$ _____ B1.1	
	=>350 < 400	\$ _____ B1.2	
	=>400 < 450	\$ _____ B1.3	
Average Monthly rate $((B1.1)+(B1.2)+(B1.3)) / 3$		\$ _____	
Annual rate (A1) = Average annual subscription fee X 12 months		\$ _____ B.1	
Additional Products – Firm Unit Price – as per section			
(1) Description	(2) Quantity	(3) Unit Price	(4) Total (2)*(3)
Initial Quantity			
Workshop/coaching Full day (7.5 hours in length each) or divided into 3 online sessions 4 full days (or 12 online sessions as determined by the project authority) as described in 4.3.6 of Appendix D.	4	\$ _____	\$ _____ B2.1
Optional Quantity 1			
Workshop/coaching			



6 full days (4+2) (or 18 online sessions in total as determined by the project authority) as described in 4.3.6 of Appendix D.	6	\$ _____	\$ _____ B2.2
Optional Quantity 2			
Workshop/coaching Full day (7.5 hours in length each) or divided into 3 online sessions 4 full days (or 12 online sessions as determined by the project authority) as described in 4.3.6 of Appendix D.	8	\$ _____	\$ _____ B2.3
Annual Fee (B2.1)+(B2.2)+(B2.3)		\$ _____ (B.2)	
(1) Description	(2) Quantity	(3) Unit Price	(4) Total (2)*(3)
Discussion Group Sessions as described in 4.3.6 of Appendix D.	24	\$ _____	\$ _____ B3.1
Optional Quantity 1			
Discussion Group Sessions as described in 4.3.6 of Appendix D.	30	\$ _____	\$ _____ B3.2
Optional Quantity 2			
Discussion Group Sessions as described in 4.3.6 of Appendix D.	36	\$ _____	\$ _____ B3.3
Annual Fees (B3.1)+(B3.2)+(B3.3)		\$ _____ (B.3)	
Total including Provision of Introductory Information, Workshop/coaching, Discussion Group Sessions. TOTAL (B) = (B.1)+(B.2)+(B.3)		\$ _____ (B)	



Table C - Option period 2

Option Period 2 (October 7, 2024 to October 6, 2025)			
Provision of Introductory Information – Firm Unit price (Monthly) as per section 4.1 of Appendix D			
(1) Description	(2) Range of employees covered	(3) Monthly Rate per Employee range (\$)	
a) Provision of Introductory Information product for all staff to explain the services provided as described in section 4.1 of Appendix D. b) Provision of Introductory Information product for all staff to explain the services provided as described in section 4.2 of Appendix D.	=>300 < 350	\$ _____ C1.1	
	=>350 < 400	\$ _____ C1.2	
	=>400 < 450	\$ _____ C1.3	
Average Monthly rate $((C1.1)+(C1.2)+(C1.3)) / 3$		\$ _____	
Average Annual rate (A1) = Average annual subscription fee X 12 months		\$ _____ C.1	
Additional Products – Firm Unit Price – as per section			
(1) Description	(2) Quantity	(3) Unit Price	(4) Total (2)*(3)
Initial Quantity			
Workshop/coaching Full day (7.5 hours in length each) or divided into 3 online sessions 4 full days (or 12 online sessions as determined by the project authority) as described in 4.3.6 of Appendix D.	4	\$ _____	\$ _____ C2.1
Optional Quantity 1			
Workshop/coaching			



6 full days (4+2) (or 18 online sessions in total as determined by the project authority) as described in 4.3.6 of Appendix D.	6	\$ _____	\$ _____ C2.2
Optional Quantity 2			
Workshop/coaching Full day (7.5 hours in length each) or divided into 3 online sessions 4 full days (or 12 online sessions as determined by the project authority) as described in 4.3.6 of Appendix D.	8	\$ _____	\$ _____ C2.3
Annual Fee (C2.1)+(C2.2)+(C2.3)		\$ _____ (C.2)	
(1) Description	(2) Quantity	(3) Unit Price	(4) Total (2)*(3)
Discussion Group Sessions as described in 4.3.6 of Appendix D.	24	\$ _____	\$ _____ C3.1
Optional Quantity 1			
Discussion Group Sessions as described in 4.3.6 of Appendix D.	30	\$ _____	\$ _____ C3.2
Optional Quantity 2			
Discussion Group Sessions as described in 4.3.6 of Appendix D.	36	\$ _____	\$ _____ C3.3
Annual Fees (C3.1)+(C3.2)+(C3.3)		\$ _____ (C.3)	
Total including Provision of Introductory Information, Workshop/coaching, Discussion Group Sessions. TOTAL (C) = (C.1)+(C.2)+(C.3)		\$ _____ (C)	



