



**RETURN BIDS TO :**

**RETOURNER LES  
SOUSSIONS À:**

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**Note to Bidders: ensure e-mails do not exceed 13MB to avoid problems with transmission.**

**Demande pour une offre à commande  
Request for standing offer**

**Proposal To:  
Employment Social & Development Canada  
(ESDC)**

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

**Proposition aux:  
Emploi & Développement Social Canada  
(EDSC)**

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

**See Herein**

**Instructions :**

**Comments - Commentaires**

**This document contains a Security  
Requirement – Ce document contient des  
clauses de sécurité.**

**Vendor/Firm Name and address  
Raison sociale et adresse du  
fournisseur/de l'entrepreneur**

**Issuing Office – Bureau de distribution**

<b>Title – Sujet</b> Mental Health First Aid Training	
<b>Solicitation No. – N° de l'invitation</b> 100021076	<b>Date</b> March 24, 2023
<b>Client Reference No. – N° référence du client</b> -	
<b>GETS Reference No. – N° de reference de SEAG</b> -	
<b>File No. – N° de dossier</b>	<b>CCC No. / N° CCC - FMS No. / N° VME</b>
<b>Solicitation Closes – L'invitation prend fin</b> <b>at – à 02 :00 PM</b> <b>on – le April 14, 2023</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Time - EDT	
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<b>Address INQUIRIES to : - Adresser toutes questions à:</b>	<b>Buyer Id – Id de l'acheteur</b>
<b>Telephone No. – N° de téléphone :</b>	<b>FAX No. – N° de FAX</b>
<b>Destination – of Goods, Services, and Construction:</b> <b>Destination – des biens, services et construction :</b>	

**Instructions: Voir aux présentes**

<b>Delivery required - Livraison exigée</b>	<b>Delivered Offered – Livraison proposée</b>
<b>Vendor/firm Name and address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Facsimile No. – N° de télécopieur</b> <b>Telephone No. – N° de téléphone</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/firm (type or print)-</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>



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### PART 1 - GENERAL INFORMATION

#### 1.1 Introduction

The Request for Standing Offers (RFSO) is divided into seven parts plus attachments and annexes, as follows:

Part 1	General Information: provides a general description of the requirement;
Part 2	Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;
Part 3	Offer Preparation Instructions: provides offerors with instructions on how to prepare their offer to address the evaluation criteria specified;
Part 4	Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, 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 Insurance Requirements: includes specific requirements that must be addressed by offerors; and
Part 7	7A, Standing Offer, and 7B, Resulting Contract Clauses:  7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;  7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

List of Annexes:

Annex A	Statement of Work
Annex B	Basis of Payment
Annex C	Security Requirements Checklist
Annex D	Technical Mandatory and Rated Criteria
Annex E	Electronic Payment form

#### 1.2 Summary

##### 1.2.1

The primary objective of Mental Health First Aid (MHFA) training is to train SC W-T Region employees to gain the knowledge and skills needed to create a psychologically healthy and safe workplace. It is also applicable to employees' providing services to the public. MHFA is help provided to a person developing a mental health problem, experiencing the worsening of an existing mental health problem or in a mental health crisis. Just like First Aid training that is provided until medical treatment can be obtained, MHFA is given until appropriate support is found or until the crisis is resolved.

This training will help SC W-T Region employees increase their knowledge of mental illness and provide the skills and knowledge to help employees better manage potential or developing mental health problems in themselves, a colleague or a client.



This training will provide relevant information and explanations to help a SC W-T Region employee:

1. Recognize the signs and symptoms of common mental health problems and gauge their own mental health;
2. Provide initial help to a colleague;
3. Equip the employee with confidence to engage others and guide a person towards appropriate professional help; and
4. Reduce stigma around discussing mental health problems and contributing to a psychologically health and safe workplace culture.

### 1.2.2

SACC M3059T – 2018-12-06 – Canadian Content Certification

This procurement is limited to Canadian goods and Canadian services.

The Offeror certifies that:

( ) a minimum of 80 percent of the total price for the offer consist of Canadian goods and Canadian services as defined in paragraph 5 of clause A3050T.

For more information on how to determine the Canadian content for a mix of goods, a mix of services or a mix of goods and services, consult Annex 3.6, Example 2, of the Supply Manual.

### 1.2.3

The Request for Standing Offers (RFSO) is to establish Regional Master Standing Offers for the delivery of the requirement detailed in the RFSO, to the Identified Users across Canada.

## 1.3 Security Requirements

There are security requirements associated with the requirement of the Standing Offer. For additional information, see Part 6 - Security, Financial and Insurance Requirements, and Part 7 - Standing Offer and Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, offerors should refer to the Contract Security Program of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

## 1.4 Debriefings

Offerors may request a debriefing on the results of the request for standing offers process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for standing offers process. The debriefing may be in writing, by telephone or in person.

## 1.5 Anticipated migration to an e-Procurement Solution (EPS)

Canada is currently developing an online EPS for faster and more convenient ordering of goods and services. In support of the anticipated transition to this system and how it may impact any resulting Standing Offer that is issued under this solicitation, refer to 7.15 Transition to an e-Procurement Solution (EPS).

The Government of Canada's press release provides additional information.



## PART 2 - OFFEROR INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) 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.

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The [SACC 2006](#) – 2020-05-28 - Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

#### 2.1.1 SACC Manual Clauses

[SACC M3021T](#) – 2012-07-16 - Education and Experience

### 2.2 Submission of Offers

Offers must be submitted only to Employment Social Development Canada (ESDC) Bid Receiving Unit by the date, time and place indicated in the RFSO.

