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PART 1 - GENERAL INFORMATION

1.1 Reissue of Bid Solicitation

This bid solicitation cancels and supersedes previous bid solicitation number 1000234629 dated December 10, 2021 with a closing of January 12, 2022 (insert the closing at 2:00PM. A debriefing or feedback session will be provided upon request to bidders/offerors/suppliers who bid on the previous solicitation.

1.2 Introduction

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

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

The Annexes include the Statement of Work and the Basis of Payment.

1.3 Summary

Health Canada requires the services of a federal government accredited, professional and high quality simultaneous interpreter from French to English or from English to French, if required. The contract period is contract award to March 31, 2028. Simultaneous interpretation services provided during videoconference meetings (e.g., Zoom or any other similar platform) will be held three (3) times every month on average (up to 4 times per month).

1.4 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.



PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

The [2003](#) (2020-05-28) 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 the contact email on page 1 by the date and time indicated in the bid solicitation.

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

2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to 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.

2.4 Enquiries - Bid Solicitation

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

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



2.5 Applicable Laws

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

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

2.6 Bid Challenge and Recourse Mechanisms

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



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

If the Bidder chooses to submit its bid electronically, Canada requests that the Bidder submits its bid in accordance with section 08 of the 2003 standard instructions. Bidders must provide their bid in a single transmission.

The bid must be gathered per section and separated as follows:

- Section I: Technical Bid File
- Section II: Financial Bid File
- Section III: Certifications File

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 the Basis of Payment.

Section III: Certifications

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



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

4.1.1 Technical Evaluation

All Bidders are advised that only listing experience without providing any supporting data to describe when, where and how such experience was obtained will not be considered to be “demonstrated” for the purpose of the evaluation. All professional experience must be fully documented and substantiated in the proposal.

For the purpose of personnel qualifications, experience gained during formal education shall not be considered work experience. All requirements for work experience shall be obtained in a legitimate work environment as opposed to an educational setting. Co-op terms are considered work experience provided that they are related to the required services.

For each resume submitted, the Bidder must ensure that:

- the proposed resource title and the individual's name are clearly indicated; and
- the resume clearly demonstrates where, when and how the stated qualifications/experience of the individual were acquired.

The Bidder must provide the following client reference information:

- Name of contact:
- Contact's current phone number and email address:
- Contact's organization name:
- Contact's Position title:

For evaluation purposes,

- 'where' means the name of the employer as well as the position/title held by the individual;
- 'when' means the start date and end date (e.g. from January 2000 to March 2002) of the period during which the individual acquired the qualification/experience; and
- 'how' means a clear description of the activities performed and the responsibilities assigned to the individual under this position and during this period.

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. 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.



4.1.1.1 Mandatory Technical Criteria

Mandatory requirements are evaluated on a simple pass or fail basis. Failure by bidders to meet any of the mandatory requirements will render the bidder's proposal non-responsive. The treatment of mandatory requirements in any procurement process is absolute.

Proposers must meet all the mandatory requirements described below. This will be evaluated as either "Yes" or "No". Proposals not receiving "Yes" for any mandatory requirement will not be considered further.

Interpretation Services – Mandatory Criteria			
Item	Description	Compliant (Yes/No)	Reference to Bidder's Proposal (page #)
MT1	<p>All Bidders must each have at least twelve (12) months of demonstrated experience in providing simultaneous French to English (and English-to-French, as required) interpretation services during teleconferences / videoconference (e.g. Zoom) meetings within the last five (5) years, prior to the date of bid issuance.</p> <p>To demonstrate experience, the Bidder must provide project summaries including the following information:</p> <ul style="list-style-type: none"> - Client name - Duration of project (in format mm-yyyy to mm-yyyy) - Description of work performed <p>For at least one (1) of the project summaries submitted, the Bidder must provide one (1) client reference.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
MT2	<p>Each Bidder must propose two (2) interpreter resources – one (1) for French to English and one (1) for English to French, if required to fulfill the work described at Annex "A" Statement of Work".</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
MT3	<p>All proposed interpreters must have a relevant degree (i.e. language/communication/translation) from an accredited Canadian institution, or a recognized equivalent.</p> <p>Proof of education (and foreign credential assessment, if applicable) must be submitted with the Bid for each interpreter. Visit www.cicic.ca for a list of organizations that provide equivalency assessments.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	



4.1.1.2 Point Rated Technical Criteria

Each Technical Proposal which meets all the Mandatory Requirements will be evaluated and scored in accordance with the point rated technical evaluation criteria provided below.

