

**Request for proposal (RFP) under Competitive Method 2 against the  
Temporary Help Services (THS) for the National Capital Region (NCR)  
method of supply**

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## **PART A: General information**

This requirement is issued by the following department: Innovation Science and Economic Development Canada (ISED)

The RFP reference number for this solicitation is: ISED205654

The terms and conditions set out in [Supply Arrangement EN578-172870](#) between the SA holder and Canada, as represented by the Minister of Public Works and Government Services Canada (PWGSC), are hereby incorporated into this document. The SA holder offers and agrees to sell and supply to the Minister, upon the terms and conditions set out herein, including the attachments hereto, the services listed herein and on any attached sheets at the price(s) set out therefore. Responses to a RFP by an SA holder will be considered as an offer to sell.

[2003, Standard Instructions - Goods or Services - Competitive Requirements \(2022-03-29\)](#) are incorporated into this document by reference.

### **1. Invitation to bid**

ISED has a requirement for work that falls under the THS for the NCR supply arrangement. This requirement is open to the following THS for the NCR supply arrangement holders:

[Access Corporate Technologies Inc.](#)

[ADRM Technology Consulting Group Corp.](#)

[Altis Human Resources \(Ottawa\) Inc.](#)

[Axons Canada Inc., Levio Conseils Inc., IN JOINT VENTURE](#)

[AZUR HUMAN RESOURCES LIMITED](#)

[Barbara Personnel Inc.](#)

[Dare Human Resources Corporation](#)

[Excel Human Resources Inc.](#)

[Fifalde Consulting Inc.](#)

[Lionel Drouin](#)

[Niewe Technology and Consulting Ltd.](#)

[Olav Consulting Corp](#)

[Star-Ting Incorporated](#)

[SYSTEMATIX SOLUTIONS TI INC/SYSTEMATIX IT SOLUTIONS INC](#)

[The Halifax Computer Consulting Group Inc.](#)

The name and coordinates of the contracting authority can be found in Part D: Resulting contract clauses.

### **2. Bid response due date and time**

**Responses to this solicitation are to be sent by email to the following email address:**

John.villeneuve@ised-isde.gc.ca

**Responses must be sent no later than the following date:** December 21, 2022

**Responses must be sent no later than the following time:** 17:00 EST

Bidders must direct all enquiries to the email address above. A "Bidder's response form" is included in Part E of this document.

## PART B: Requirement

### 1. Statement of work

The work to be undertaken is indicated below and in the statement of work at Annex A in Part D.

### 2. Estimated contract period

**From:** Dec 23, 2022 **To:** Dec 22, 2023

### 3. Resource or resources required

The following table is to identify to the bidder what the requirement is by providing the service category or categories, their level of expertise, the number of resources required, their need to be bilingual or not, and the estimated number of hours per resource.

#### Resource(s) required

Resource reference number	Category of resource	Level of expertise	Number of resources required	Must the resource be bilingual(Y/N)	Estimated number of hours per resource	Maximum number of resumes accepted under this requirement
R1	10.1	Senior	2	Y	1875.00	2

### 4. Work location

Ottawa - NCR

### 5. Travel requirements

Is there a travel requirement?

No

### 6. Security requirement

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

- (a) the bidder must hold a valid organization security clearance as indicated in Annex C;
- (b) the bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Annex C;
- (c) the bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
- (d) the bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Annex C, if a document safeguarding requirement is indicated;

- (e) the bidder must provide the addresses of proposed sites or premises of work performance and document safeguarding, if a document safeguarding requirement is indicated;
- 6.2 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.
- 6.3 For additional information on security requirements, bidders should refer to the [Contract Security Program](#).

## **7. Accessibility Standards**

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 requirement, when applicable.

This requirement includes accessibility features or criteria. Bidders must:

- demonstrate how the proposed goods and/or services meet the accessibility requirement at delivery
- describe how it would deliver the proposed goods and/or services under any resulting contract in a way that satisfies the accessibility criteria.

## **PART C: Basis of selection**

### **1. Basis of selection method**

#### **Lowest price responsive**

To be declared responsive, a bid must:

- i. comply with all the requirements of the RFP,
- ii. meet all minimum mandatory criteria for the THS category/ies identified in Part B; and,
- iii. meet all additional mandatory criteria included below, if any are identified

Bids not meeting (i) or (ii) or (iii) will be declared non-responsive. [Minimum mandatory criteria](#) for THS categories can be found on the [THS for the NCR website](#).

The bidder must clearly demonstrate how they meet each mandatory criteria. Bidders are advised that only listing experience without providing any supporting information or reusing the same wording as the RFP, will not be considered “demonstrated” for the purpose of this evaluation.