[NC-Allocations-GD@hrsdc-rhdcc.gc.ca](mailto:NC-Allocations-GD@hrsdc-rhdcc.gc.ca)

Due to the nature of the Request for Standing Offers, transmission of offers by facsimile to ESDC will not be accepted.

### 2.3 Former Public Servant

[SACC M3025T](#) – 2020-05-04 - Former Public Servant – Competitive offer

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, offerors must provide the information required below before the issuance of a standing offer. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror 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 offer non-responsive.

#### Definitions

For the purposes of this clause,

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

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or



- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

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

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

### Former Public Servant in Receipt of a Pension

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

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

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

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

### Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

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

## 2.4 Enquiries - Request for Standing Offers

All enquiries must be submitted in writing to the Standing Offer Authority no later than 10 calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.



Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by offerors 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 offerors do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all offerors. Enquiries not submitted in a form that can be distributed to all offerors may not be answered by Canada.

## 2.5 Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their offer, 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 offerors.

## 2.6 Bid Challenge and Recourse Mechanisms

- (a) Several mechanisms are available to potential offerors to challenge aspects of the procurement process up to and including contract award.
- (b) Canada encourages offerors 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) Offerors should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Offerors should therefore act quickly when they want to challenge any aspect of the procurement process.





## PART 3 - OFFER PREPARATION INSTRUCTIONS

### 3.1 Offer Preparation Instructions

Due to the nature of the RFSO, offers transmitted by CPC Connect, epost Connect service and by facsimile will not be accepted.

**Canada requests that offerors provide their offer in separately bound sections as follows via email:**

Section I:	Technical Offer	1 soft copy
Section II:	Financial Offer	1 soft copy
Section III:	Certifications	1 soft copy

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

Canada requests that offerors follow the format instructions described below in the preparation of hard copy of their offer:

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

#### **Section I: Technical Offer**

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

#### **Section II: Financial Offer**

Offerors must submit their financial offer in accordance with the "Annex B, Basis of Payment".

##### **3.1.1 Electronic Payment of Invoices - Offer**

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

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

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

**Section III: Certifications** Offerors must submit the certifications and additional information required under Part 5.



## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 4.1 Evaluation Procedures

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.
- (c) The evaluation team will determine if there are two or more offers with a valid Canadian Content certification with the offers coming from two or more Offerors that are not affiliated within the meaning used in the Competition Act, R.S.C., 1985, c. C-34. In that event, only those offers with a valid certification will be eligible to be issued a standing offer; otherwise, all offers will be eligible. If at any point in the evaluation process it is found, whether by determination of invalidity of certifications, determination that offers are non-responsive or withdrawal of offers by Offerors, that there are no longer two (2) or more responsive offers with a valid certification, then all responsive offers will be eligible to be issued a standing offer. Canada may conduct the validation of Canadian content certifications at any time in the evaluation process including doing so concurrently with other steps.

#### 4.1.1 Technical Evaluation

The Bidder must meet the mandatory technical and rated criteria specified in Annex "E" Any bid which fails to meet the mandatory technical criteria's and the mandatory rated criteria's will be declared non-responsive.

Each mandatory technical criterion will be addressed separately and a passing mark as been determined for each, this mark must be met to be determined as responsive.

The Bidder must provide the necessary documentation to clearly demonstrate compliance with this requirement.

Simply repeating the statement contained in the bid solicitation is not sufficient.

##### 4.1.1.1 Mandatory Technical Criteria and Mandatory Rated Criteria

Refer to Annex "E" – Mandatory Technical Criteria and Mandatory Rated Criteria

#### 4.1.2 Financial Evaluation

##### 4.1.2.1

SACC M0220T – 2016-01-28 – Evaluation of Price - Offer

### 4.2 Basis of Selection

#### 4.2.1 SACC M0034T – 2007-05-25 - Basis of Selection – Minimum Point Rating

- 1. To be declared responsive, an offer must:
  - a. comply with all the requirements of the Request for Standing Offers (RFSO); and
  - b. meet all mandatory technical evaluation criteria; and
  - c. obtain the required minimum of 30 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 45 points."
- 2. Offers not meeting (a) and (b) and (c) above will be declared non-responsive. The responsive offer with the lowest evaluated price will be recommended for issuance of a standing offer.



## PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Offerors must provide the required certifications and additional information to be issued a standing offer.

The certifications provided by offerors to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a contractor in default if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Standing Offer Authority will render the offer non-responsive, result in the setting aside of the Standing Offer or constitute a default under the Contract.

### 5.1 Certifications Required with the Offer

Offerors must submit the following duly completed certifications as part of their offer.

#### 5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all offerors must provide with their offer, **if applicable**, the 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.

#### 5.1.2 Additional Certifications Required with the Offer

##### 5.1.2.1 Canadian Content Certification

###### 5.1.2.1.1 [SACC A3050T](#) – 2020-07-01 - Canadian Content Definition

### 5.2 Certifications Precedent to the Issuance of a Standing Offer and Additional Information

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

#### 5.2.1 Integrity Provisions – Required Documentation

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

#### 5.2.2 Security Requirements – Required Documentation

In accordance with the [requirements of the Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>), the Offeror must provide a completed Application for Registration (AFR) form to be given further consideration in the procurement process.