Table D - Option period 3

Option Period 3 (October 7, 2025 to October 6, 2026)			
Provision of Introductory Information – Firm Unit price (Monthly) as per section 4.1 of Appendix D			
(1) Description	(2) Range of employees covered	(3) Monthly Rate per Employee range (\$)	
a) Provision of Introductory Information product for all staff to explain the services provided as described in section 4.1 of Appendix D.	=>300 < 350	\$ _____ D1.1	
	=>350 < 400	\$ _____ D1.2	
	=>400 < 450	\$ _____ D1.3	
b) Provision of Introductory Information product for all staff to explain the services provided as described in section as described in section 4.2 of Appendix D.			
Average Monthly rate $((D1.1)+(D1.2)+(D.1.3)) / 3$		\$ _____	
Average Annual rate (A1) = Average annual subscription fee X 12 months		\$ _____ D.1	
Additional Products – Firm Unit Price – as per section			
(1) Description	(2) Quantity	(3) Unit Price	(4) Total (2)*(3)
Initial Quantity			
Workshop/coaching Full day (7.5 hours in length each) or divided into 3 online sessions 4 full days (or 12 online sessions as determined by the project authority) as described in 4.3.6 of Appendix D.	4	\$ _____	\$ _____ D2.1
Optional Quantity 1			
Workshop/coaching	6	\$ _____	\$ _____ D2.2



6 full days (4+2) (or 18 online sessions in total as determined by the project authority) as described in 4.3.6 of Appendix D.			
Optional Quantity 2			
Workshop/coaching Full day (7.5 hours in length each) or divided into 3 online sessions 4 full days (or 12 online sessions as determined by the project authority) as described in 4.3.6 of Appendix D.	8	\$ _____	\$ _____ D2.3
Average Fees (D2.1)+(D2.2)+(D2.3)		\$ _____ (D.2)	
(1) Description	(2) Quantity	(3) Unit Price	(4) Total (2)*(3)
Discussion Group Sessions as described in 4.3.6 of Appendix D.	24	\$ _____	\$ _____ D3.1
Optional Quantity 1			
Discussion Group Sessions as described in 4.3.6 of Appendix D.	30	\$ _____	\$ _____ D3.2
Optional Quantity 2			
Discussion Group Sessions as described in 4.3.6 of Appendix D.	36	\$ _____	\$ _____ D3.3
Annual Fees (D3.1)+(D3.2)+(D3.3)		\$ _____ (D.3)	
Total including Provision of Introductory Information, Workshop/coaching, Discussion Group Sessions. TOTAL (D) = (D.1)+(D.2)+(D.3)		\$ _____ (D)	



Table E - Option period 4

Option Period 4 (October 7, 2026 to October 6, 2027)			
Provision of Introductory Information – Firm Unit price (Monthly) as per section 4.1 of Appendix D			
(1) Description	(2) Range of employees covered	(3) Monthly Rate per Employee range (\$)	
a) Provision of Introductory Information product for all staff to explain the services provided as described in section 4.1 of Appendix D. b) Provision of Introductory Information product for all staff to explain the services provided as described in section 4.2 of Appendix D.	=>300 < 350	\$ _____ E1.1	
	=>350 < 400	\$ _____ E1.2	
	=>400 < 450	\$ _____ E1.3	
Average Monthly rate ((E1.1)+(E1.2)+(E1.3)) / 3		\$ _____	
Average Annual rate (A1) = Average annual subscription fee X 12 months		\$ _____ E.1	
Additional Products – Firm Unit Price – as per section			
(1) Description	(2) Quantity	(3) Unit Price	(4) Total (2)*(3)
Initial Quantity			
Workshop/coaching Full day (7.5 hours in length each) or divided into 3 online sessions 4 full days (or 12 online sessions as determined by the project authority) as described in 4.3.6 of Appendix D.	4	\$ _____	\$ _____ E2.1
Optional Quantity 1			
Workshop/coaching	6	\$ _____	\$ _____ E2.2



