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**Bid Receiving - CFIA / Réception des
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Email Address - Courriel:

[cfia.bidreceipt-
receptiondesoumission.acia@inspection.gc.ca](mailto:cfia.bidreceipt-receptiondesoumission.acia@inspection.gc.ca)

Reference of Solicitation # / Référence de l'invitation
n°: **2024-00407**

Title - Sujet	
Employee and Family Assistance Program (EFAP) Services	
Solicitation No. - N° de l'invitation 2024-00407	Date March 12, 2024
Client Reference No. - N° de référence du client 2024-00407	File No. - N° de dossier 2024-00407
Solicitation Closes - L'invitation prend fin at - à 02:00 PM (Ottawa time) on - le April 23, 2024	Time Zone Eastern Standard Time Heure normale de l'Est EST
F.O.B.- F.A.B. Plant-Usine: ___ Destination: <u>X</u> Other-Autre: ___	
Address Enquiries to: - Adresser toutes questions à: Ashley Bennett	
Telephone No. - N° de téléphone (343) 553-9512	FAX No. - N° de FAX
Destination of Goods, Services, and Construction: Destination des biens, services et construction: CANADIAN FOOD INSPECTION AGENCY 1400 Merivale Road Ottawa, ON K1A 0Y9 Canada	

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

Comments - Commentaires

Instructions: See Herein

Instructions: Voir aux présentes

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

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison propose
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	Time Zone Eastern Standard Time Heure normale de l'Est EST
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

Issuing Office - Bureau de distribution
Contracting and Procurement Policy Division (CPPD) /
Division de la politique des approvisionnements et des
marchés (DPAM)
59 Camelot Drive / 59 promenade Camelot
Ottawa, ON K1A 0Y9

Canada



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PART 1 - GENERAL INFORMATION

1.1 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, the Basis of Payment, the Security Requirements Checklist, and any other annexes.

1.2 Summary

- 1.2.1 The **Canadian Food Inspection Agency** (CFIA) (the « **Client** ») seeks to contract with a company to provide Employee and Family Assistance Program (EFAP) Services to promote foster and maintain the health and well-being of its employees and their families across Canada.

The period of the proposed contract will be for a period of eighteen (18) months from the date of award. The Contractor also grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) additional one (1) year periods) under the same conditions.

- 1.2.2 There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.
- 1.2.3 The Federal Contractors Program (FCP) for employment equity applies to this procurement; refer to Part 5 – Certifications and Additional Information, Part 7 - Resulting Contract Clauses and the annex titled Federal Contractors Program for Employment Equity - Certification.

1.3 Conditional Set-aside under the Federal Government Procurement Strategy for Indigenous Business (PSIB)

This procurement is conditionally set-aside under the federal government Procurement Strategy for Indigenous Businesses. For more information on Aboriginal business requirements of the Set-Aside Program for Indigenous Business, refer to Annex 9.4 of the Supply Manual.



This procurement is conditionally set aside from the international trade agreements under the provision each has for measures with respect to Aboriginal peoples or for set-asides for small and minority businesses. Further to Article 800 of the Canadian Free Trade Agreement (CFTA), CFTA does not apply to this procurement.

“Indigenous Business” or **“Indigenous Businesses”** mean an entity or entities that have duly completed the Attachment 1 to Part 5 – PSIB Certifications and submitted it with their bid.

This is a competitive bid solicitation however, this solicitation will be reserved for Indigenous Businesses if both of the following conditions are met:

- a. bids from two (2) or more Indigenous Businesses are responsive with the mandatory requirements of the solicitation including any minimum points required for any point-rated criteria,
- b. bids from two (2) or more Indigenous Businesses are, in the evaluation team’s opinion, not affiliated within the meaning used in the Competition Act, R.S.C., 1985, c. C-34.

If the above conditions are not met, the procurement will remain open for competition among all suppliers.

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 fifteen (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](#) (2023-06-08) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of [2003](#), Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days
Insert: 120 days

Technical Difficulties of Bid Transmission

Despite anything to the contrary in (05), (06) or (08) of the Standard Instructions, where a Bidder has commenced transmission of its bid through an electronic submission method (such as facsimile or Canada Post Corporation's (CPC) Connect service, or other online service) in advance of the bid solicitation closing date and time, but due to technical difficulties, Canada was unable to receive or decode the entirety of the Bid by the deadline, Canada may nonetheless accept the entirety of the Bid received after the bid solicitation closing date and time, provided that the Bidder can demonstrate the following:

- a. The bidder contacted Canada in advance of the bid solicitation closing date and time to attempt to resolve its technical difficulties; OR
- b. The electronic properties of the Bid documentation clearly indicate that all components of the Bid were prepared in advance of the bid solicitation closing date and time.

Completeness of the Bid

After the closing date and time of this bid solicitation, Canada will examine the Bid to determine completeness. The review for completeness will be limited to identifying whether any information submitted as part of the bid can be accessed, opened, and/or decoded. This review does not constitute an evaluation of the content, will not assess whether the Bid meets any standard or is responsive to all solicitation requirements, but will be solely limited to assessing completeness. Canada will provide the Bidder with the opportunity to submit information found to be missing or incomplete in this review within two business days of notice.

Specifically, the bid will be reviewed and deemed to be complete when the following elements have been submitted by the bidder:

1. That certifications and securities required at bid closing are included.
2. That bids are properly signed, that the bidder is properly identified.
3. Acceptance of the terms and conditions of the bid solicitation and resulting contract.
4. That all documents created prior to bid closing but due to technical difficulties Canada was unable to receive them, have been properly submitted and received by Canada.



5. All certifications, declarations and proofs created prior to bid closing but due to technical difficulties Canada was unable to receive them, have been properly submitted and received by Canada.

2.2 Submission of Bids

Bid must be submitted only to the Canadian Food Inspection Agency (CFIA) Bid Receiving email by the date, time and place indicated on page 1 of the bid solicitation.

cfia.bidreceipt-receptiondesoumission.acia@inspection.gc.ca

Due to the nature of the bid solicitation, bid submitted by mail or courier or transmitted by facsimile or via epost will not be accepted. The Bid Receiving Email Address is solely for the delivery of bids – for the sole purpose of bid submission. No other communication is to be sent to this email address.

2.3 Former Public Servant – Competitive Bid

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: 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 - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority Ashley Bennett Ashley.Bennett@inspection.gc.ca 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, Canada**.

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 Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least **5 calendar days** before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

2.7 Bid Challenge and Recourse Mechanisms

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



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

Canada requests that bidders follow the submission instructions described below to prepare their submission:

- Section I: Technical Bid
- Section II: Financial Bid
- Section III: Certifications
- Section IV: Additional Information

Due to the nature of the bid solicitation, bid submitted by mail or courier or transmitted by facsimile or via epost will not be accepted.

Submission of Only One Bid:

A Bidder, including related entities, will be permitted to submit only one (1) bid in response to this bid solicitation. If a Bidder or any related entities participate in more than one (1) bid (participating means being part of the Bidder, not being a subcontractor), Canada will provide those Bidders with two (2) working days to identify the single bid to be considered by Canada. Failure to meet this deadline will result in all the affected bids being disqualified.

For the purposes of this Article, regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law (whether that entity is a natural person, corporation, partnership, etc.), an entity will be considered to be "**related**" to a Bidder if :

- a. they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
- b. they are "related persons" or "affiliated persons" according to the Canada Income Tax Act;
- c. the entities have now or in the two years before bid closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship);
- d. the entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.

Individual members of a joint venture cannot participate in another bid, either by submitting a bid alone or by participating in another joint venture.

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

3.1.1 Bidders must submit their financial bid in accordance with the Pricing Schedule detailed below in Attachment 1 to Part 3. Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

3.1.2 Electronic Payment of Invoices – Bid

The Bidder accepts to be paid using the following Electronic Payment Instrument: **Direct Deposit**.