For each resume submitted, the bidder must ensure that:

- the proposed individual's name is clearly indicated
- the resume clearly states where, when and how the stated qualifications/experience of the individual were acquired, including contact information of a reference that can confirm the information provided
- the resume clearly demonstrates duties and relevance to the requirements

Furthermore, bidders are also advised that the month(s) of experience listed for a project whose timeframe overlaps that of another referenced project, will only be counted once.

The responsive bid with the lowest total evaluated price will be selected for award of a contract.

## **PART D: Resulting contract clauses**

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

### **1.0 Statement of work**

The contractor must perform the work in accordance with the Statement of work at Annex A.

### **2.0 Standard clauses and conditions**

All clauses and conditions identified in the contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions](#) Manual issued by Public Services and Procurement Canada (PSPC).

#### **2.1 General conditions**

[2010B \(2022-01-28\) General conditions: Professional services \(medium complexity\)](#) apply to and form part of the contract.

### **3.0 THS resulting contract clauses**

The resulting contract clauses enumerated in the contractor's THS for the NCR [supply arrangement](#) apply to and form part of the contract.

#### 4.0 Security requirement

1. The contractor/offeror must, at all times during the performance of the contract/standing offer, hold a valid designated organization screening (DOS) with approved document safeguarding at the level of protected B, issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC)
2. The contractor/offeror personnel requiring access to **protected** information, assets or work site(s) must **each** hold a valid **reliability status**, granted or approved by the CSP, PWGSC
3. The contractor **must not** utilize its Information Technology systems to electronically process, produce or store **protected** information until the CSP, PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed up to the level of **protected B**
4. Subcontracts which contain security requirements are **not** to be awarded without the prior written permission of the CSP, PWGSC
5. The contractor/offeror must comply with the provisions of the:
  - a. Security Requirements Check List and security guide (if applicable), attached at Annex C
  - b. Contract Security Manual (latest edition)

#### 4.1 Use of individual protective equipment and Occupational Health and Safety (OHS) guideline(s)

The Contractor warrants that its resources will follow at all times the OHS guidelines in force in the workplace during the contract period. Canada reserves the right to modify the OHS guideline, if required, to include any future recommendations proposed by the Public Health Agencies.

#### 5.0 Term of contract

##### 5.1 Period of contract

The period of the contract is from December 23, 2022 to December 22, 2023

##### 5.2 Maximum duration of contracts

A contract awarded under the THS for the NCR supply arrangement must not exceed 48 consecutive weeks including all absences.

On an exceptional basis only, a contract may be amended to extend the duration of an assignment period up to a maximum of 24 consecutive weeks beyond the limit of 48 consecutive weeks (example total extended duration must not exceed 72 consecutive weeks) on the condition that the following requirements are met:

- i. the duration of the assignment period, including any contract amendments that impact the assignment period, must be more than 40 consecutive weeks;
- ii. the amendment to extend the duration of the assignment period must be issued after the first 40 consecutive weeks of the assignment period; and
- iii. the contracting authority must notify THS for the NCR of the issued amendment by email within 2 business days of issuing the amendment.

The contractor agrees that, during the extended periods of the contract, it will be paid in accordance with the applicable provisions as set out in Annex B: Basis of payment.

## **6.0 Authorities**

### **6.1 Contracting authority**

The contracting authority for the contract is:

Name: John Villeneuve  
Title: Procurement Officer  
Department ISED Ottawa  
Address: 235 Queen Street, Ottawa, K1A 0P1

Telephone: 343-571-6760  
E-mail address: john.villeneuve@ised-isde.gc.ca

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

### **6.2 Technical authority**

The technical authority for the contract is:

*[To be inserted at contract award]*

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

### **6.3 Contractor's representative**

*[To be inserted at contract award]*

## **7.0 Proactive disclosure of contracts with former public servants**

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

## **8.0 Payment**

### **8.1 Basis of payment**

The contractor will be paid for the actual hours worked at the firm hourly rates in Annex B: Basis of payment. The contractor will be paid an initial half hour minimum charge calculated from the time the contractor's employee arrives on-site. Customs duties are included and applicable taxes are extra.

#### **8.1.1 Travel and living expenses**

Canada will not accept any travel and living expenses incurred by the contractor in the performance of the work, for:

- (i) services provided within the National Capital Region (NCR). The National Capital Region (NCR) is defined in the *National Capital Act (Revised Statutes of Canada)*,



1985, c.N-4, S.2. The *National Capital Act* is available on the Justice website:  
<https://laws.justice.gc.ca/eng/acts/N-4/>

- (ii) any travel between the contractor's place of business and the NCR.