A proposal with a score less than the specified minimum total for technical compliance criteria will be considered non responsive, and eliminated from the competition. To be considered responsive, a bid must obtain the required minimum overall points.

Interpretation Services – Point Rated Criteria			
Item	Description	Max Points Available	Reference to Bidder's Proposal (page #)/Comments
RT1	<p>Points will be awarded to each proposed interpreter for years of demonstrated experience in addition to MT1.</p> <p>Per resource: 1 year to 2 years = 2 points 2+ years to 3 years = 4 points 3+ years to 4 years = 6 points 4+ years to 5 years = 8 points 5+ years to 6 years = 10 points 6+ years to 7 years = 12 points 7+ years to 8 years = 14 points 8+ years to 9 years = 16 points 9+ years to 10 years = 18 points 10+ years = 20 points</p>	<p>40 points</p> <p>Resource 1 = 20 points</p> <p>Resource 2 = 20 points</p>	
RT2	<p>Points will be awarded to each proposed resource that is a Certified Interpreter or Certified Conference Interpreter as determined by the Canadian Translators, Terminologists and Interpreters Council (CTTIC).</p> <p>Per resource: 5 points</p> <p>Proof of certification must be submitted with the bid for each interpreter.</p>	<p>10 points</p> <p>Resource 1 = 5 points</p> <p>Resource 2 = 5 points</p>	



Interpretation Services – Point Rated Criteria			
Item	Description	Max Points Available	Reference to Bidder's Proposal (page #)/Comments
RT3	<p>Points will be awarded to each proposed interpreter for demonstrated experience in providing services in the public sector (e.g., Federal, Provincial, Territorial or municipal governments).</p> <p>Per resource: 2 points for government experience 4 points for government experience at the ADM level 6 points for government experience at the DM level 8 points for government experience at the Minister level</p>	<p>16 points</p> <p>Resource 1 = 8 points</p> <p>Resource 2 = 8 points</p>	
RT4	<p>Points will be awarded to each proposed interpreter for years of demonstrated experience with respect to experience with interpreting scientific and/or medical material.</p> <p>Per resource: 1 year to 5 years = 2 points for experience 5+ years to 10 years = 4 points for experience 10+ years = 6 points for experience</p>	<p>12 points</p> <p>Resource 1 = 6 points</p> <p>Resource 2 = 6 points</p>	
Overall Score		/78	
Minimum Score =			

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

0. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation; and
 - b. meet all mandatory criteria; and
 - c. obtain the required minimum of 55 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 78 points.
1. Bids not meeting (choose "(a) or (b) or (c) will be declared non-responsive.
2. 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.
3. 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 30%

4. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30% (insert the percentage for price).
5. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
6. 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.
7. The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

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

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
	Pricing Score	$45/55 \times 40 = 32.73$	$45/50 \times 40 = 36.00$	$45/45 \times 40 = 40.00$
Combined Rating		83.84	75.56	80.89
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 made knowingly or unknowingly, during the bid evaluation period or during the contract period.

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

5.1 Certifications Required with the Bid

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences

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

5.2.1 Integrity Provisions – Required Documentation

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

5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

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



PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirements

1. At the date of bid closing, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
 - (d) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (e) the Bidder must provide the addresses of proposed sites or premises of work performance and document safeguarding as indicated in Part 3 - Section IV Additional Information.
2. For additional information on security requirements, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.



PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Statement of Work

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

7.2 Standard Clauses and Conditions

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

7.2.1 General Conditions

[2035](#) (2020-05-28), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

7.3 Security Requirements

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

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:

Secret:

- a) The Contractor personnel requiring access to SECRET information, assets or sensitive work site(s) must EACH hold a valid SECRET level Security Clearance granted or approved by Health Canada/Public Health Agency of Canada or the Canadian Industrial Security Directorate (CISD), Public Services and Procurement Canada (PSPC).
- b) The Contractor MUST NOT remove any PROTECTED or CLASSIFIED information or assets from the identified work site(s), and the Contractor must ensure its personnel are made aware of and comply with this restriction.
- c) Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of Health Canada/PHAC.

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

7.4 Term of Contract

7.4.1 Period of the Contract

The Work is to be performed during the period of contract award to March 31, 2028.

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Sami Nouh

Title: Senior Procurement and Contracting Officer



Health Canada - Public Health Agency of Canada
Chief Financial Officer Branch
Telephone: 613-941-2074
E-mail address: sami.nouh@hc-sc.gc.ca

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

7.5.2 Project Authority

The Project Authority for the Contract is: *(insert at contract award)*

Name: _____
Title: _____
Organization: _____
Address: _____

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

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

7.5.3 Contractor's Representative *(insert at contract award)*

Name: _____
Title: _____
Organization: _____
Address: _____

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

7.6 Proactive Disclosure of Contracts with Former Public Servants

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



7.7 Payment

7.7.1 Basis of Payment - Cost reimbursable – Limitation of expenditure

The Contractor will be paid for its costs reasonably and properly incurred in the performance of the Work, in accordance with the Basis of payment in annex B, to a limitation of expenditure of \$_____ (insert the amount at contract award). Customs duties are included and Applicable Taxes are extra.

7.7.2 Firm Hourly Rates

The Contractor will be paid firm hourly rates as follows, for work performed in accordance with the Contract. Customs duties are included and Applicable Taxes are extra.

Resource Name	Firm Hourly Rates

7.7.3 Method of Payment – Monthly Payment

SACC Manual clause [H1008C](#) (2008-05-12) Monthly Payment

7.7.5 Electronic Payment of Invoices – Contract

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

- a. Direct Deposit (Domestic and International);

7.8 Invoicing Instructions

The Contractor must submit invoices in accordance with the following. Invoices cannot be submitted until all work identified in the invoice is completed.

Invoices must be distributed as follows:

- a. One (1) copy must be forwarded to the following email address for certification and payment.
hc.p2p.east.invoices-factures.est.sc@canada.ca

7.9 Certifications and Additional Information

7.9.1 Compliance

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

7.10 Applicable Laws

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



7.11 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the general conditions [2035](#) (2020-05-28), General Conditions - Higher Complexity – Services;
- (c) Annex A, Statement of Work
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirement Checklist;
- (f) the Contractor's bid dated _____

7.12 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. TITLE

Simultaneous interpretation services (French to English and English to French).

2. SCOPE

2.1. Introduction

Health Canada requires simultaneous interpretation services for conferences that are being hosted by FPTRD. These teleconferences/videoconferences include senior participants such as the Minister of Health, the Deputy Minister of Health, the Provincial/Territorial Ministers and Deputy Ministers of Health across Canada, as well as other executives/stakeholders. In order to facilitate the ongoing communications between these parties, Health Canada is seeking individuals, or firms, capable of providing professional, and high quality simultaneous interpretation services for teleconferences/videoconferences from French to English that meet federal government accredited standards. While English to French interpretation is not required at this time, that could also be a requirement if requested in the future.

2.2. Objectives of the Requirement

The simultaneous interpretation must facilitate open dialogue and participation from all participants; and meet the requirements of the Official Languages Act for these teleconference/videoconference meetings. The interpreters must easily accommodate technical and specialized terminology, including acronyms, common to the Health Sector as well as general health-related terminology, which the contractor will need to be aware of and understand. Participants may use land lines, speaker phones, cell phones, or voice over IP systems to participate in the teleconferences/videoconferences.

2.3. Background and Specific Scope of the Requirement

Due to the on-going COVID-19 pandemic and changes in the health environment, the move towards a more virtual setting is encouraged. This has led to meetings being conducted more frequently, and via teleconference/videoconference instead of in-person.