Offerors are reminded to obtain the required security clearance and, as applicable, security capabilities promptly. As indicated above, offerors who do not provide all the required information at bid closing will be given the opportunity to complete any missing information from the AFR form within a period set by the Contracting Authority. If that information is not provided within the timeframe established by the Contracting Authority (including any extensions granted by the Contracting Authority in its discretion), or if Canada requires further information from the Offeror in connection with assessing the request for security clearance (i.e., information not required by the AFR), the Offeror will be required to submit that information within the time period established by the Contracting Authority, which will not be less than 48 hours. If, at any time, the Offeror fails to provide the required information within the timeframe established by the Contracting Authority, its bid will be declared non-compliant.

### **5.2.3 Federal Contractors Program for Employment Equity - Standing Offer Certification**

By submitting an offer, the Offeror certifies that the Offeror, and any of the Offeror's members if the Offeror 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-Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#s4) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#s4>).

Canada will have the right to declare an offer non-responsive, or to set-aside a Standing Offer, if the Offeror, or any member of the Offeror if the Offeror is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of issuing of a Standing Offer or during the period of the Standing Offer.

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

The Offeror must provide the Standing Offer Authority with a completed annex titled Federal Contractors Program for Employment Equity - Certification, before the issuance of a Standing Offer. If the Offeror is a Joint Venture, the Offeror must provide the Standing Offer Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

### **5.2.4 Additional Certifications Precedent to Issuance of a Standing Offer**

#### **5.2.4.1 [SACC M3059T](#) – 2018-12-06 - Canadian Content Certification**

This procurement is limited to Canadian goods and Canadian services.

The Offeror certifies that:

( ) a minimum of 80 percent of the total price for the offer consist of Canadian goods and Canadian services as defined in paragraph 5 of clause [A3050T](#).

For more information on how to determine the Canadian content for a mix of goods, a mix of services or a mix of goods and services, consult [Annex 3.6](#), Example 2, of the Supply Manual.

#### **5.2.4.1.1 Canadian Content Definition**

[SACC A3050T](#) - 2020-07-01 - Canadian Content Definition

#### **5.2.4.2 Status and Availability of Resources – Offer**

[SACC M3020T](#) – Status and Availability of Resources – Offer



## PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS

### 6.1 Security Requirements

1. Before issuance of a standing offer, the following conditions must be met:
  - (a) the Offeror must hold a valid organization security clearance as indicated in Part 7A - Standing Offer;
2. Before access to sensitive information is provided to the Offeror, the following conditions must be met:
  - (a) the Offeror's proposed individuals requiring access to sensitive information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 – Standing Offer and Resulting Contract Clauses;
  - (b) the Offeror's security capabilities must be met as indicated in Part 7 – Standing Offer and Resulting Contract Clauses.
3. For additional information on security requirements, offerors 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 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

### A. STANDING OFFER

#### 7.1 Offer

7.1.1 The Offeror offers to perform the Work in accordance with the Statement of Work at Annex "A".

#### 7.2 Security Requirements

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

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 sensitive work site(s) must **each** hold a valid **reliability status**, granted or approved by the CSP, PWGSC
3. Subcontracts which contain security requirements are **not** to be awarded without the prior written permission of the CSP, PWGSC
4. The contractor/offeror must comply with the provisions of the:
  - a. Security Requirements Check List and security guide (if applicable), attached at Annex C Contract Security Manual (latest edition)

#### 7.3 Standard Clauses and Conditions

All clauses and conditions identified in the Standing Offer and resulting contract(s) 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.

##### 7.3.1 General Conditions

[SACC 2005](#) – 2017-06-21 General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

#### 7.4 Term of Standing Offer

##### 7.4.1 Period of the Standing Offer

The period for making call-ups and providing services against the Standing Offer is from date of issuance to December 31, 2024 inclusive.

##### 7.4.2 Extension of Standing Offer

[SACC M9014C](#) – 2008-05-12 – Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for 3 additional 1 year period, under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority **45** days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.



## 7.5 Authorities

### 7.5.1 Standing Offer Authority

To be identified at time of issuance of a Call-up against the Standing Offer.

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Public Works and Government Services Canada  
Acquisitions Branch  
Directorate: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_ - \_\_\_\_ - \_\_\_\_  
E-mail address: \_\_\_\_\_

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, he is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

### 7.5.2 Project Authority

To be identified at time of issuance of a Call-up against the Standing Offer.

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_ - \_\_\_\_ - \_\_\_\_  
E-mail address: \_\_\_\_\_

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up under the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.

### 7.5.3 Offeror's Representative

To be determined at issuance of the Standing Offer

## 7.6 Proactive Disclosure of Contracts with Former Public Servants

SACC A3025C – 2020-05-04 - Proactive Disclosure of Contracts with former Public Servants

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

## 7.7 Identified Users

The Identified User authorized to make call-ups against the Standing Offer is: Service Canada W-T Region.

## 7.8 Call-up Procedures

Multiple Standing Offers:



If more than one standing offer will be authorized for use based on a reasonable expectation of business activity such that a single offeror would lack the capacity to meet the demands, clear ranking methodologies and call-up procedures must be described in the RFSO, so that suppliers are aware of these when preparing their offer. The two models of ranking methodology are described below:

#### **Right of first refusal basis:**

The call-up procedures require that when a requirement is identified, the identified user will contact the highest-ranked offeror to determine if the requirement can be satisfied by that offeror. If the highest-ranked offeror is able to meet the requirement, a call-up is made against its standing offer. If that offeror is unable to meet the requirement, the identified user will contact the next ranked offeror. The identified user will continue and proceed as above until one offeror indicates that it can meet the requirement of the call-up. In other words, call-ups are made based on the "right of first refusal" basis. When the highest-ranked offeror is unable to fulfill the need, the identified user is required to document its file appropriately. The resulting call-ups are considered competitive and the competitive call-up authorities can be used.