Section III: Certifications

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

Section IV: Additional Information

3.1.4 Bidder's Proposed Sites or Premises Requiring Safeguarding Measures

3.1.4.1 As indicated in Part 6 under Security Requirements, the Bidder must provide the full addresses of the Bidder's and proposed individuals' sites or premises for which safeguarding measures are required for Work Performance:

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

3.1.4.2 The Company Security Officer must ensure through the [Contract Security Program](#) that the Bidder and proposed individuals hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.



ATTACHMENT 1 TO PART 3 – PRICING SCHEDULE

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

The rates included in this pricing schedule includes the total estimated cost and any expenses that may need to be incurred for the Work described in **Annex A – Statement of Work**. Under any resulting Contract, Canada will not accept travel and living expenses that may need to be incurred by the contractor for any relocation of resources required to satisfy its contractual obligations.

The Estimated Level of Effort data has been provided to bidders to assist them in preparing their bids for evaluation purposes only during solicitation and, does not represent a commitment of Canada's future usage. The inclusion of this data in this bid solicitation is provided purely for information purposes.

(A) All-inclusive Services

The Bidder must submit a firm, all-inclusive monthly rate to provide all the services as described in the Statement of Work at **Annex A**. All prices are exclusive of applicable taxes.

Initial Contract Period – (Year One and Two) - from July 1st, 2024 to March 31st, 2026			
A	B	C	D
Description	Level of Effort	All-Inclusive Fixed Rate (CAN\$)	Total Cost (D = B X C)
For all the Work described in the Statement of Work (SOW) at Annex A including the Clinical Counselling Services (Short-Term, Emergency Response, Referral Services, and; Advisory and Management Support Services); Continuous Access to the Virtual Well-Being Platform (including any updates to the platform's content); Wellness Sessions (including Wellness Awareness Seminars, Wellness Workshops, and Catalogue of Training and Awareness Sessions); Critical Incident Stress Management (CISM) ; Emergency Operating Centre (EOC) , General Information and Awareness Sessions ; Prevention and Promotional Information Services ; Meetings Participation ; Information Management, Program Evaluation and Statistical Reporting ; Program Satisfaction Survey ; Program Language Requirements and; Operational Responsibilities .	21 months	\$_____ / monthly	\$_____
Total Estimated Price (Year One and Two)			\$_____



Option Period One – (Year Three) - from April 1 st , 2026 to March 31 st , 2027			
A	B	C	D
Description	Level of Effort	All-Inclusive Fixed Rate (CAN\$)	Total Cost (D = B X C)
For all the Work described in the Statement of Work (SOW) at Annex A including the Clinical Counselling Services (Short-Term, Emergency Response, Referral Services, and; Advisory and Management Support Services); Continuous Access to the Virtual Well-Being Platform (including any updates to the platform's content); Wellness Sessions (including Wellness Awareness Seminars, Wellness Workshops, and Catalogue of Training and Awareness Sessions); Critical Incident Stress Management (CISM) ; Emergency Operating Centre (EOC) , General Information and Awareness Sessions ; Prevention and Promotional Information Services ; Meetings Participation ; Information Management, Program Evaluation and Statistical Reporting ; Program Satisfaction Survey ; Program Language Requirements and; Operational Responsibilities .	12 months	\$_____ / monthly	\$_____
Total Estimated Price (Year Three)			\$_____

Option Period Two – (Year Four) - from April 1 st , 2027 to March 31 st , 2028			
A	B	C	D
Description	Level of Effort	All-Inclusive Fixed Rate (CAN\$)	Total Cost (D = B X C)
For all the Work described in the Statement of Work (SOW) at Annex A including the Clinical Counselling Services (Short-Term, Emergency Response, Referral Services, and; Advisory and Management Support Services); Continuous Access to the Virtual Well-Being Platform (including any updates to the platform's content); Wellness Sessions (including Wellness Awareness Seminars, Wellness Workshops, and Catalogue of Training and Awareness Sessions); Critical Incident Stress Management (CISM) ; Emergency Operating Centre (EOC) , General Information and Awareness Sessions ; Prevention and Promotional	12 months	\$_____ / monthly	\$_____



Information Services; Meetings Participation; Information Management, Program Evaluation and Statistical Reporting; Program Satisfaction Survey; Program Language Requirements and; Operational Responsibilities.			
Total Estimated Price (Year Four)			\$ _____

Option Period Three – (Year Five) - from April 1st, 2028 to March 31st, 2029			
A	B	C	D
Description	Level of Effort	All-Inclusive Fixed Rate (CAN\$)	Total Cost (D = B X C)
For all the Work described in the Statement of Work (SOW) at Annex A including the Clinical Counselling Services (Short-Term, Emergency Response, Referral Services, and; Advisory and Management Support Services); Continuous Access to the Virtual Well-Being Platform (including any updates to the platform's content); Wellness Sessions (including Wellness Awareness Seminars, Wellness Workshops, and Catalogue of Training and Awareness Sessions); Critical Incident Stress Management (CISM); Emergency Operating Centre (EOC), General Information and Awareness Sessions; Prevention and Promotional Information Services; Meetings Participation; Information Management, Program Evaluation and Statistical Reporting; Program Satisfaction Survey; Program Language Requirements and; Operational Responsibilities.	12 months	\$ _____ / monthly	\$ _____
Total Estimated Price (Year Five)			\$ _____

(B) Optional Services : on a « as and when required » basis

The Bidder must submit fixed, all-inclusive rates (in Can\$) for the Optional Services identified below, described in the Statement of Work at Annex A. All prices are exclusive of applicable taxes.

The Estimated Level of Effort data has been provided to bidders to assist them in preparing their bids for evaluation purposes only during solicitation and does not represent a commitment of Canada's future usage. The inclusion of this data in this bid solicitation is provided purely for information purposes.



Initial Contract Period (Year One and Two) - from April 1 st , 2024 to March 31 st , 2026			
E	F	G	H
Description	Estimated Level of Effort *	All-Inclusive Fixed Rate (CAN\$)	Total Cost (H = F X G)
Wellness Awareness Seminars (in addition to those included in the monthly fee, described in paragraph 5.1.3 of the Statement of Work (SOW) at Annex A.	6	\$_____ / seminar	\$_____
Wellness Workshops (in addition to those included in the monthly fee described in paragraph 5.1.3 of the Statement of Work (SOW) at Annex A.	4	\$_____ / workshop	\$_____
Ad-hoc Training Sessions	4	\$_____ / session	\$_____
Extended Care Services (average 10 sessions per case) as described in the Statement of Work (SOW) at Annex A.	100	\$_____ / session	\$_____
Training Recordings as described in the Statement of Work (SOW) at Annex A.	40	\$_____ / recording	\$_____
Total Estimated Price (Year One and Two)			\$_____

Option Period 1 – (Year Three) - from April 1 st , 2026 to March 31 st , 2027			
E	F	G	H
Description	Estimated Level of Effort *	All-Inclusive Fixed Rate (CAN\$)	Total Cost (H = F X G)
Wellness Awareness Seminars (in addition to those included in the monthly fee, described in paragraph 5.1.3 of the Statement of Work (SOW) at Annex A.	3	\$_____ / seminar	\$_____
Wellness Workshops (in addition to those included in the monthly fee described in paragraph 5.1.3 of the Statement of Work (SOW) at Annex A.	2	\$_____ / workshop	\$_____
Ad-hoc Training Sessions	2	\$_____ / session	\$_____
Extended Care Services (average 10 sessions per case) as described in the Statement of Work (SOW) at Annex A.	50	\$_____ / session	\$_____
Training Recordings as described in the Statement of Work (SOW) at Annex A.	20	\$_____ / recording	\$_____
Total Estimated Price (Year Three)			\$_____