The frequency of these meetings has increased from semi-annually to monthly (maximum of one meeting per week at the moment). Videoconferences, although generally one (1) hour length, can last up to two (hours) .

The scope of work includes:

- Simultaneous interpretation services provided during videoconference meetings (e.g., Zoom or any other similar platform) will be held once per month with the possibility of a maximum of four (4) meetings per month. The videoconference meetings are sometimes scheduled on short notice but on average, a minimum of two (2) business days notice of an upcoming meeting will be given to the contractor.
- The frequency of meetings depends entirely on the current health environment (i.e., the quickly evolving pandemic) and the availability of the participants. *However, over time the videoconference meetings frequency is expected to be a maximum of two (2) per month.*
- To ensure continuity, Health Canada is seeking interpreters to provide this service who would be consistently available; Health Canada would prefer not to change interpreters for each meeting, or at least not frequently, to ensure quality of service (e.g., familiarity with commonly used terms).



- The meetings range from 30 minutes to two (2) hours, depending on the material and subjects being covered. The exact time is unpredictable; however, the calls will not extend beyond two (2) hours.
- These meetings may involve the discussion of documents, briefing notes, reports, etc. In the event documents are to be discussed, every attempt will be made to provide these documents to the interpreter up to 24 hours before a scheduled videoconference meeting or at the latest upon arrival at the meeting site 30 minutes ahead of the scheduled start time. In the event documents are provided, the contractor is expected to make themselves familiar with the contents. All material must be returned to Health Canada at the conclusion of meetings that are attended in person, or destroyed when provided electronically. The documents, when available, will be provided in either of the official languages of Canada.

3. REQUIREMENTS

3.1. Tasks, Activities, Deliverables and/or Milestones

Tasks:

Health Canada requires the services of a federal government accredited, professional and high quality simultaneous interpreter from French to English or from English to French, if required. The contractor must be able to accurately interpret and convey tone, style and terminology used by the speaker.

Deliverables:

Prior to a meeting and during the meeting, the contractor should:

- Review all documents provided prior to all teleconference calls and acquire the knowledge/terminology necessary to provide simultaneous interpretation services. In some cases this will involve researching/requesting clarity from a contact within Health Canada.
- Provide clear and accurate simultaneous interpretation from French to English (or from English to French, if required), ensuring the meaning of the interpreted message conforms to that of the original message in all aspects including proper terminology and tone.
- Maintain a smooth and fluid presentation of interpreted material that fits the rhythm of the conversation.
- Be punctual and organized and arrive at the meeting site at least 30 minutes prior to the start of the call as interpretation must begin at the start of the meeting.
- Hold a valid security briefing certificate at the required level.
- Ensure the interpretation is standardized and consistent terminology is used.

3.2. Technical, Operational and Organizational Environment

The content and conversations within these teleconference meetings can be fast-paced, private (information unbeknownst to the general public) or stressful. It is expected that the contractor will be able to provide the services during these circumstances, which may vary throughout the discussions. The contractor must respect the confidentiality of the meetings and agree to not share any details/information learned during these meetings with anyone outside of the meeting. A confidentiality or non-disclosure agreement may be requested, as required.



3.3. Method and Source of Acceptance

Performance will be judged on the following:

- Smooth progress of the videoconferences
- Absences of significant delays introduced by the need to wait for interpreter to “catch-up”
- Accuracy of interpretations
- Tone appropriate to the discussions
- Familiarity with the terminology and general topics of discussion
- Punctuality and availability

3.4. Project Management Control Procedures

If feedback about the quality of the interpretation services is made by a participant, the Project Authority will inform the contractor of the feedback, and the contractor will make reasonable adjustments to address and resolve any implicated issue(s). Feedback may be, but not exclusively, related to the quality, volume, timeliness, speed, and tone of the interpretation services, as well as the quality of voice and auditory conditions.

Meetings to discuss feedback may take place at the discretion of the Project Authority.

During the teleconference/videoconference, the contractor might get immediate feedback and be able to correct going forward.