The first right of refusal will be exercised by the offeror within 48hrs via email. If the offeror does not reply within 48hrs to the email, the first right of refusal will be automatically applied.

### **7.9 Call-up Instrument**

The Work will be authorized or confirmed by the Identified User(s) using the duly completed forms or their equivalents as identified in paragraphs 2 and 3 below, or by using Canada acquisition cards (Visa or MasterCard) for low dollar value requirements.

1. Call-ups must be made by Identified Users' authorized representatives under the Standing Offer and must be for goods or services or combination of goods and services included in the Standing Offer at the prices and in accordance with the terms and conditions specified in the Standing Offer.
2. Any of the following forms could be used which are available through [PWGSC Forms Catalogue](#) website:
  - PWGSC-TPSGC 942 Call-up Against a Standing Offer
  - PWGSC-TPGSC 942-2 Call-up Against a Standing Offer - Multiple Delivery
  - PWGSC-TPSGC 944 Call-up Against Multiple Standing Offers (English version)
  - PWGSC-TPSGC 945 Commande subséquente à plusieurs offres à commandes (French version)or
3. An equivalent form or electronic call-up document which contains at a minimum the following information:
  - standing offer number;
  - statement that incorporates the terms and conditions of the Standing Offer;
  - description and unit price for each line item;
  - total value of the call-up;
  - point of delivery;
  - confirmation that funds are available under section 32 of the Financial Administration Act;
  - confirmation that the user is an Identified User under the Standing Offer with authority to enter into a contract.

### **7.10 Limitation of Call-ups**

Individual call-ups against the Standing Offer must not exceed \$400,000.00 (Applicable Taxes included).

### **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 call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions 2005 2017-06-21, - Standing Offers - Goods or Services
- d) Annex A, Statement of Work;
- e) Annex B, Basis of Payment;
- f) Annex C, Security Requirements Check List;
- g) Annex D, Technical Requirements
- h) Annex E, Electronic Payment
- i) Annex F, The offeror's dated \_\_\_\_\_ **To be completed at contract award**

## **7.12 Certifications and Additional Information**

### **7.12.1 Compliance**

Unless specified otherwise, the continuous compliance with the certifications provided by the Offeror with its offer or precedent to issuance of the Standing Offer (SO), and the ongoing cooperation in providing additional information are conditions of issuance of the SO and failure to comply will constitute the Offeror in default. Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO.

### **7.13 Applicable Laws**

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

### **7.14 Transition to an e-Procurement Solution (EPS)**

During the period of the Standing Offer, Canada may transition to an EPS for more efficient processing and management of individual call-ups for any or all of the SO's applicable goods and services. Canada reserves the right, at its sole discretion, to make the use of the new e-procurement solution mandatory.

Canada agrees to provide the Offeror with at least a three-month notice to allow for any measures necessary for the integration of the Offer into the EPS. The notice will include a detailed information package indicating the requirements, as well as any applicable guidance and support.

If the Offeror chooses not to offer their goods or services through the e-procurement solution, the Standing Offer may be set aside by Canada.

### **7.15 Canadian Content Certification**

SACC M3060C – 2021-05-20 – Canadian Content Certification



## **B. RESULTING CONTRACT CLAUSES**

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

### **7.1 Statement of Work**

The Contractor must perform the Work described in the call-up against the Standing Offer.

### **7.2 Standard Clauses and Conditions**

#### **7.2.1 General Conditions**

[SACC 2010B](#) 2021-12-02, General Conditions - Professional Services (Medium Complexity) apply to and form part of the Contract.

### **7.3 Term of Contract**

#### **7.3.1 Period of the Contract**

The period of the Contract is from Contract award to December 31, 2024 inclusive.

### **7.4 Proactive Disclosure of Contracts with Former Public Servants**

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

### **7.5 Payment**

#### **7.5.1 Basis of Payment**

The Contractor will be paid the firm fixed price identified in Annex “B”, Basis of Payment, for the work performed under the contract. Customs duties are included and the applicable taxes are extra.

#### **7.5.2 Limitation of Price**

[SACC C6000C](#) – Limitation of price

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

#### **7.5.3 Method of Payment**

[SACC H1008C](#) – 2008-05-12 – Monthly payment

#### **7.5.4 Electronic Payment of Invoices – Call-up**

Refer to Annex ‘E’ - Electronic Payment Instrument



## 7.6 Invoicing Instructions

SACC H5001C – 2008-12-12 - Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.  
Each invoice must be supported by:
  - b. a copy of the training document and any other documents as specified in the Contract;
2. Invoices must be distributed as follows:
  - a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.  
One (1) copy must be forwarded to the Project Authority identified under the section entitled "Authorities" of the Contract.

## 7.7 Insurance

SACC G1005C – 2016-01-28 - Insurance – No Specific Requirement

## 7.8 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 Title

Service Canada Western Canada and Territories (SC W-T) Region requests the delivery of Mental Health First Aid Standard (MHFA) training that is accredited by the Mental Health Commission of Canada. [MHFA Standard \(Virtual\) - Mental Health Commission of Canada](#)

### 2.0 Objectives

The primary objective of MHFA training is to train SC W-T Region employees to gain the knowledge and skills needed to create a psychologically healthy and safe workplace. It is also applicable to employees' providing services to the public. MHFA is help provided to a person developing a mental health problem, experiencing the worsening of an existing mental health problem or in a mental health crisis. Just like First Aid training that is provided until medical treatment can be obtained, MHFA is given until appropriate support is found or until the crisis is resolved.