6 full days (4+2) (or 18 online sessions in total as determined by the project authority) as described in 4.3.6 of Appendix D.			
Optional Quantity 2			
Workshop/coaching Full day (7.5 hours in length each) or divided into 3 online sessions 4 full days (or 12 online sessions as determined by the project authority) as described in 4.3.6 of Appendix D.	8	\$ _____	\$ _____ E2.3
Annual Fee (E2.1)+(E2.2)+(E2.3)		\$ _____	(E.2)
(1) Description	(2) Quantity	(3) Unit Price	(4) Total (2)*(3)
Discussion Group Sessions as described in 4.3.6 of Appendix D.	24	\$ _____	\$ _____ E3.1
Optional Quantity 1			
Discussion Group Sessions as described in 4.3.6 of Appendix D.	30	\$ _____	\$ _____ E3.2
Optional Quantity 2			
Discussion Group Sessions as described in 4.3.6 of Appendix D.	36	\$ _____	\$ _____ E3.3
Annual Fees (E3.1)+(E3.2)+(E3.3)		\$ _____	(E.3)
Total including Provision of Introductory Information, Workshop/coaching, Discussion Group Sessions. TOTAL (E) = (E.1)+(E.2)+(E.3)		\$ _____	(E)

TOTAL BID EVALUATED PRICE	
ITEM	Cost (\$)
TOTAL (A) Initial contract period	
TOTAL (B) Option period 1	
TOTAL (C) Option period 2	
TOTAL (D) Option period 3	
TOTAL (E) Option period 4	
TOTAL BID EVALUATED PRICE (A)+(B)+(C)+(D)+(E)	

1.1 Definition of a Day/Proration:



For the purpose of this Contract, payment will be for sessions actually conducted with no provision for annual leave, statutory holidays and sick leave. If time worked is more or less than five session the firm unit rate will be prorated to reflect actual time worked in accordance with the following formula:

$$\frac{\text{Applicable firm unit rate}}{\text{\# of sessions completed}}$$

1. All proposed personnel must be available to work outside normal office hours during the duration of the Contract.
2. No overtime charges will be authorized under the Contract. All time worked will be compensated according to paragraph above.



APPENDIX "F", SECURITY REQUIREMENTS CHECKLIST (SRCL)

Contract Number / Numéro du contrat PR155215
Security Classification / Classification de sécurité

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization Ministère ou organisme gouvernemental d'origine Immigration, Refugees and Citizenship Canada (IRCC)	2. Branch or Directorate / Direction générale ou Direction International Network	
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 Emergency Psychological Support Services / Employee Resilience Program		
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 commerciales 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 type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>

Security Classification / Classification de sécurité
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Contract Number / Numéro du contrat PR155215
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PART A (continued) / PARTIE A (suite)	
8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets? Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? If Yes, indicate the level of sensitivity: Dans l'affirmative, indiquer le niveau de sensibilité :	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
9. Will the supplier require access to extremely sensitive INFOSEC information or assets: Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? Short Title(s) of material / Titre(s) abrégé(s) du matériel : Document Number / Numéro du document :	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)	
10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis	
<input checked="" type="checkbox"/> RELIABILITY STATUS / COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL
<input type="checkbox"/> TOP SECRET - SIGINT / TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL / NATO CONFIDENTIEL
<input type="checkbox"/> SITE ACCESS / ACCÈS AUX EMPLACEMENTS	<input type="checkbox"/> SECRET / SECRET
	<input type="checkbox"/> TOP SECRET / TRÈS SECRET
	<input type="checkbox"/> NATO SECRET / NATO SECRET
	<input type="checkbox"/> COSMIC TOP SECRET / COSMIC TRÈS SECRET
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? If Yes, will unscreened personnel be escorted: Dans l'affirmative, le personnel en question sera-t-il escorté?	<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui <input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui
PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)	
INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS	
11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises? Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?	<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui
11. b) Will the supplier be required to safeguard COMSEC information or assets? Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
PRODUCTION	
11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises? Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)	
11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data? Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency? Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui

Security Classification / Classification de sécurité
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Contract Number / Numéro du contrat PR155215
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PART C (continued) / PARTIE C (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉE			NATO				COMSEC					
	A	B	C	Confidential Confidentiel	Secret	Top Secret Très Secret	NATO Restricted NATO Diffusion Restreinte	NATO Confidential NATO Confidentiel	NATO Secret	COSMIC Top Secret COSMIC Très Secret	Protected Protégé			Confidential Confidentiel	Secret	Top Secret Très Secret
											A	B	C			
Information / Assets Renseignements / Biens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Media Support TI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Link Lien électronique	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée.
12. b) Will the document 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 indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

Security Classification / Classification de sécurité
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CONTRACT SECURITY PROGRAM (CSP) INITIAL INTERNATIONAL SECURITY SCREENING FORM

Purpose

The purpose of this form is to initiate the security screening process for foreign suppliers who will need access to Canadian Protected/Classified information/assets/sites under a Government of Canada contract or Multinational Program processed by the Canadian Contract Security Program (CSP). The information provided may be disclosed to the Royal Canadian Mounted Police and Canadian Security Intelligence Service to conduct the requisite checks and/or investigation. Additionally, the information may be disclosed to and used by other Government of Canada institutions that may require this information as part of their functions or investigation under Canadian Law or for security assurances from foreign data protection authorities or industrial security programs of foreign governments.

The role of the Designated Security Authority for Canada (Canadian DSA) is performed by the International Industrial Security Directorate under the Contract Security Program and is the Canadian authority for confirming compliance with the Canadian national and international security requirements involving foreign suppliers.

Instructions for completing this form

General

- This form and the additional documentation required must be provided in English or French.
- In any instance where this form does not allow enough space for a complete answer, please include additional pages and/or table rows as required.
- Refusal to provide the information, the provision of false statement, misleading information, or concealment and/or failure to disclose of any material fact on this screening form will result in a denial or revocation of eligibility to perform on contracts or multinational programs requiring access to Canadian Protected/Classified information/assets/sites.

Section A - Business Information

- You must provide all required documentation (outlined below) in relation to the type of company or corporate entity. Company or corporate entity's organization chart is mandatory for all types of entity.
- **Legal name of the company or corporate entity** refers to the legal name of the company or corporate entity as it is registered with the relevant foreign government authorities.
- **Business or trade name** refers to the name which a business trades under for commercial purposes, although its registered legal name used for contracts and other formal situations, may be another name.
- **Corporation** refers to an entity having authority under the law to act as a single person distinct from the shareholders who own it and having rights to issue stock and exist indefinitely. Provide the following additional information to substantiate this type of company or corporate entity selection:
 - Stock exchange identifier (if applicable); and
 - Certificate of Incorporation, compliance, continuance, etc.
- **Partnership** refers to a voluntary contract between two or more competent persons to place their money, effects, labor, and skill, or some or all of them, in lawful commerce or business, with the understanding that there shall be a proportional sharing of the profits and losses between them. Provide the following additional information to substantiate this type of company or corporate entity selection:
 - Evidence of legal status (e.g. partnership documentation).
- **Sole proprietor** refers to the owner of a business who acts alone and has no partners. Provide the following additional information to substantiate this type of company or corporate entity selection:
 - Government registration documentation; and



- Other (e.g. Master Business License).
- **State-owned entity** refers to a state-owned enterprise or government-owned enterprise where the government or state has significant control over this business entity through full, majority, or significant minority ownership. Provide the following additional information to substantiate this type of company or corporate entity selection:
 - National Law, Act or policies defining the entity; and
 - Evidence of legal status.
- **Other** (e.g. letters of patent, universities, financial institutions, unincorporated companies). Provide the following information to substantiate this type of company or corporate entity selection:
 - Evidence of legal status;
 - National laws and Acts; and/or
 - Charters.
- If the company or corporate entity is already registered in an industrial security program from the National Security Authority (NSA) or Designated Security Authority (DSA) of the relevant country, indicate the security level of its facility clearance and its date of validity.
- Indicate the name of the national Data Protection Authority (DPA) responsible for the protection of personal information in the country where the company or corporate entity is located and indicate the title of the legislation defining this authority.