Option Period 2 – (Year Four) - from April 1st, 2027 to March 31st, 2028			
E	F	G	H
Description	Estimated Level of Effort *	All-Inclusive Fixed Rate (CAN\$)	Total Cost (H = F X G)
Wellness Awareness Seminars (in addition to those included in the monthly fee, described in paragraph 5.1.3 of the Statement of Work (SOW) at Annex A.	3	\$_____ / seminar	\$_____
Wellness Workshops (in addition to those included in the monthly fee described in paragraph 5.1.3 of the Statement of Work (SOW) at Annex A.	2	\$_____ / workshop	\$_____
Ad-hoc Training Sessions	2	\$_____ / session	\$_____
Extended Care Services (average 10 sessions per case) as described in the Statement of Work (SOW) at Annex A.	50	\$_____ / session	\$_____
Training Recordings as described in the Statement of Work (SOW) at Annex A.	20	\$_____ / recording	\$_____
Total Estimated Price (Year Four)			\$_____

Option Period 3 – (Year Five) - from April 1st, 2028 to March 31st, 2029			
E	F	G	H
Description	Estimated Level of Effort *	All-Inclusive Fixed Rate (CAN\$)	Total Cost (H = F X G)
Wellness Awareness Seminars (in addition to those included in the monthly fee, described in paragraph 5.1.3 of the Statement of Work (SOW) at Annex A.	3	\$_____ / seminar	\$_____
Wellness Workshops (in addition to those included in the monthly fee described in paragraph 5.1.3 of the Statement of Work (SOW) at Annex A.	2	\$_____ / workshop	\$_____
Ad-hoc Training Sessions	2	\$_____ / session	\$_____
Extended Care Services (average 10 sessions per case) as described in the Statement of Work (SOW) at Annex A.	50	\$_____ / session	\$_____
Training Recordings as described in the Statement of Work (SOW) at Annex A.	20	\$_____ / recording	\$_____
Total Estimated Price (Year Five)			\$_____



(C) Total Evaluation Price

Description		Initial Contract Period (Year One and Two)	Option Period 1 (Year Three)	Option Period 2 (Year Four)	Option Period 3 (Year Five)
(A) All-inclusive Services	(D)	\$ _____	\$ _____	\$ _____	\$ _____
(B) Optional Services (As and When Required Services)	(H)	\$ _____	\$ _____	\$ _____	\$ _____
Total Estimated Price (D + H):		\$ _____	\$ _____	\$ _____	\$ _____

Total Evaluated Price = \$ _____ [Initial Contract Period (Year One and Two) + Option Period 1 (Year Three) + Option Period 2 (Year Four) + Option Period 3 (Year Five)]



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. The evaluation team will determine if there are two (2) or more compliant bids including the PSIB Certification at Attachment 1 to Part 5 from two (2) or more Bidders that are not affiliated within the meaning used in the Competition Act, R.S.C., 1985, c. C-34. In the event that two (2) or more compliant bids including the PSIB Certification from two (2) or more unaffiliated Bidders are received, only those compliant bids will be eligible to be awarded a contract.

If at any point during the evaluation process it is found, whether by determination of invalidity of certification, determination that bids are non-responsive or withdrawal of bids by Bidders, that there are no longer two (2) or more compliant bids with a valid PSIB Certification, then all responsive bids will be eligible to be awarded a contract. Canada may conduct the validation of the Indigenous Business certification at any time during the evaluation process.

- c. An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.1 Technical Evaluation

Mandatory and point rated technical evaluation criteria are included in Attachment 1 to Part 4.

4.1.2 Financial Evaluation

4.1.2.1 Mandatory Financial Criteria

The price of the bid will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included.

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

1. 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 77 points overall for the technical evaluation criteria which are subject to point rating.

The rating is performed on a scale of 110 points.
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 70%.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30%.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.



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

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 70/30 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

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

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$115/135 \times 70 = 59.63$	$89/135 \times 70 = 46.15$	$92/135 \times 70 = 47.70$
	Pricing Score	$45/55 \times 30 = 24.55$	$45/50 \times 30 = 27.00$	$45/45 \times 30 = 30.00$
Combined Rating		84.18	73.15	77.70
Overall Rating		1st	3rd	2nd



ATTACHMENT 1 TO PART 4 – EVALUATION CRITERIA

1.0 TECHNICAL PROPOSAL

The technical proposal shall address all mandatory and point rated evaluation criteria specified herein.

1.1 MANDATORY EVALUATION CRITERIA:

Proposals will be evaluated in accordance with the mandatory evaluation criteria as detailed herein. Bidders are advised to address each requirement in sufficient depth to permit a complete requisite analysis and assessment by the evaluation team. Proposals failing to adequately respond to the mandatory evaluation criteria will be excluded from further consideration. Only proposals found to meet the mandatory evaluation criteria will be evaluated in accordance with the evaluation criteria subject to point rating.

1.2 POINT RATED EVALUATION CRITERIA:

The proposal will be evaluated and scored in accordance with specific evaluation criteria as detailed herein. It is imperative that these criteria be addressed in sufficient depth in the proposal to fully describe the bidder's response.

Bidders are advised that only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirements will not be considered "demonstrated" for the purpose of this evaluation. The bidder should provide complete details as to where, when (months and years) and how (through which activities/responsibilities) the stated qualifications/experience were obtained.

2.0 EVALUATION CRITERIA

Bidders should use the main headings below under the Mandatory Evaluation Criteria and Point Rated Evaluation Criteria. Bidders are encouraged to make cross-references between sections, so as to limit the number of pages in the offer.

3.0 MANDATORY EVALUATION CRITERIA

The mandatory evaluation criteria of this Request for Proposal (RFP) are:

Criteria Number	Mandatory Criteria	Cross Reference to Supporting Information in Bid	COMPLIANT YES/NO
M1	<p>The Bidder must demonstrate experience in the delivery of Employee Assistance Programs (EAP) relevant to the requirements described in the Statement of Work (SOW).</p> <p>The Bidder must demonstrate the required experience through descriptions of contracts, undertaken during the five (5) years preceding the date of bid closing, that collectively demonstrate the Bidder has provided all of the following:</p> <ol style="list-style-type: none"> 1. Service to private or public sector organizations having a minimum of 1,000 employees; 2. Service in multiple work locations distributed nationally; 3. Services in both English and French; 		



	<p>4. Short Term Counseling, Extended Care Services, Referral services and Advisory Services as described in the SOW;</p> <p>5. Virtual well-being interactive platform and online services/resources, as described in the SOW;</p> <p>6. Critical Incident Stress Management and Emergency Response Services as described in the SOW;</p> <p>7. Training as described in the SOW.</p> <p>The description of each contract should include the following information:</p> <ul style="list-style-type: none"> • Client Contact name • Client Contact Position Title • Client Contact telephone number and/or email 		
M2	<p>The Bidder must provide proof of EAP Accreditation from the Council on Accreditation by providing a copy of the accreditation current at the date of bid submission.</p>		
M3	<p>The Bidder must demonstrate its capacity to provide confidential EAP counseling services in the official language of choice of the client in locations across Canada where the CFIA workforce is located.</p> <p>The Bidder must demonstrate the service structure to be employed in each province that lists:</p> <ul style="list-style-type: none"> • Bidder offices, the geographic area served by each and the language of service provided; • Bidder affiliates, the geographic area served by each and the language of service provided; • Bidder partner organizations, geographic area served by each and the language of service provided; • Bidder sub-contractors, the geographic area served by each and the language of service provided. <p>The Bidder's response to M3 will be further evaluated under point rated criteria PR5.</p>		
M4	<p>The Bidder must demonstrate experience in providing Wellness Sessions on a wide variety of topics and provide a catalogue of current offerings.</p>		

4.0 POINT RATED EVALUATION CRITERIA

Proposals will be evaluated and scored in accordance with specific evaluation criteria as detailed in this section. A bidder must obtain an overall minimum pass mark of 70% out of a maximum of 110 points in order to be considered responsive. The point rated evaluation criteria of the RFP are:



PR1 – Experience in the administration, coordination, program development and evaluation of EAP	Maximum Points Possible	Cross-Reference in bid (indicate page #)
The Bidder should demonstrate the required experience through descriptions of a maximum of two (2) EAP services contracts undertaken in the five (5) years preceding the date of bid closing and demonstrate how the Bidder provided all of: 1) Program Development for EAP services 2) Administration of EAP services, 3) Coordination of EAP services, 4) Evaluation of services provided under the program.	10	
PR1 will be evaluated and points awarded where the Bidder demonstrates the extent to which criterions 1 to 4, inclusive, were included in each example contract.		Allocation of Points
Contract 1		
Proposal does not demonstrate that all of criterions 1 to 4 were included in the contract		0 points
Proposal demonstrates that all of criterions 1 to 4 were included in the contract but not to an extent relevant to the size and scope of the CFIA requirement as described in the Statement of Work.		1 point
Proposal demonstrates that one (1) of criterions 1 to 4 included in the contract was of an extent relevant to the size and scope of CFIA requirement as described in the Statement of Work.		2 points
Proposal demonstrates that two (2) of criterions 1 to 4 included in the contract were of an extent relevant to the size and scope of CFIA requirement as described in the Statement of Work.		3 points
Proposal demonstrates that three (3) of criterions 1 to 4 included in the contract were of an extent relevant to the size and scope of CFIA requirement as described in the Statement of Work.		4 Points
Proposal demonstrates all of criterions 1 to 4 were included in the contract to an extent relevant to the size and scope of CFIA requirement as described in the Statement of Work.		5 points
Contract 2		
Proposal does not demonstrate that all of criterions 1 to 4 were included in the contract		0 points
Proposal demonstrates that all of criterions 1 to 4 were included in the contract but not to an extent relevant to the size and scope of the CFIA requirement as described in the Statement of Work.		1 point
Proposal demonstrates that one (1) of criterions 1 to 4 included in the contract was of an extent relevant to the size and scope of CFIA requirement as described in the Statement of Work.		2 points
Proposal demonstrates that two (2) of criterions 1 to 4 included in the contract were of an extent relevant to the size and scope of CFIA requirement as described in the Statement of Work.		3 points
Proposal demonstrates that three (3) of criterions 1 to 4 included in the contract were of an extent relevant to the size and scope of CFIA requirement as described in the Statement of Work.		4 points
Proposal demonstrates all of criterions 1 to 4 were included in the contract to an extent relevant to the size and scope of CFIA requirement as described in the Statement of Work.		5 points
Total Points for PR1		10 points

PR2 – Employee Assistance Program Promotion and Communication Strategy for CFIA employees	Maximum Points Possible	Cross-Reference in bid (indicate page #)
The Bidder should describe the Promotion and Communication Strategy it proposes to implement. The strategy should address: 1) Proposed areas of initial consultation with CFIA EAP authorities, 2) Proposed strategies intended to introduce and continuously promote the program to the CFIA and its employees. 3) Proposed methods for communicating information over the period of the contract, 4) Proposed customization of base strategy to address requirements of: • employees • families • managers • bargaining agents	15	



PR2 will be evaluated and points awarded based on how clearly and comprehensively the Bidder addresses criteria 1 to 5.	Allocation of Points
Information not provided or not relevant to stated criteria	0 points
Information provided lacks detail; some elements necessary to complete the requirements may be missing or require significant clarification; does not adequately demonstrate how the Bidder will manage the program communications requirements over the period of the contract.	5 points
Information provided has sufficient detail; any elements missing or requiring clarification are considered manageable; proposal adequately demonstrates a capability to manage the program communications requirements over the period of the contract.	10 points
Information provided is detailed; any elements necessary to complete the requirement identified as missing or requiring clarification are considered minor and easily managed; proposal demonstrates a good capability to manage the program communications requirements over the period of the contract.	15 points
Total Points for PR2	15 points

PR3 – Case management capabilities and knowledge of community and health resources in major centres and remote locations across Canada	Maximum Points Possible	Cross-Reference in bid (indicate page #)
PR3.1 The Bidder should describe its capability to provide case management services to all provinces of Canada, including in-person and virtual services.	15	
PR3.1 will be evaluated and points awarded based on how clearly and comprehensively the Bidder demonstrates capability of providing case management services to the locations where CFIA employees are located in both metropolitan and rural areas.		
The Bidder should identify factors that could negatively impact service delivery and describe strategies it would employ to mitigate the impacts.		Allocation of Points
Information not provided or not relevant to stated criteria		0 points
Information provided lacks detail relating to how services would be provided for either metropolitan or for rural areas; does not describe factors that could negatively impact service delivery and related mitigation strategies for either metropolitan or rural locations may be missing or require significant clarification; does not adequately demonstrate how the Bidder will adequately provide the services.		5 points
Information provided lacks detail relating to how services would be provided for either metropolitan or for rural areas; factors that could negatively impact service delivery and related mitigation strategies for either metropolitan or rural locations may require significant clarification; does not adequately demonstrate how the Bidder will adequately provide the services.		7.5 points
Information provided has sufficient detail relating to how services would be provided for both metropolitan and rural areas; factors that could negatively impact service delivery and related mitigation strategies for both metropolitan and rural locations may require some clarification; proposal demonstrates capability to adequately provide the required services.		10 points
Information provided relating to how services would be provided for both metropolitan and rural areas is detailed; factors that could negatively impact service delivery and related mitigation strategies for both metropolitan and rural locations are described and any clarifications required are considered minor; proposal clearly demonstrates capability to provide the required services.		15 points
PR3.2 The Bidder should demonstrate its knowledge of public health and well-being resources in provinces across Canada.	15	
PR3.2 will be evaluated and points awarded based on how clearly and comprehensively the Bidder demonstrates knowledge of public health and well-being resources in all provinces.		Allocation of Points
Information not provided or not relevant to stated criteria.		0 points
Information provided lacks detail relating to the extent of the Bidder's knowledge of either metropolitan or rural areas public health and well-being resources in all provinces; may require significant clarification concerning how the Bidder would identify and/or interact with resources to adequately provide the required services.		5 points
Information provided provides sufficient detail relating to the extent of the Bidder's knowledge of either metropolitan or rural areas public health and well-being resources in all provinces; may require some		10 points



clarification concerning how the Bidder would identify and/or interact with resources; demonstrates capability to adequately provide the required services.	
Information provided relating to the extent of the Bidder's knowledge of metropolitan and rural areas public health and well-being resources in all provinces is detailed; any clarifications concerning how the Bidder would identify and/or interact with resources are considered minor; proposal clearly demonstrates capability to provide the required services.	15 points
Total Points for PR3	30 points

	Maximum Points Possible	Cross-Reference in bid (indicate page #)
PR4 – On-going follow-up with employees		
The Bidder should describe its procedures for appropriate follow-up with employees to determine if there are further needs identified and to ensure the services were rendered appropriately. The description should describe the procedures for: <ol style="list-style-type: none"> 1) short term counseling, 2) extended care services, 3) referrals to other programs or resources to address long-term counselling needs. 	10	
PR4 will be evaluated and points awarded based on the Bidder's description of its procedures for short term counseling, extended care and referrals.		Allocation of Points
Information not provided or not relevant for either-short term counseling, extended care and/or referrals.		0 points
Information provided for short term counseling, extended care or referrals lacks detail; some elements may require significant clarification; does not adequately demonstrate how the Bidder will manage the requirement for appropriate follow-up with employees.		2 points
Information provided for short term counseling, extended care and referrals has sufficient detail; any elements requiring clarification are considered manageable; proposal adequately demonstrates a capability to manage the requirement for appropriate follow-up with employees.		5 points
Information provided is detailed; any elements necessary to complete the requirement identified as missing or requiring clarification are considered minor and easily managed; proposal demonstrates a good capability to manage the requirement for appropriate follow-up with employees.		10 points
Total Points for PR4		10 points