This training will help SC W-T Region employees increase their knowledge of mental illness and provide the skills and knowledge to help employees better manage potential or developing mental health problems in themselves, a colleague or a client.

This training will provide relevant information and explanations to help a SC W-T Region employee:

1. Recognize the signs and symptoms of common mental health problems and gauge their own mental health;
2. Provide initial help to a colleague;
3. Equip the employee with confidence to engage others and guide a person towards appropriate professional help; and
4. Reduce stigma around discussing mental health problems and contributing to a psychologically health and safe workplace culture.

### 3.0 Background Statement

Employment Social Development Canada (ESDC) adopted an [Integrated Framework on mental health in the workplace](#). ESDC's vision is to be a workplace that promotes psychological health and safety and encourages employees and managers to address mental health concerns openly. ESDC encourages all employees and management to find ways to take care of their own mental health and help start conversations on mental health in the workplace.

There are internal department resources to address mental health and wellness, however the Health Canada certified MHFA training has been deemed necessary for Leadership, Business Expertise employees and those working directly on Mental Health related initiatives. The additional training provides the leaders in the organization with the necessary tools and skills to be better equipped to lead and manage their teams.

Within the last two years during the Covid-19 Pandemic, it has become apparent that MHFA training is required beyond the leadership teams. Employees are now facing heightened distressing situations serving the public. The demands on their mental health and the tools and awareness required to deal with public enquiries means that MHFA is a relevant skill set needed on a broader basis. The Not Myself Today Ambassadors are employees at all levels who promote psychological health, reduce stigma and mental health resources to all employees. This group is a priority for providing MHFA to ensure when they are the first point of contact for an employee, they have the confidence to help them get the resources they need.

### 4.0 Scope



The Project Authority reserves the right to amend the scope at a later date, to include additional related input or scope parameters, should the need arise due to a change in business or technical requirements.

#### **A. Scope: Session Structure and Content**

A two (2) hours individual work will be initially executed by each employee registered in the training. Following the two (2) hours of individual training, the facilitator will provide, during the virtual training, up to 30 minutes Questions and Answers followed by the 3.5 hours of training for a maximum of four (4) hours maximum per ½ session of training.

A facilitator in a virtual environment will deliver the sessions. The total duration of each session will be no more than 8 hours, including questions and answers and breaks. Sessions may be 2 half-day sessions of 4 hours including questions and answers and brakes.

The Contractor must offer a MHFA course that is accredited by the Mental Health Commission of Canada on topics including but not limited to the following:

1. Mental health and Stigma
2. Substance-related disorders
3. Mood-related Disorders
4. Anxiety and trauma-related disorders
5. Psychotic Disorders

Key Outcomes:

1. Increase awareness of signs and symptoms of the most common mental health problems
2. Decrease stigma related to mental health
3. Increase confidence of interacting with individuals experiencing a mental health problem or crisis
4. How to help individuals in crisis or experiencing a mental health problem

Crisis and First Aid skills learned:

- Substance overdose
- Suicidal Behaviour
- Panic Attack
- Acute Stress Reaction
- Psychotic episode

#### **B. Scope: Deliverables**

The Project Authority will request training using two different delivery methods depending on the need:

1. A dedicated class (virtual) for only SC W-T Region employees where the Project Authority will determine the dates and times of the training in conjunction with the Contractor based on the needs and requirements of the Project Authority; or
2. A request for an individual learner to participate in a class on an as-and-when needed basis (virtual).

The Contractor must:

- A. Deliver the course in English in a virtual classroom



- B. Be able to deliver a course 10 calendar days after the Project Authority requests a session on an as-and-when requested basis
- C. Respond to general requests electronically (email) sent by the Project Authority
- D. Maintain up-to-date training materials (instructors manual, participants manual, pamphlets, bulletins)
- E. Provide post-course support to participants on the learning topics covered in the course, on an as needed basis
- F. Prepare Joining Instructions that contain the following information: virtual classroom connection link or address of Contractor's training facilities, training details, course content, scheduled time, any specific requirements, training materials, and technical support contact (to troubleshoot virtual connection issues)
- G. Send Joining Instructions electronically (email) to the Project Authority at least 5 business days before the first day of training
- H. Accommodate requests for 2 half day sessions
- I. Schedule sessions for participants in the following time zones: Pacific, Mountain, Central and Eastern (as participants reside in BC, AB, SK, MB, YT, NT, and NU).
- J. Identify one point of contact responsible for scheduling, logistics, providing updates/status reports and for all quality assurance activities with the Project Authority
- K. Track and provide reports on training history upon request from the Project Authority
- L. The Contractor must submit detailed invoices per training course on a monthly basis, with details of training location, date and participant
- M. Will not record any sessions on the virtual platform

### **C. Scope: Languages**

The Contractor will provide all materials in English and facilitators must be able to communicate fluently in English.