4. ADDITIONAL INFORMATION

4.1. Canada's Obligations

- Organize and facilitate the videoconference meetings
- Provide access to the building with an escort
- Provide access to a booth specifically for interpretation services
- Provide access to relevant documents be provided up to 24 hours before a scheduled meeting or at the latest upon arrival at the meeting site 30 minutes ahead of the scheduled meeting
- Provide access to a technician on-site for any questions regarding technical issues
- Provide access to specialists in Health Canada to assist with specialized words or phrases
- Provide information about current health requirements and protocols required for the situation

4.2. Contractor's Obligations

- The contractor must use the in-house equipment designated for interpretation services located in the Brooke Claxton building in Tunney's Pasture.
- Teleconferences/videoconferences meetings can be scheduled during regular work periods from 7 AM EST to 7 PM EST Monday to Friday; however, there is the possibility of weekend meetings during those same hours. The contractor is required to be available for the delivery of professional high quality interpretation services to Health Canada during these hours.
- The contractor shall ensure that all deployed personnel are properly trained to fulfill their responsibilities. In addition, the contractor is responsible to ensure that all of its assigned personnel have the required security clearance and they are operating at all times in accordance with all applicable legislation, regulations, codes and policies.
- The contractor should comply with all health protocols and applicable health directives
- The contractor is responsible for properly managing all material provided for the meetings and returning or destroying same as appropriate.



- The contractor is responsible for keeping private all knowledge or information gained during the meetings.

4.3. Location of Work, Work site and Delivery Point

The contractor should arrive at 70 Colombine Driveway, Ottawa, ON K1A 0K9 to provide services. An interpretation booth/studio is set-up in the building.

4.4. Language of Work

The contractor shall be capable of correspondence and delivery of services with Health Canada in either or both of the Official Languages (English/French) of Canada.

4.5. Travel and Living

There are no Travel and Living expenses associated with this contract.



ANNEX "B"

BASIS OF PAYMENT

Contract Period (From contract award to March 31, 2028)

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

Year 1

Contract Award to March 31, 2024	
Resource Name	Firm Per Diem Rate

Year 2

April 1, 2024 to March 31, 2025	
Resource Name	Firm Per Diem Rate

Year 3

April 1, 2025 to March 31, 2026	
Resource Name	Firm Per Diem Rate

Year 4

April 1, 2026 to March 31, 2027	
Resource Name	Firm Per Diem Rate

Year 5

April 1, 2027 to March 31, 2028	
Resource Name	Firm Per Diem Rate



Cumulative Total (For Evaluations Purposes)

Resource	Per Diem	Level of Effort	Total
Year 1			
Resource #1	\$	48 Hours	\$
Resource #2	\$	48 Hours	\$
Year 2			
Resource #1	\$	48 Hours	\$
Resource #2	\$	48 Hours	\$
Year 3			
Resource #1	\$	48 Hours	\$
Resource #2	\$	48 Hours	\$
Year 4			
Resource #1	\$	48 Hours	\$
Resource #2	\$	48 Hours	\$
Year 5			
Resource #1	\$	48 Hours	\$
Resource #2	\$	48 Hours	\$
Cumulative Total =		480 Hours	\$



ANNEX "C"

SECURITY REQUIREMENT CHECKLIST (SRCL)



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat 1000234629
Security Classification / Classification de sécurité UNCLASSIFIED

SECURITY REQUIREMENTS CHECK LIST (SRCL)

LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine HEALTH CANADA	2. Branch or Directorate / Direction générale ou Direction STRATEGIC POLICY BRANCH / FPTRD	
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 Simultaneous Interpretation Services		
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 checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. / Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input 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 type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input 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"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
UNCLASSIFIED





Contract Number / Numéro du contrat 1000234629
Security Classification / Classification de sécurité UNCLASSIFIED

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :

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

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

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

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

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

Special comments:
Commentaires spéciaux : _____

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

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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



Contract Number / Numéro du contrat 1000234629
Security Classification / Classification de sécurité UNCLASSIFIED

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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET / COSMIC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET
											A	B	C			
Information / Assets / Renseignements / Biens / 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? No / Non Yes / Oui
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

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

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

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