Section B – Company Security Officer (CSO)

- Identify the individual that will be nominated as the company or corporate entity's Security Officer (hereinafter referred to as Company Security Officer (CSO)) who will be responsible for ensuring compliance with the security requirements of the Government of Canada contract or multinational program.
- The CSO **must** be:
 - an employee of the company or corporate entity; and
 - be security assessed at the same level as the company or corporate entity.
- The CSO must notify the Contract Security Program of any structure changes of the ownership for the company or corporate entity, including changes of the membership of its Board of Directors and the change of the nominated CSO.
- **Citizenship** refers to the status of being a citizen. A citizen is a person who, by either birth or naturalization, is a member of a political community, owing allegiance to the community and being entitled to enjoy all the civil rights and protections.
- For the purposes of the Contract Security Program, the term **Country of Primary Residence/National Domicile** refers to the particular country for a person's true, fixed, principal and permanent home, to which that person intends to return and remain even though currently residing elsewhere.

Section C – List of Board of Directors

- List all members of the company's Board of Directors. Applicants are to add additional rows to the section if required.
- **Citizenship** refers to the status of being a citizen. A citizen is a person who, by either birth or naturalization, is a member of a political community, owing allegiance to the community and being entitled to enjoy all the civil rights and protections.
- For the purposes of the Contract Security Program, the term **Country of Primary Residence/National Domicile** refers to the particular country for a person's true, fixed, principal and permanent home, to which that person intends to return and remain even though currently residing elsewhere.

Section D - Ownership Information



- For the purposes of the Contract Security Program, the following interpretations are applicable:
 - **Direct (or registered)** owners are owners who hold legal title to a property or asset in that owner’s name.
 - **Ownership** refers to either (1) voting rights attached to the corporation’s outstanding voting shares or (2) outstanding shares measured by fair market value.
- **Parent company or corporate entity** refers to a company or corporate entity which owns and/or controls controlling interest (e.g. voting stock) of other firms or companies, usually known as subsidiaries, which may give it control of the operation of the subsidiaries.

Section E - Certification and Consent

- Only an individual identified in Section C may complete this section.

IMPORTANT NOTE: The provision of false, misleading information, or concealment and/or failure to disclose of any material fact on this screening form will prohibit your eligibility to perform on contracts or multinational programs requiring access to Canadian Protected/Classified information/assets/sites. An incomplete form will not be processed by the Contract Security Program and will be returned to you.

SECTION A - BUSINESS INFORMATION
Complete Section A and provide the required documentation identified in the instructions above.
1. Legal name of the company or corporate entity
2. Business or trade name (if different from legal name)
3. Type of company or corporate entity (Indicate the type of organization and provide the required validation documentation) (select one only) <ul style="list-style-type: none"> <input type="checkbox"/> Sole proprietor <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation (Private or Public) <input type="checkbox"/> State-owned entity
4. Provide a brief description of your company or corporate entity’s general business activities
5. Business (Head office) civic address



6. Mailing address (if different from business civic address)		
7. Company or corporate website (if applicable)		
8. Business Identifier Number if applicable (e.g. CAGE/NCAGE code)	9. Telephone number (include country code and extension number if any)	10. Facsimile number if applicable (include country code)
11. Number of employees in your company or corporate entity		12. Number of employees who require access to Canadian Protected/Classified information/assets/sites
13. Indicate the valid facility security level of the company or corporate entity granted by the relevant National Security Authority or Designated Security Authority (indicate NIL if none)		14. Provide the date of the validity of the facility clearance (if applicable)
15. Name of the relevant national Data Protection Authority (DPA) responsible for the protection of personal information in the country (indicate NIL if none)		16. Title of the legislation defining the Data Protection Authority (DPA) (if applicable)