## 8.2 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:

- an accurate and complete invoice and any other documents required by the contract have been submitted in accordance with the invoicing instructions provided at 8.2.1 below;
- all such documents have been verified by Canada;
- the work performed has been accepted by Canada.

### 8.2.1 Invoices

The original and one (1) copy must be forwarded to the following address for certification and payment:

scmsfinadmin-scsminadmin@ised-isde.gc.ca

## 9.0 Certifications compliance

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

### 9.1 Compliance with on-site measures, standing orders, policies, and rules

The contractor must comply and ensure that its employees and subcontractors comply with all security measures, standing orders, policies or other rules in force at the site where the work is performed.

## 10.0 Applicable laws

The contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario. *[May be revised by contractor before contract award]*

## 11.0 Priority of documents

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

1. The Articles of Agreement
2. the THS for the NCR supply arrangement (SA) [resulting contract clauses](#)
3. [2010B \(2022-01-28\) General conditions: Professional services \(medium complexity\)](#)
4. Annex A: Statement of work
5. Annex B: Basis of payment
6. the Security requirements check list at Annex C (if applicable)
7. the contractor's bid dated \_\_\_\_\_ *[To be inserted at contract award]*

## **12.0 Discretionary audit - non-commercial goods and/or services**

The estimated amount of profit included in the contractor's price or rate certification is subject to audit by Canada, before or after payment is made to the contractor under the conditions of the contract. The purpose of the audit would be to determine whether the actual profit earned on a single contract if only one exists, or the aggregate of actual profit earned by the contractor on a series of negotiated firm price and fixed-time rate contracts performed during a particular period selected, is reasonable and justifiable based on the estimated amount of profit included in earlier price or rate certification(s).

If the audit demonstrates that the actual profit is not reasonable and justifiable, as defined above, the contractor must repay Canada the amount found to be in excess.

## **13.0 Foreign nationals (Canadian contractor)**

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

## **14.0 Dispute resolution**

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

## **ANNEX A – Statement of work**

### **1.0 Project Title:**

Additional Temporary Help Services Sole-Source required by the Innovation, Science and Economic Development Canada (ISED) Citizen Services Centre during a temporary workload increase with the Canada Digital Adoption Program.

### **2.0 Background:**

The Innovation, Science and Economic Development Canada (ISED) Citizen Services Centre is your one-stop source for assistance in finding information on both ic.gc.ca and Canada.ca. The Centre, which is part of the Strategic Communications and Marketing Sector, provides a single point of access to clients inside and outside the department who need help with products and services from a wide range of sectors on over 100 ISED websites. In 2021-2022, the ISED Citizen Services Centre answered over 27,000 requests.

### **3.0 Project Requirement / Objective:**

The ISED Citizen Services Centre requires two full time senior communication agents (PSPC THS for NCR Stream 10.1 Senior) for one year with 2 (1 year option periods) starting on December 23, 2022.

Only one of these resources will be needed starting on December 23, 2022, with the second resource with a potential start date of April 1, 2023.

Hours of shift work are expected to be from 9 a.m. to 5 p.m. for normal work weeks of 37.5 hours.

The contact centre agents for this project are to provide information and assistance to clients about the Canada Digital Adoption Program, mainly by telephone and email, in both official languages.

Agents will be receiving calls from the Canada Digital Adoption Program queue. The agent must analyze, interpret, and identify the client's request regarding the Canada Digital Adoption Program and provide the requested information or determine the best course of action in French and English. Agents are to use the client relation management system (CRMS) to document every call. Agents will also be assign emails regarding the Canada Digital Adoption Program to which they must provide an answer in French and English.

The objective of this project is to support the ISED Citizen Services Centre in the delivery of our service during a temporary workload increase with the Canada Digital Adoption Program which launched in January 2022. These additional agents are here to support the additional volumes.

#### **4.0 Scope of Work / Tasks:**

##### **Responsibilities**

1. Deliver and disseminate information about the Canada Digital Adoption Program offered by ISED mainly by email and telephone, in both official languages, to clients.
2. Support the Canada Digital Adoption Program's website by providing citizens with advice on the availability of information as well as the most effective ways to research and access this information.
3. Identify client's requirements and recommends appropriate actions that meet their needs.
4. Analyze, interpret, and identify clients' needs and recommend orally or in writing (in both official languages) appropriate course of action to resolve enquiries, and/or direct clients to alternative sources of information.
5. Consult with more senior staff regarding the availability of information. Liaises and consults with subject matter specialists (Team Leaders, Managers, subject matter experts, subject matter staff and managers, Internet information product managers) regarding client requests in order to provide clients with timely and accurate interpretation of information; this also includes the production of expert responses for clients and to ensure information in the Knowledge Base is maintained and up to date.
6. Refer clients to alternative sources of information and/or services.
7. Utilize and monitor the centre's CRMS and Knowledge Base and communicate issues, gaps, shortcomings (e.g.: tracking client interactions, resolutions, complexity, and customer service improvement opportunities, updated contact, product, service, procedure information).