### **D. Scope: Facilitators**

Facilitators assigned by the Contractor to deliver the training must:

- A. Be an active facilitator of the Mental Health Commission of Canada's Mental Health First Aid course, and adhere to all clauses listed in the MHFA Facilitator Agreement.
- B. Be fully experienced with training in a virtual environment
- C. Assist participants become comfortable with the virtual classroom application
- D. Use interactive methods of delivery which provides extensive opportunities for participants to obtain practical experience
- E. Support various learning styles and preferences as well as responding appropriately to learner needs, finding the optimal balance
- F. Share information and resources with the participant
- G. Be fluent in Canadian English in order to deliver the course as requested
- H. Present information in a clear and concise manner, explaining the content to ensure all participants understand the key topics listed in this document

### **E. Scope: Logistics and Review**

#### **All Sessions**

- A. Accommodations for special needs: To better serve learners who require special accommodations, the Project Authority and the Contractor will work together to develop options to help the individual learn and participate effectively. The Project Authority, consulting with the Contractor, will choose the best course of action for the specific need. The Project Authority will assume all financial responsibility for



implementing its decision. The Contractor will contribute its best efforts and the resources of its organization to implement the decision.

- B. Accessibility: The Project Authority will inform the Contractor if there are any accessibility requirements. In compliance with the Accessible Canada Act, the Project Authority may implement a number of initiatives to increase the accessibility of training. The Project Authority will assume all financial responsibility for implementing its decision. The Contractor will fully collaborate and contribute their best efforts to implement the decision.
- C. Auditing of sessions: Project Authority will evaluate the quality of the Instructor's course delivery services, as needed. Without any prior notice to the Contractor, the Project Authority can decide to attend a course, as an observer, to monitor that the Instructor's service is in line with the Terms and Conditions of the contract. Observations will be discussed with the Contractor and corrective measures requested within an approved timeframe, if needed. Project Authority will also be reviewing participant's feedback and will discuss with the Contractor any feedback pertaining to the instructor's services. Corrective measures may be requested within an approved timeframe.

#### ***Facilitated On-line Distance Learning Delivery (Webinar) Sessions***

- A. The Contractor will deliver the training through a facilitated on-line real-time method, using a virtual classroom platform. This will enable learners to participate from their desks, see and hear presentation information in real time, and ask questions in real time.
- B. The Contractor will ensure that all facilitators are ready to present at the scheduled date and time. The Project Authority will schedule the session based on the time zone of the participants
- C. The various functionalities of the virtual classroom platform must be used, such as chat, whiteboard, etc.
- D. The Contractor will use their virtual classroom account, preferably either MS Teams or Zoom. If this is not possible, the Contractor will discuss the options with the Project Authority to determine the best solution. The Project Authority may have to test the virtual classroom platform with the Contractor to ensure it is compatible with the departmental network.
- E. The Contractor must provide the connection link to the virtual classroom platform.
- F. The Contractor will be responsible to ensure the participants can access the virtual classroom platform selected. The Contractor will also be responsible for any information technology or computer issues that participants experience when using the virtual classroom platform by accessing a helpline or live chat service.

#### ***5.0 Contact Period***

The contract period is estimated to be from the date of contract award until December 31, 2024, with 3 optional 1 year option periods.

Initial Period: Date of Contract Award to December 31, 2024

Option 1: Additional 12-month period from January 1, 2025 to December 31, 2025

Option 2: Additional 12-month period from January 1, 2026 to December 31, 2026

Option 3: Additional 12-month period from January 1, 2027 to December 31, 2027

#### ***6. Deadlines for when a dedicated class (virtual) is coordinated for only SC W-T Region employees***



Requirement	Timeline
<b>Project Authority to contact Contractor, in writing, to request a session</b>	At least 15 business days before the requested session start date
<b>Project Authority to submit Participant List, in writing, to Contractor (the Project Authority will aim for maximum of 16 participants per session)</b>	At least 3 to 5 business days before scheduled session start date
<b>Project Authority to notify Contractor, in writing, to cancel or reschedule a scheduled course session</b>	At least 3 business days before scheduled session start date, with no charge whatsoever.  If the Project Authority has to cancel due to an unforeseeable or uncontrollable event (such as a strike, a virus attack, a pandemic, a power or a technical failure, etc.) no charge will be applied regardless of when the notice is sent to the Contractor.
<b>Contractor to send course materials electronically and the name of the facilitator</b>	At least 10 business days before the scheduled session start date
<b>Contractor to send course materials by mail (if needed)</b>	At least 20 business days before the scheduled session start date
<b>Contractor to e-mail to the Project Authority a copy of the Attendance List (must include training title, session dates, Contractor name, and participant names indicating their attendance for each session)</b>	Not more than 2 business days after the end of the session
<b>Project Authority can send request to Contractor, in writing, for a replacement facilitator</b>	At any time during the contract, with at least 10 business days' notice for the requested facilitator change to take effect
<b>Contractor can ask to introduce a new facilitator, by sending a written request for approval to the Project Authority</b>	At any time during the contract, with at least 10 business days' notice for the Project Authority to respond to the request
<b>Project Authority to notify Contractor, in writing, of the exact needs of any special accommodations learner</b>	At least 5 business days prior to the scheduled session start date that the learner requiring the special accommodations will attend
<b>Contractor to address concerns (from Session Evaluations/Audits) as submitted in writing by Project Authority, to Project Authority's satisfaction</b>	Before the next scheduled session begins





## ANNEX "B" - BASIS OF PAYMENT

### Virtual training for Mental Health First Aid Training for the Western and Territories (W-T) Region employees.

Each training will include the following:

1. Preparation of the training including all necessary documentation, in accordance with the Statement of Work.
2. Distribution of all relevant material to each participant, virtual and in some case paper format (including shipping).
  - a. All material will be produced in Canadian English.
3. Provide training.
  - a. Virtual self-paced pre-course training:
    - i. Training will be provided in Canadian English.
  - b. Virtual instructor facilitated training:
    - i. Training will be provided in Canadian English.
  - c. 25 virtual sessions / year – In Canadian English.
  - d. 2 days of training of 4 hours max/day, for a total of 8 hours of training/session – including breaks.