	Maximum Points Possible	Cross-Reference in bid (indicate page #)
PR5 – Capacity to provide confidential in-person and/or virtual EAP counseling services in the official language of choice of the client in locations across Canada.		
The Bidder's response to M3 will be evaluated on the extent of the service coverage described in the service structure to be employed in each province as demonstrated through: <ul style="list-style-type: none"> • Bidder offices, the geographic area served by each, and the language of service provided; • Bidder affiliates, the geographic area served by each, and the language of service provided; • Bidder partner organizations, geographic area served by each, and the language of service provided; • Bidder sub-contractors, the geographic area served by each, and the language of service provided. 	20	
PR5 will be evaluated and points awarded for the extent of the service coverage provided through Bidder offices, affiliates and sub-contractors as follows.		Allocation of Points
Information not provided, does not address the required criteria, or response demonstrates coverage for less than 25%.		0 Points
Information provided demonstrates coverage for 25% to 50%.		5 Points
Information provided demonstrates coverage for over 50% to 75%.		10 Points
Information provided demonstrates coverage for over 75% to 90%.		15 Points
Information provided demonstrates coverage for over 90%.		20 Points



Total Points for PR5	20 points
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PR6 – Project Work Plan	Maximum Points Possible	Cross-Reference in bid (indicate page #)
<p>The Bidder should provide a Project Work Plan that clearly demonstrates how it would implement and manage an Employee Assistance Program as described in the SOW over the contract period.</p> <p>The work plan should clearly describe how the Bidder would work with CFIA EAP authorities to meet the operational and management requirements of the program.</p> <p>The Bidder should provide a comprehensive description of the approach and methodology that would be implemented by the Bidder and how all activities are integrated in order to provide the required service.</p> <p>The work plan should address each area of activity listed below.</p> <p>1) Client consultation and work scheduling Bidders should describe their suggested consultation and development procedures for:</p> <ul style="list-style-type: none"> • Meetings normally required for defining the requirements for the Program, • The information normally sought from clients, • The Contractor/client feedback process for each stage of the consultation. <p>2) Implementation The Bidder should provide a work breakdown covering the tasks and deliverables associated with implementing an EAP as described in the SOW. The work breakdown should clearly describe:</p> <ul style="list-style-type: none"> • Tasks and sub-tasks for completing the required activities; • Bidder resources assigned to the identified tasks, estimated level of effort per task/sub-task (person days); • Bidder/client responsibilities associated with completing tasks; • Deliverables associated with tasks; • Estimated timeframe for task completion; • Dependencies (e.g. approvals, input, timing) associated with task initiation and task completion; • Bidder team and bidder/client communication and reporting process; <p>The work breakdown should identify potential problems associated with the implementation and propose solutions for each.</p> <p>3) On-going Program management The Bidder should describe the policies and procedures to be implemented for the management/monitoring of the program. The description should address:</p> <ul style="list-style-type: none"> • systems to be used to control cost and labour, • quality control methods in selecting and monitoring counsellors, • reporting mechanisms. 	25	

PR6 will be evaluated and points will be awarded as follows:	Allocation of Points
Information not provided or not relevant to the criterion(s)	0 Points
Information provided lacks detail; some elements necessary to complete the requirements may be missing or require significant clarification; the proposal does not clearly identify limitations associated with the approach and methodology and describe mitigation strategies to address them; does not	5 Points



adequately demonstrate how the Bidder will manage the project and meet the requirements over the period of the contract.	
Information provided has sufficient detail; any elements missing or requiring clarification are considered manageable; the proposal identifies limitations associated with the approach and methodology and describes mitigation strategies to address them; proposal adequately demonstrates a capability to manage the project and meet the requirements over the period of the contract.	15 Points
Information provided is detailed; any elements necessary to complete the requirement identified as missing or requiring clarification are considered minor and easily managed; the proposal identifies limitations associated with the approach and methodology and clearly describes mitigation strategies to address them; proposal demonstrates a good capability to manage the project and meet the requirements over the period of the contract.	20 Points
Total Points for PR6	25 points

	Total Points
Total Points Possible PR1 – PR6	110
Minimum Points Required for Pass: 70% of 110	77



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.

5.1.2 Additional Certifications Required with the Bid

5.1.2.1 Conditional Set-aside for Indigenous Business

This procurement is conditionally reserved under the federal government Procurement Strategy for Indigenous Business. If the PSIB Certification at Attachment 1 to Part 5 IS not provided by the Bidder, the bid will be evaluated as being from a non-Indigenous Business. Refer to Attachment 1 to Part 5 – Set-Aside for Indigenous Business – Certification.

5.2 Certifications Precedent to Contract Award and Additional Information

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

5.2.1 Integrity Provisions – Required Documentation

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

5.2.2 Security Requirements – Required Documentation

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



Bidders are reminded to obtain the required security clearance and, as applicable, security capabilities promptly. As indicated above, bidders who do not provide all the required information 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 extension granted by the Contracting Authority in its discretion), or if Canada requires further information from the Bidder in connection with assessing the request for security clearance (i.e., information not required by the AFR form), the Bidder will be required to submit that information within the time period established by the Contracting Authority, which will not be less than 48 hours. If, at any time, the Bidder fails to provide the required information within the timeframe established by the Contracting Authority, its bid will be declared non-compliant.

5.2.2.1 Security Clearance

Bidders are requested to submit the following security information for each of the proposed resources with their bids on or before the bid closing date:

Employees

SECURITY INFORMATION	
Name of individual as it appears on security clearance application form	
Level of security clearance obtained	
Validity period of security clearance obtained	
Security Screening Certificate and Briefing Form file number	

5.2.3 Federal Contractors Program for Employment Equity - Bid Certification

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

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

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

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

5.2.4 Additional Certifications Precedent to Contract Award

5.2.4.1 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond



its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

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

5.2.4.2 Education and Experience

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



ATTACHMENT 1 to PART 5 – SET-ASIDE FOR INDIGENOUS BUSINESS – CERTIFICATION

1. This procurement is set aside under the federal government Procurement Strategy for Indigenous Business, For more information on Indigenous business requirements of the Set-aside Program for Indigenous Business, see [Annex 9.4](#), Supply Manual.

CONDITIONAL SET-ASIDE:

This procurement has been conditionally set aside under the federal government's Procurement Strategy for Indigenous Business (PSIB). The procurement is open to both Indigenous and non-Indigenous businesses. However, if two or more Indigenous businesses submit a bid, then the procurement is set aside under PSIB. In order to be considered under PSIB, a supplier must certify that it qualifies as an Indigenous business as defined under PSIB and that it will comply with all requirements of PSIB.

2. The Bidder:
 - i. certifies that it meets, and will continue to meet throughout the duration of any resulting contract, the requirements described in the above-mentioned annex;
 - ii. agrees that any subcontractor it engages under any resulting contract must satisfy the requirements described in the above-mentioned annex; and
 - iii. agrees to provide to Canada, immediately upon request, evidence supporting any subcontractor's compliance with the requirements described in the above-mentioned annex.

3. The Bidder must check the applicable box below:
 - i. The Bidder is an Indigenous business that is a sole proprietorship, band, limited company, co-operative, partnership or not-for-profit organization.
OR
 - ii. The Bidder is either a joint venture consisting of two or more Indigenous businesses or a joint venture between an Indigenous business and a non-Indigenous business.

4. The Bidder must, upon request by Canada, provide all information and evidence supporting this certification. The Bidder must ensure that this evidence will be available for audit during normal business hours by a representative of Canada, who may make copies and take extracts from the evidence. The Bidder must provide all reasonably required facilities for any audits.

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

If requested by the Contracting Authority, the Bidder must provide the following certification for each owner who is Indigenous:

1. I am an owner of _____ (*insert name of business*) , and an Indigenous person, as defined in [Annex 9.4](#) of the *Supply Manual* entitled "Requirements for the Set-aside Program for Indigenous Business".

2. I certify that the above statement is true and consent to its verification upon request by Indigenous Services Canada.

Printed name of owner

Signature of owner

Date



ATTACHMENT 2 to PART 5 – FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION

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

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

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

Complete both A and B.

A. Check only one of the following:

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

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

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

OR

- A5.2. The Bidder certifies having submitted the [Agreement to Implement Employment Equity \(LAB1168\)](#) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- B1. The Bidder is not a Joint Venture.

OR

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



PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirements

1. Before award of a contract, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder must provide the addresses of proposed sites or premises of work performance and document safeguarding as indicated in Part 3 - Section X Additional Information.
2. Before access to sensitive information is provided to the Bidder, the following conditions must be met:
 - (a) the Bidder's proposed individuals requiring access to sensitive information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder's security capabilities must be met as indicated in Part 7 - Resulting Contract Clauses.
3. For additional information on security requirements, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.