##### **Efforts**

Intellectual effort, judgment and initiative are required to:

1. Research, identify, filter, synthesize and disseminate data from a variety of information sources and the relevant combination of citizen information services in response to client enquiries.
2. Consult with and synthesize input from departmental subject matter experts (Team Leaders, Managers, subject matter experts, subject matter staff and

managers, Internet information product managers) in order provide clients proper and verified information.

3. Address the specific needs of clients (e.g. internet savvy and technical knowledge, information use, communication ability) and assist them on accessing and using electronic information services (including information retrieval, search and navigation techniques, software, Internet, downloading, technical error messages, etc.) to improve client research skills.

## **Work Environment**

The majority of the work is performed while sitting at a computer terminal for prolonged periods using a keyboard to retrieve data, research and document user requests, compile reports and provide information to clients. The work involves daily exposure to glare from computer monitors when conducting search, retrieval and input activities.

If required to work at 235 Queen Street, the work is performed in an open office setting and involves exposure to office background noise from equipment such as photocopiers, telephones and shredders.

There is a continuous requirement to deal with multiple and conflicting requests for services, very high volume of work, lack of privacy, interruptions, tight turnaround times (24-hour response standard); this can result in stress and fatigue. Working in an operations environment with conflicting demands for service and imposed deadlines to uphold service standards can result in stress and fatigue.

Responding to challenging calls in a calm, professional manner can result in stress and fatigue.

Working at a computer for extended periods of time could lead to a risk of eye fatigue, back problems and repetitive strain injuries.

While working from home, the agent should be in an environment that allows them to perform their work duty without any significant impact to their work.

## **5.0 Deliverables / Timelines:**

The ISED Citizen Services Centre is committed to serving clients in a prompt, reliable, professional and fair manner. To this end, we make the following commitments.

## Availability

Making information available is an important part of our business. We seek to:

1. Communicate in the client's official language of choice;
2. Provide service during regular business hours, from 8:30 a.m. to 5:00 p.m. (Eastern Time), via telephone, email and other common communication channels; and
3. Provide information in multiple formats, such as audio, Braille and large print, to accommodate persons with disabilities.

## Quality

We provide accurate, relevant and reliable information that is customized to user needs and communicated in a professional manner.

## Promptness

1. Our contact centre responds to off-the-shelf enquiries within 24 hours. Enquiries received outside of business hours will be processed on the next business day.
2. Semi-complex and complex enquiries may take five business days or more to resolve and we will notify clients of the time it will take.

In order to maintain this commitment, every client enquiry must be entered in our client relations management system (CRMS).

## Accessibility

All deliverables or reports must adhere to accessibility standards.

### **6.0 Constraints:**

Telephone calls from clients must be completed, despite the time of day or personal needs. There is little control over the time or duration of these calls.

The work involves dealing with imposed deadlines, changing priorities and concurrent demands for services from clients in an operations environment. Staff are required to make decisions, alter priorities and complete enquiries in a timely manner to uphold service standards to clients. There is no control over the volume of service requests.

Agents must also have a reliable Internet Connection. No compensation will be given for any cost incurred for the use of the Internet during the performance of their work.

Agents may be required to use a personal computer and cell phone at the start of the contract until work equipment can be provided, as such they need to have this equipment available to them at the start of the contract.

## **7.0 Client Support:**

The ISED Citizen Services Centre will provide all required training to resources to perform their work.

The ISED Citizen Services Centre will provide resources with a work computer and cell phone to complete their work.

## **8.0 Work Location:**

Agents are to work from home, but they may be required to work from 235 Queen Street, Ottawa, ON K1A 0H5 at any given time if required during the contract period.

## **9.0 Official Languages:**

The candidates must have an advanced bilingual oral, comprehension and written proficiency.

## **10.0 Travel:**

No travel required.

## **11.0 Security:**

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

## **12.0 Intellectual Property:**

N/A

### **13.0 Management of the Project:**

This project will be managed by the ISED Citizen Services Centre, Digital Media and Marketing Services, Strategic Communications and Marketing Sector (SCMS).