No other fees, shall be authorised unless approved by the Project Authority/Contracting Authority. All training session must be on the basis of : All included.

Initial contract - Date of contract award to December 31, 2024 inclusive	Firm Fixed Price per training session, \$
Mental Health First Aid Standard (MHFA) training – English training - virtual	
Option Year One (1) – January 01, 2025 to December 31, 2025 inclusive	Firm Fixed Price per training session, \$
Mental Health First Aid Standard (MHFA) training – English training - virtual	
Option Year Two (2) – January 01, 2026 to December 31, 2026 inclusive	Firm Fixed Price per training session, \$
Mental Health First Aid Standard (MHFA) training – English training - virtual	
Option Year Three (3) – January 01, 2027 to December 31, 2027 inclusive	Firm Fixed Price per training session, \$
Mental Health First Aid Standard (MHFA) training – English training - virtual	



## ANNEX "C" - SECURITY REQUIREMENTS CHECK LIST



Government  
of Canada

Gouvernement  
du Canada

Contract Number / Numéro du contrat

Unclassified

Security Classification / Classification de sécurité

### SECURITY REQUIREMENTS CHECK LIST (SRCL)

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

#### PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		ESDC		2. Branch or Directorate / Direction générale ou Direction Service Canada	
3. a) Subcontract Number / Numéro du contrat de sous-traitant		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant			
4. Brief Description of Work / Brève description du travail To provide virtual and in-person training on Mental Health First Aid.					
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

Canada



Contract Number / Numéro du contrat

Unclassified

Security Classification / Classification de sécurité

**PART A (continued) / PARTIE A (suite)**

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?

Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?

☒ No ☐ Yes  
Non 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 ☐ Yes  
Non 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

☒ RELIABILITY STATUS  
COTE DE FIABILITÉ  
  
☐ TOP SECRET - SIGINT  
TRÈS SECRET - SIGINT  
  
☐ SITE ACCESS  
ACCÈS AUX EMPLACEMENTS

☐ CONFIDENTIAL  
CONFIDENTIEL  
  
☐ NATO CONFIDENTIAL  
NATO CONFIDENTIEL

☐ SECRET  
SECRET  
  
☐ NATO SECRET  
NATO SECRET

☐ TOP SECRET  
TRÈS SECRET  
  
☐ COSMIC TOP SECRET  
COSMIC TRÈS SECRET

Special comments:

Commentaires spéciaux : \_\_\_\_\_

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?

Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?

☒ No ☐ Yes  
Non Oui

If Yes, will unscreened personnel be escorted?

Dans l'affirmative, le personnel en question sera-t-il escorté?

☐ No ☐ Yes  
Non 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 ☐ Yes  
Non 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 ☐ Yes  
Non 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 ☐ Yes  
Non 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 ☐ Yes  
Non 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 ☐ Yes  
Non Oui



Contract Number / Numéro du contrat

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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 CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
							NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL		COSMIC TOP SECRET	A	B	C			
Information / Assets Renseignements / Biens																
Production																
IT Media / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non

☐ Yes  
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée

« Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non

☐ Yes  
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée

« Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



Contract Number / Numéro du contrat

Security Classification / Classification de sécurité  
Unclassified

**PART D - AUTHORIZATION / PARTIE D - AUTORISATION**

**13. Organization Project Authority / Chargé de projet de l'organisme**

Name (print) - Nom (en lettres moulées)

Frazer Clarke

Title - Titre

Senior Manager

Signature

Clarke, Frazer

Digitally signed by Clarke, Frazer  
Date: 2022.05.12 16:26:01 -07'00'

Telephone No. - N° de téléphone

236-380-1878

Facsimile No. - N° de télécopieur

E-mail address - Adresse courriel

frazer.clarke@servicecanada.gc.ca

Date

**14. Organization Security Authority / Responsable de la sécurité de l'organisme**

Name (print) - Nom (en lettres moulées)

Tammy Hrenyk

Title - Titre

Acting Senior Manager

Signature

Hrenyk, Tammy

Digitally signed by Hrenyk, Tammy  
Date: 2022.05.12 16:43:20 -07'00'

Telephone No. - N° de téléphone

250-507-2095

Facsimile No. - N° de télécopieur

E-mail address - Adresse courriel

tammy.hrenyk@servicecanada.gc.ca

Date

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?

Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?



No  
Non



Yes  
Oui

**16. Procurement Officer / Agent d'approvisionnement**

Name (print) - Nom (en lettres moulées)

Title - Titre

Signature

Telephone No. - N° de téléphone

Facsimile No. - N° de télécopieur

E-mail address - Adresse courriel

Date

**17. Contracting Security Authority / Autorité contractante en matière de sécurité**

Name (print) - Nom (en lettres moulées)

Title - Titre

Signature

Barrette, Julie

Digitally signed by Barrette, Julie  
DN: cn=Julie Barrette, o=Government of Canada, ou=Ministry of Social Development, email=Julie.Barrette@servicecanada.gc.ca  
Location: Ottawa, Ontario  
Date: 2023.03.23 08:21:44 -04'00'  
Full PDF Editor Version: 12.1.0