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](#) (2022-12-01), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

7.2.2 Supplemental General Conditions

[4008](#) (2008-12-12), Personal Information, 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.

The contractor must, at all times during the performance of the Contract, Standing Offer or Supply Arrangement, maintain a valid Designated Organization Screening (DOS) issued by Public Services and Procurement Canada – Industrial Security Program.

The contractor must maintain a valid Document Safeguarding Capability (DSC) at the PROTECTED B level issued by Public Services and Procurement Canada – Industrial Security Program.

The contractor and/or its employees must EACH maintain a valid RELIABILITY STATUS, issued by Public Services and Procurement Canada – Industrial Security Program and approved by the Canadian Food Inspection Agency.

The contractor and/or its employees MUST NOT remove any CLASSIFIED information or assets from the identified work site(s). The contractor and/or its employees MUST NOT use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data.

Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the Canadian Food Inspection Agency

7.3.2 Contractor's Sites or Premises Requiring Safeguarding Measures

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



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

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

7.4 Term of Contract

7.4.1 Period of the Contract

The Work is to be performed during the period of _____ (to be included at contract award) to _____ (to be included at contract award).

7.4.3 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) additional one (1) year periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

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

7.4.4 Optional Services

The Contractor grants to Canada the irrevocable option to request additional Wellness Awareness Seminars and Wellness Workshops, Ad-hoc Training Sessions, Extended Care Services, and Training Recordings. The Optional Services will be scheduled by the Project Authority identified in Section 7.5.2., and will be invoiced separately from the all-inclusive firm monthly price as specified in **Annex B**.

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Ashley Bennett

Senior Procurement and Contracting Officer
Contracting and Procurement Policy Division
Canadian Food Inspection Agency
59 Camelot Dr. Nepean, ON K2G 5W6
(343) 553-9512

Ashley.Bennett@inspection.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 : (to be included at contract award).



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

7.5.3 Contractor's Representative

The Contractor's Representative for the Contract is : [\(to be included at contract award\)](#).

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: 2019-01](#) of the Treasury Board Secretariat of Canada.

7.7 Payment

7.7.1 Basis of Payment – All-Inclusive Services

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm all-inclusive monthly rate, as specified in **Annex B** for a cost of \$_____ [\(to be included at contract award\)](#). Customs duties are included and Applicable Taxes are extra.

7.7.2 Basis of Payment – As and When Required Services

The Contractor will be paid for the Work performed, in accordance with the Basis of payment at **Annex B**.

7.7.2 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.

7.7.3 Method of Payment – Monthly Payment

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

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

7.7.4 Electronic Payment of Invoices – Contract

The Contractor accepts to be paid using the following Electronic Payment Instrument: **Direct Deposit**.

7.7.5 Discretionary Audit

1. The following are subject to government audit before or after payment is made:
 - a. The amount claimed under the Contract, as computed in accordance with the Basis of Payment, including time charged.
 - b. The accuracy of the Contractor's time recording system.



- c. The estimated amount of profit in any firm-priced element, firm time rate, firm overhead rate, or firm salary multiplier, for which the Contractor has provided the appropriate certification. The purpose of the audit is to determine whether the actual profit earned on a single contract if only one exists, or the aggregate of actual profit earned by the Contractor on a series of negotiated contracts containing one or more of the prices, time rates or multipliers mentioned above, during a particular period selected, is reasonable and justifiable based on the estimated amount of profit included in earlier price or rate certification(s).
 - d. Any firm-priced element, firm time rate, firm overhead rate, or firm salary multiplier for which the Contractor has provided a "most favoured customer" certification. The purpose of such audit is to determine whether the Contractor has charged anyone else, including the Contractor's most favoured customer, lower prices, rates or multipliers, for like quality and quantity of goods or services.
2. Any payments made pending completion of the audit must be regarded as interim payments only and must be adjusted to the extent necessary to reflect the results of the said audit. If there has been any overpayment, the Contractor must repay Canada the amount found to be in excess.

7.8 Invoicing Instructions

The Contractor must submit invoices in either MS Word, Excel or PDF format to the following email address : [\(to be included at contract award\)](#) for certification and payment. Invoices cannot be submitted until all the Work identified in the invoice is complete.

Each invoice must be supported by:

- a. the contract period in which the Work was performed;
- b. the deliverables performed during the Work period, and;
- c. the applicable task reference number.

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.

7.9.2 SACC Manual Clauses

A3000C (2022-05-12), Indigenous Business Certification

7.9.3 Federal Contractors Program for Employment Equity - Default by the Contractor

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

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, Canada**.



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 supplemental general conditions - 4008 (2008-12-12), Personal Information;
- (c) the general conditions - 2035 (2022-12-01), General Conditions - Higher Complexity – Services;
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List;
- (g) Annex D, Non-disclosure Agreement;
- (h) the Contractor's bid dated _____ (to be included at Contract Award)..

7.12 Insurance – No Specific Requirement

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

7.13 Dispute Resolution

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



ANNEX A – STATEMENT OF WORK

1. TITLE

Employee and Family Assistance Program (EFAP) Services

2. BACKGROUND

The **Canadian Food Inspection Agency** (CFIA) (the « **Client** ») is responsible for the delivery of all federal food, animal and plant health inspections programs and related services since April 1997. Some of CFIA's key roles are to enforce food safety and nutritional quality standards established by Health Canada, by carrying out inspections, ensuring plant protection, animal health and food safety. These services are delivered through fourteen (14) inspection programs in eighteen (18) regions across Canada.

CFIA's workforce is composed of approximately 7,043 veterinarians, inspectors, systems specialists, support staff, financial officers, research scientists, laboratory technicians and much more, working remotely; in office buildings (regional and district offices); in third party establishments such as processing facilities and in our laboratories.

CFIA personnel are subject to high expectations to deliver the best service possible with fewer employees resulting in increased stress levels on a daily basis. Required to respond to food safety related emergencies, the situational stress taxes on one's emotional and physical well-being. As CFIA recognizes the importance of Employee Health and Wellness as well as the need to promote, foster and maintain the health and well-being of its employees and their families; the CFIA requires an Employee and Family Assistance Program (EFAP) Services providing confidential help to employees who are in need of assistance.

The Treasury Board Secretariat's (TBS) EAP Policy was developed in consultation with stakeholders with the objective to foster and maintain the well-being and productivity of employees as well as assist employees and their families who may be experiencing personal, health, behavioral or; work related problems. Supporting this policy, CFIA established an EAP Policy with the objective to foster and maintain the well-being and productivity of employees by providing confidential assistance or short-term counselling to those experiencing personal or work-related problems.

TBS released a Directive on EAP in April 2020 providing direction to the head of Human Resources (HR) to establish employee and family assistance programs that support employees' health, well-being and productivity. The Directive supports employees and their dependants who experience personal or work-related issues to have access to EFAPs. CFIA's three-tiered Wellness Program including the EFAP combines three (3) aspects of Workplace Wellness Services : Health, Work Environment and; Work / Life Balance.

3. ACRONYMS AND TERMINOLOGY

SOW	Statement of Work
BO	Business Owner
CFIA	Canadian Food Inspection Agency
EAP	Employee Assistance Program
EFAP	Employee and Family Assistance Program
EOC	Emergency Operations Center
ICS	Incident Command System
FY	Fiscal Year
TBS	Treasury Board Secretariat
HR	Human Resources



Work Performance: the duties an employee must carry out according to the standards established by the supervisor following a consultation with the employee.

Troubled Employee: an employee experiencing personal problems but whose work performance is not necessarily affected.

Normal Supervisory Assistance: steps taken by the supervisor when the work performance problem stems from the workplace and not from personal problems. Such measures could include a redefinition of the objectives, on-the-job or formal training, and; temporary reassignment.