SECTION B – COMPANY SECURITY OFFICER				
Complete Section B.				
Position title	Surname	Given name(s)	Citizenship(s)	Country of primary residence/National domicile
Email address for the company security officer:				

SECTION C – LIST OF MEMBERS OF THE BOARD OF DIRECTORS (INDICATE N/A IF NOT APPLICABLE)				
Complete Section C. Add additional rows or attachment as required				
Position title	Surname	Given name(s)	Citizenship(s)	Country of primary residence/National domicile

SECTION D – OWNERSHIP INFORMATION
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Complete Section D for each level of ownership					
Identify all entities, individuals, public or private corporations that have an ownership stake in the organization listed in Section 1. For publicly traded corporations, identify stock exchange. An ownership relation chart with percentages of ownership must be included.					
SECTION D-1 – OWNERSHIP LEVEL 1 (DIRECT OWNERSHIP)					
Identify all individual owners or direct organizations ownership related to the company or corporate entity					
Name of organization or individual	Address	Type of entity (e.g. private or public corporation, state-owned)	Stock exchange (public or private)	Percentage of ownership	Country of jurisdiction or citizenship
SECTION D-2 – OWNERSHIP LEVEL 2					
If there is any additional ownership for the names listed in the previous section (D-1), provide the information below. If none, please indicate N/A (not applicable).					
Name of organization or individual	Address	Type of entity (e.g. private or public corporation, state-owned)	Stock exchange (public or private)	Percentage of ownership	Country of jurisdiction or citizenship
SECTION D-3 – OWNERSHIP LEVEL 3					
If there is any additional ownership for the names listed in the previous section (D-2) please provide the information below. If none, please indicate N/A (not applicable).					
Name of organization or individual	Address	Type of entity (e.g. private or public corporation, state-owned)	Stock exchange (public or private)	Percentage of ownership	Country of jurisdiction or citizenship

SECTION E – CERTIFICATION AND CONSENT (only an individual identified in Section C may complete this section)	
I, the undersigned, as the individual authorized by the organization identified in Section 1, have read the purpose and instructions of this screening form and do hereby certify that the information contained in this screening form is true, complete and correct. I acknowledge and agree to comply with the responsibilities outlined in the Public Services and Procurement Canada’s Contract Security Manual and consent to the collection, use and disclosure of the information provided in this screening form for the purposes as described above. I agree to notify the Contract Security Program of any changes to the organization such as change of address, contact phone numbers, email address, change in company management structure, ownership, company security officer and the members of the Board of Directors.	
Surname	Given name(s)
Position title	Telephone number (include country code and extension number if any)
Facsimile number if applicable (include country code)	Email address



Signature	Date
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FOR USE BY THE PSPC'S CONTRACT SECURITY PROGRAM

Recommendations

Recommendation by analyst (Name)	Signature	Date
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Approval (Name)	Signature	Date
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APPENDIX “G”, CONFIDENTIALITY AGREEMENT

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 Serial Number _____ between Her Majesty the Queen in right of Canada, represented by Citizenship and Immigration Canada and _____, including any information that is confidential or proprietary to third parties, and information conceived, developed or produced by the Contractor as part of the Work. For the purposes of this agreement, information includes but not limited to: any documents, instructions, guidelines, data, material, advice or any other information whether received orally, in printed form, recorded electronically, or otherwise and whether or not labeled as proprietary or sensitive, that is disclosed to a person or that a person becomes aware of during the performance of the Contract.

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

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

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

Signature

Date



APPENDIX "H", VENDOR INFORMATION AND AUTHORIZATION FORM

Vendor Name and Address

Legal Status (incorporated, registered, etc.)

- Individual (Sole proprietor)
- Privately owned corporation
- Joint Venture or Corporate entity
- Other (specify): _____

GST or HST Registration Number and Business Number (Revenue Canada)\

Name and Title of Person authorized to sign on behalf of Vendor

Print Name _____ Title _____

Signature _____ Date _____

Central Point of Contact

The Vendor has designated the following individual as a central point of contact for all matters pertaining to the proposed contract, including the provision of all information that may be requested:

Name and Title _____

Telephone _____ Fax _____

Email _____

Each proposal must include a copy of this page properly completed and signed.