Telephone No. - N° de téléphone

Facsimile No. - N° de télécopieur

E-mail address - Adresse courriel

Date



## ANNEX “D” – Mandatory and Rated Criteria

### Mandatory

#	Proof of certification	Page # in proposal	Met	Not Met
MC1	<p>The bidder <b>MUST</b> provide proof that they are an active facilitator of the Mental Health Commission of Canada's Mental Health First Aid course, and adhere to all clauses listed in the MHFA Facilitator Agreement.</p> <p>Proof of valid and active Mental Health First Aid facilitator credentials, certified by the Mental Health Commission of Canada is required.</p>			

#	Capacity to provide	Page # in proposal	Met	Not Met
MC2	<p>The bidder <b>MUST</b> provide proof of experience on the course material and its capacity to provide the following course topics in Canadian English in a virtual classroom.</p> <ul style="list-style-type: none"><li>A. Mental health and Stigma</li><li>B. Substance-related disorders</li><li>C. Mood-related Disorders</li><li>D. Anxiety and trauma-related disorders</li><li>E. Psychotic Disorders</li></ul> <p>Bidder must complete all fields of <b>Appendix A</b>, and list its capacity to provide the courses in Canadian English in a virtual classroom</p>			



#	Project training	Page # in proposal	Met	Not Met
MC3	<p>The bidder <b>MUST</b> provide three (3) examples of MHFA training completed in the last five (5) years where English in a virtual classroom were provided in a customer service environment.</p> <p>At least one (1) of the three (3) projects <b>MUST</b> be with the Federal Government of Canada, or a Federal agency.</p> <p>For each contract, the bidder must provide:</p> <ul style="list-style-type: none"><li>• Names of the federal, provincial or municipal departments</li><li>• Value of the contract</li><li>• Start and end date of the contract</li><li>• Contact for the contract (name, phone, email address)</li><li>• Names of the training courses delivered</li><li>• Precise if the course was virtual, in person or both</li></ul> <p>Canada may contact the reference person for information and validation.</p>			

#	Technical Support line - chat	Page # in proposal	Met	Not Met
MC4	<p>The bidder <b>MUST</b> provide proof of the following request by providing the following information:</p> <p>Evidence that a technical support line or live chat will be available 15 minutes prior to the start of all training sessions and until 30 minutes after the class starts to answer any urgent questions from learners.</p> <p>The bidder <b>MUST</b> provide the following:</p> <ul style="list-style-type: none"><li>• Names of contact for the technical support chat</li><li>• Phone numbers, email and website addresses</li></ul> <p>The bidder <b>MUST</b> provide the name of an existing client using the technical support line or live chat for references.</p> <ul style="list-style-type: none"><li>• Name for the contract (name, phone, email address) Phone numbers and email/website addresses</li></ul> <p>Canada may contact the reference person for information and validation.</p>			



#	Facilitator's experience	Page # in proposal	Met	Not Met
MC5	<p>The bidder <b>MUST</b> include:</p> <ul style="list-style-type: none"><li>• All names and profiles of qualified facilitators who will be providing the training – must include in their résumé:</li><li>• Facilitator certifications/education</li><li>• Years of experience with company and prior</li><li>• Years of experience facilitating the requested course in Canadian English in a virtual classroom</li></ul> <p>Provide course description document to demonstrate elements of course format.</p> <p>If the experience was acquired prior to being employed by the bidder, the following information must be provided:</p> <ul style="list-style-type: none"><li>• Names of the company</li><li>• Start and end date of the employment</li><li>• Contact for reference (name, phone, email address)</li><li>• Names of the training courses delivered</li><li>• Precise if the course was virtual in person or both</li></ul> <p>Canada may contact the reference person for information and validation.</p>			

#### Rated

#	Experience – working with Western and Territories (W-T) Region	Page # in proposal	Score
RC1	<p>Bidder and/or the facilitator has experience working or training within Western and Territories (W-T) Region and their specific geographic regions and/or professional sectors in English in a virtual classroom within the last 3 years.</p> <p><b>Appendix B</b> must be completed</p>		
	<p><b>0 Points : no information submitted</b> <b>5 Points : 6 months or less</b> <b>10 Points : 6 months to 2 years</b> <b>15 Points : 2 years to 3 years</b> <b>20 Points: 3 years to 4 years</b> <b>25 Points: 4 years to 5 years</b> <b>30 Points: 5 years and more</b></p>		





#	Approach and methodology	Page # in proposal	Score
<b>RC2</b>	Bidders should indicate their approach and methodology in response to the requirement with respect to the provision of services described in the Statement of Work.  The Bidder should provide course description and propose the approach and methodology they will be using by giving a complete step-by-step and example of the method of training in order to demonstrate their full understanding of the requirement.		
	<b>0 Points : no response or the response is not relevant or clear</b> <b>5 Points : minimally relevant, approach/methodology</b> <b>10 Points : superiorly relevant, approach/methodology</b> <b>15 Points : outstandingly relevant, approach/methodology</b>		

Minimum points required:	30/45
Bidder - total point-rated criteria points:	

#### APPENDIX A – BIDDER COURSE CAPACITY – PREVIOUS OFFERINGS

Course Title	Course Description	Course Capacity (Number of participants)	Course Duration (Hours)	Course Date

#### APPENDIX B – FACILITATOR TRAINING EXPERIENCE

	Name of facilitator	Years of experience with virtual training	Years of experience providing MHFA training
1			
2			
3			
4			
5			
6			
7			



## **ANNEX “E” - ELECTRONIC PAYMENT INSTRUMENTS**

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

- ☐ ( ) VISA Acquisition Card;
- ☐ ( ) MasterCard Acquisition Card;
- ☐ ( ) Direct Deposit (Domestic and International);
- ☐ ( ) Electronic Data Interchange (EDI);