### **14.0 Period of the Contract**

The client is seeking a THS contract from December 23, 2022 to December 22, 2023, with an addition of two, one year options period

At anytime during the contract, workload will determine the needs. **If the workload is insufficient or no longer existent, the contract may be terminate at an earlier date.**

### **15.0 Project Authority:**

The Project Authority for the Contracts is:

Name:

Title:

Telephone #:

### **16.0 Former Public Servant Certification**

No former Public Service certification is required.



## **ANNEX B – Basis of payment**

The winning bidder's rates will be included here at the time of contract award.

## **ANNEX C – Security requirements check list**

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

## PART E: Bidder response form

In addition to providing a completed version of this form, it is the Bidder's responsibility to include all relevant information required to meet all RFP requirements and evaluation criteria.

### Bidder information:

Legal name of bidder: \_\_\_\_\_

Procurement Business Number (PBN) of bidder: \_\_\_\_\_

### Bidder's representative:

Name and title of person authorized to sign on behalf of the bidder:

Name of authorized bidder representative: \_\_\_\_\_

Telephone no. of authorized bidder representative: \_\_\_\_\_

Email address of authorized bidder representative: \_\_\_\_\_

### The bidder:

Is submitting a bid in response to this RFP: **YES** \_\_\_ **NO** \_\_\_

### Proposed resource(s) pricing

Resource ref number / Name of resource	Category & level of expertise	Required personnel security screening	Bilingual (Y/N)	Firm hourly rate*	Estimated total hours	Total estimated cost (GST/HST excluded)
R1	Senior 10.1 Communications	(Reliability)	Y	\$	1875	\$
R2	Senior 10.1 Communications	(Reliability)	Y	\$	1875	\$
<b>Sub-total:</b>						\$
<b>Applicable taxes:</b>						\$
<b>Total bid price:</b>						\$

\*The hourly rate for the proposed resource must remain the same in the event that the bidder submits more than 1 resume for a specific category.

### Certifications precedent to contract award

The certifications set out below are to be completed and submitted with the bid but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the contracting authority will so inform the bidder and provide the bidder with a time frame within which to meet the requirement.

Compliance with the certifications bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after contract award. The contracting authority will have the right to ask for additional information to verify bidders' compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the contracting authority for additional information will also render the bid non-responsive.

#### **a) Integrity Provisions – required documentation**

By submitting a bid, the bidder certifies that the bidder and its Affiliates are in compliance with the provisions as stated in [Section 01 Integrity Provisions – Bid of Standard Instructions – Foods or Services – Competitive Requirements](#). The associated information required within the Integrity Provisions will assist Canada in confirming that the certifications are true.

Pursuant to section 01 of Standard Instructions 2003, bidders who are incorporated or a sole proprietorship, including those bidding as a joint venture, must submit a complete list of names of all individuals who are currently directors of the bidder, or the name of the owner, as applicable. Bidders bidding as societies, firms or partnerships do not need to provide a list of names. Furthermore, as determined by the Special Investigations Directorate, Departmental Oversight Branch, each individual named on the list may be requested to complete Consent to a Criminal Record Verification form and provide associated information. Consult sections [4.21. Integrity Provisions](#), [5.16. Integrity Compliant](#), and [8.70.2. Compliance with the Integrity Provisions](#) of the Supply Manual.

#### **b) Federal Contractors Program for Employment Equity - bid certification**

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

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

#### **c) Price certification**

The bidder must provide, on Canada's request, one or more of the following price support, if applicable:

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

#### **d) Consent and replacement of resource**

The bidder must provide a written/electronic consent signed by the proposed resource or resources before the closing date and time of this RFP. In cases where the proposed resource is a full time employee of the bidder, a proof of employment signed by an authorized representative of the bidder, such as Chief Financial Officer or Human Resource Director must be provided.

To be considered valid, the written/electronic consent or proof of employment must have been obtained/signed during the solicitation period and reference the solicitation number. It must also include a statement confirming the availability of the resource for the performance of the contract during the period mentioned in the RFP. Failure to provide the proper documentation will result in the bid being declared non-responsive.

By providing either a written/electronic consent or proof of employment, the bidder certifies that the information included on the consent or proof of employment for the proposed resource, for this requirement, is true and accurate.

**e) Former public servants (FPS) in receipt of a pension**

As per the definition provided under SACC Manual clause [A3025T -Former Public Servant - Competitive](#) (2020-05-04) 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. the name of former public servant
- b. the date of termination of employment or retirement from the Public Service

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

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

**By submitting a bid, the bidder understand and acknowledge the above terms and conditions.**

**Person authorized to sign on behalf of the bidder or the Firm (print name):**

**Name:** \_\_\_\_\_ **Title:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_