EFAP Help: professional assistance offered to the employees and their families by the EFAP counsellor aimed at the assessment of their personal problem(s) and, based on the assessment, appropriate short-term counselling, and/or ensuing referral to the best suited source of help in the community once it is determined that short-term assistance is inadequate. It is crucial that there be fluidity and continuity of the counselling sessions to maintain the confidence and trust of the individual. For the purposes of this activity, short-term is usually defined as six (6) weeks. The Contractor must ensure that this service is kept strictly confidential.

Emergency Operating Centre (EOC): an Emergency Operations Center (EOC) is a designated facility established to coordinate the response and provide support to the emergency response. An EOC is activated when the Incident Command System (ICS) is activated in response to an event. There may be more than one level of EOC depending on the scope of the emergency. An ICS contains specific roles, responsibilities and protocols to be followed during an emergency situation.

Family: individuals permanently living with the employee i.e. child, stepchild or ward of the employee, parent, stepparent, foster parent, sibling, spouse (including common-law spouse), parents of spouse, grandchild, grandparent, and any other relative permanently residing in the household or with whom the employee permanently resides. Also includes children who do not reside directly with the employee under twenty-one (21) years of age, as well as those between the ages of twenty-one (21) and twenty-five (25) if in full time attendance at a recognized educational institution.

CFIA Management: CFIA managers and supervisors, regardless of level, who have at least one (1) direct-report.

CFIA Immediate Supervisor: individuals that promote the services offered through the Employee and Family Assistance Program (EFAP) to their team. The Immediate supervisor will refer individuals to the program if an employee requests assistance or, if a situation is brought to the attention of the supervisor.

Bargaining Agents: supports the objectives of the Employee and Family Assistance Program (EFAP), and encourage members to utilize the services provided.

Employees: utilizes the various services offered through the Employee and Family Assistance Program.

Coverage: the Contractor will provide services to employees and their families, including retirees and employees whose employment is terminated, with the exception of those who have resigned or are terminated for cause, are covered for one (1) year post termination.

The Contractor will provide services to individuals employed with the CFIA through student placement opportunities. Service access ends following the completion of placement and / or employment.

4. APPLICABLE DOCUMENTS & REFERENCES

4.1 Legislation

The EFAP is subject to the following:



- Canadian Food Inspection Agency Act;
- Financial Administration Act;
- Access to Information Act;
- Privacy Act;
- Official Languages Act;
- Canadian Human Rights Act; and
- Canada Labour Code, Part II.

The Contract and Work undertaken under the Contract must comply with the above as well as all relevant sections of the :

- Personal Information Protection and Electronic Documents Act;
- Federal Access to Information Act;
- General Records Disposal Schedules of the Government of Canada; and
- Applicable provincial legislation that pertains to personal information.

4.2 References

Treasury Board Secretariat Directive – Directive on Employee Assistance Program <https://www.tbs-sct.canada.ca/pol/doc-eng.aspx?id=32639>

CFIA's EFAP Utilization Rates	2020-2021	2021-2022	2022-2023	2023-2024
CFIA Employee Population	6,577	6,940	7,351	7,043
EFAP Utilization Rate (% cases)	18.20%	18.36%	17.97%	15.51% (projected)

5. TASKS

CFIA promotes the concept of prevention and early identification of problems as described in literature on EFAPs. The workplace can be an effective resource in identifying employees having health or behavioral problems and motivate them to seek appropriate help. EFAPs provides guidance and support to employees and their families in regards to personal, family and / or social situations i.e. financial planning, nutritional advice, acquiring day care services, but never imposed.

Employees receiving EFAP is not relieved from their obligations towards the employer nor protected against the consequences of inappropriate actions. Employees with a work performance problem will be offered access to professional and confidential help both formally and informally, to which they can choose to accept or refuse.

5.1 Employee Assistance

The Contractor must provide Employee Assistance Services including but not limited to :

5.1.1 Clinical Counselling Services including Short-Term Counselling Services, Emergency Responses, Referral Services, and Advisory and Management Support Services

- (a) **Short-Term Counselling Services:** Short Term (for a period of approximately six [6] weeks) Counselling Services must be provided in-person at designated facilities (accessible to individuals with disabilities); via telephone, or; virtually via chat, by qualified personnel in English or French, for the purpose of assessment, counselling, referrals and follow-ups to all CFIA employees and their families across Canada during normal business hours (8am to 6pm, Monday through Friday), and; accommodating CFIA employees on shift-work.

Short Term Counselling Services are required to address various types of issues, but not limited to, **personal well-being** (stress, depression, physical health, mental health, nutrition, physical activity,



grief, loss, anxiety, aging and midlife issues, life transitions, anger management, eating disorders, crises and trauma); **relationship and family** (communication, conflict, separation or divorce, parenting, domestic abuse, blended family issues and aging parents); **child care** (day programs, childcare facilities and support for special needs); **legal** (family law, custody, separation or divorce, bankruptcy, summons, warrants, subpoenas and consumer protection); **financial** (credit or debt management, budgeting, bankruptcy, retirement, separation or divorce financials and financial emergencies); **elder care** (adult day programs, nursing or retirement homes, senior accommodations, rehabilitation, home support programs, outreach and transportation); **workplace challenges** (conflict, performance, leadership, ergonomics, career planning, violence, harassment, work-life balance and work related stress), and; **addictions** (alcohol, drugs, tobacco, gambling, etc. and post-recovery support).

Following the counselling services, the Contractor must follow-up with each employee who used the EFAP services to determine if their needs have been addressed.

- (b) **Emergency Responses:** the Contractor must provide EFAP services such as advice, guidance and support, by a qualified individual in English or French, as an emergency response to CFIA employees requiring immediate assistance. CFIA employees must be able to reach qualified personnel twenty-four (24) hours a day, seven (7) days a week.

Following the emergency response, the Contractor must ensure an appointment for Counselling Services is scheduled within twenty-four (24) hours following the call.

- (c) **Referral Services:** the Contractor must assess the employee's concerns to determine the most appropriate internal or community resource to provide assistance and help. An appointment must be scheduled within five (5) business days of the request.
- (d) **Advisory and Management Support Services:** the Contractor must provide advice to management on how to address and resolve specific employee or team issues impacting the workplace environment, when required.

5.1.2 Virtual Well-Being Platform

The Contractor must provide an interactive Well-Being Platform and mobile application featuring self-assessment tools, interactive programs, text and video-based resources, access to personalized fitness content and resources, organization-wide challenges, event notifications, and online access to counselling services.

5.1.3 Wellness Sessions and Workshops: including Wellness Awareness Sessions, Wellness Workshops, and Catalogue of Training and Awareness Sessions

- (a) **Wellness Awareness Sessions:** the Contractor must provide a minimum of one hundred (100) wellness awareness sessions annually (per contract year) on a variety of wellness topics, including but not limited to those listed in paragraph 5.1.1(a) above.

Each session is to be a minimum of one (1) hour in length delivered in-class, on-line, or other, by qualified personnel in English or French. A Bilingual facilitator may be requested to deliver sessions in either official language. The maximum number of in-class participants is forty (40) persons, and there is no maximum on-line participant number.

- b) **Wellness Workshops:** the Contractor must provide ten (10) free workshops annually (per contract year) on a variety of wellness topics, including but not limited to those listed in paragraph 5.1.1(a) above.



Each workshop is to be a minimum of two (2) hours in length delivered in-class or on-line, by qualified personnel in English or French. A Bilingual facilitator may be requested to deliver sessions in either official language. The maximum number of participants (in-class and online) is thirty (30).

- c) **Catalogue of Training and Awareness Sessions:** the Contractor must provide a Bilingual (English and French) catalogue that can be accessed through a web link or as a PDF, hosted on the CFIA Intranet site. The catalogue is to list all wellness topics listed in paragraph 5.1.1(a) above and any additional wellness topics as needed, and include a description for each.

5.1.4 Critical Incident Stress Management (CISM)

The Contractor must provide assistance to employees and their families who are dealing with trauma and stress experienced as a result of a critical incident. The incident may have occurred inside or outside the normal course of events / activities at the workplace. The duration of each session is approximately four (4) hours.

An incident is considered a situation that evokes extraordinary emotion on an individual and adversely affects their ability to cope at the scene of the event or at a later time.

5.1.5 Emergency Operating Centre (EOC)

The CFIA's National and Regional Emergency Operations Centers (NEOC and REOC) responds to national food, plant and animal safety emergencies, including Avian Influenza and Potato Wart. Members of the NEOC and REOC work long hours in high-stress and potentially hazardous environments, which can result in the need for urgent crisis intervention.

The Contractor must dispatch a qualified English or French counsellor to an Emergency Operation Centre (EOC) during an emergency / crisis. CFIA employees must be able to reach qualified personnel twenty-four (24) hours a day, seven (7) days a week. The duration of each crisis support session is approximately four (4) hours, and there is no limit on the number of sessions delivered.

5.1.6 General Information and Awareness Sessions

The Contractor must provide general information and awareness sessions about the employee and family assistance program and services the program offers.

Each session is to be a minimum of one (1) hour in length delivered in-class, on-line, or other, by qualified personnel in English or French. A Bilingual facilitator may be requested to deliver sessions in either language. There is no maximum number of participants whether in person or on-line.

5.1.7 Prevention and Promotional Information Services

The Contractor must in collaboration with the CFIA, develop an effective promotional plan / program to keep CFIA employees continuously informed of the services offered by the Employee and Family Assistance Program, including but not limited to campaigns, a booth at special events, posters, brochures, and wallet-size cards displaying the 1-800 number. General information and awareness sessions on EFAP services offered are considered as part of these services. The Contractor will be responsible for printing, publishing and distributing hard copy promotional material in English and French to CFIA locations and directly to employees who have requested the information.

5.1.8 Information Management, Program Evaluation and Statistical Reporting

Management of Personal Information: the Contractor must manage information shared with EFAP counsellors in accordance with Annex "C" – Security Requirements Check List (SRCL).



Personal information must not be released to anyone, including CFIA management and union representatives, without the prior written consent of the involved employee or family member who sought assistance. The following circumstances are exceptions :

- A. When in the opinion of the counsellor, there is an immediate danger to the life of the employee involved in the program or an immediate threat or danger to others;
- B. When the EFAP counsellor must comply with a subpoena / warrant issued or order made by a court; and
- C. When there is a discretionary situation, such as confidentiality exceptions within section 8 of the Privacy Act (applying to Federal Government Personnel), or exceptions related to the protection of personal information found in applicable federal and/or provincial privacy legislations.

The Contactor must :

- Create a database specifically for the CFIA EFAP Program and ensure that its database is segregated from any other databases or applications used by the Contractor;
- Ensure that the CFIA EFAP database is accessible solely by personnel authorised to do so;
- Open a new individual case file (record) whenever an individual requests EFAP counselling services such as advice, guidance and support.
 - Mark each new case file as PROTECTED –EFAP when the file is opened.
 - Enter personal information into the database case file, including but not limited to the client's name, title, contact information and address.
- Replace all personal information identifying the individual with an identifier (numeric / alpha numeric or other) before assigning a case file to a counsellor.
- Ensure the identifiers are linked to the individual's case file / record in the database.
- Ensure each new case file is marked PROTECTED –EFAP before assigning to a counsellor.
- Maintain up to date notes in the individual's record by recording information provided by the counsellor.

The Contractor must ensure that counsellors do not record any personal information in an individual case file that could identify the individual or a third party.

Reports: the Contractor must provide quarterly and annual computerized status reports for the EFAP caseload to the CFIA Project Authority and the CFIA Mental Health and Wellness Manager. Reports are to be provided using MS Word, Excel and MS PowerPoint unless a different format is agreed to by the Contractor and the CFIA Mental Health and Wellness Manager.

Reports must include the following statistics to provide a detailed narrative on program operations:

- a. Number of calls received;
- b. Reason for the call;
- c. Number of cases opened;
- d. Type of cases;
- e. Number of visits per case;
- f. Provincial / Regional distributions;
- g. Organizational/Branch distribution;
- h. Consulting services provided;
- i. Information sessions provided;
- j. Training sessions provided;
- k. Extended care services provided;
- l. Satisfaction survey results provided; and
- m. Other services provided.

The Contractor must, in collaboration with the CFIA, monitor and analyze the statistics or caseload, by reviewing and providing recommendations to assist the CFIA to identify areas of concern within the CFIA so that proactive measures can be taken.



Program Evaluation: the Contractor must provide quarterly and annual status reports, trends analysis and recommendation actions for EFAP program activities to the CFIA Project Authority and the CFIA Mental Health and Wellness Manager. Reports are to be provided using MS Word, Excel and MS PowerPoint unless a different format is agreed to by the Contractor and the CFIA Mental Health and Wellness Manager.

On-Going CFIA Information Management Access: the Contractor must provide a web-based interface that allows authorized EFAP authorities or individuals to have access to compiled information for reporting purposes on an on-going basis.

The web-based interface must have the following components available:

- A. The interface must be Bilingual (available in English and French).
- B. A user ID and password must be provided to all authorized EFAP individuals.
- C. Authorized users must have access twenty-four (24) hours a day, seven (7) days a week, with the exclusion of scheduled maintenance.
- D. Access must be deleted for any individuals leaving the program.

The Contractor must develop the interface and it must be ready to be used by authorized CFIA and EFAP personnel within sixty (60) days following contract award.

The Contractor must ensure the interface is compatible with Microsoft Edge, version number being used within the CFIA. The CFIA may upgrade the browser version number over the term of the Contract. The Contractor must ensure that the interface will continue to provide all required functionality regardless of the version number.

The Contractor must notify users of scheduled maintenance or planned outages a minimum of two (2) business days prior. The Contractor must work with the CFIA to implement any expansions to the services offered by the EFAP.

The CFIA will not permit the Contractor access to CFIA systems or servers, and the CFIA will not purchase or lease of proprietary hardware or software.

5.1.9 Program Satisfaction Survey

The Contractor must, in collaboration with the CFIA Mental Health and Wellness Manager, conduct anonymous / confidential EFAP user satisfaction surveys. Questions will be developed jointly by the Contractor and the CFIA. The Contractor must provide a report detailing the survey results to the CFIA.

5.2 Optional Services « as and when required » : at the request of the CFIA's Mental Health and Wellness Manager, the Contractor must provide the following services « as and when required ».

5.2.1 Wellness Awareness Sessions

Individual Wellness Awareness Sessions in addition to the basic 100 sessions included in the monthly fee.

5.2.2 Wellness Workshops

Individual Wellness Workshops in addition to the basic 10 workshops included in the monthly fee.



5.2.3 Training Sessions

In-class or on-line training sessions delivered by qualified personnel in English or French. Training Sessions may include but are not limited to management coaching sessions and, mental health training for employees and managers.

5.2.4 Extended Care Services

The Contractor must provide extended care counseling services to help individuals who demonstrate moderate to severe symptoms of chronic mental health conditions, such as depression, anxiety, or chronic stress. The Contractor must assign a counsellor for a recovery plan to be developed to reduce the risk of injury, relieve symptoms and help the individual function more effectively. The Contractor will provide up to twelve (12) sessions per employee.

5.2.5 Webinar Recordings

The Contractor must provide unlimited viewing of wellness webinar recordings to the CFIA. Recordings are to be available in English and French on a variety of wellness topics, including but not limited to those listed in paragraph 5.1.1(a) above.

5.2.6 Additional Services

When requested, the Contractor must provide additional ad-hoc support services as deemed necessary to support CFIA staff. Requirements to be discussed at time of request.

6. DELIVERABLES

5.1 Employee Assistance:

#	Task	Description of the Deliverables	Quantity and Format
6.1	5.1.1	Clinical Counselling Services: provide promotional counselling resources including: posters, brochures, wallet size cards, etc.	Promotional hard copies (in English and French).
6.2	5.1.2	Virtual Well-Being Platform: provide an interactive well-being platform and mobile application.	Access to a Virtual Well-Being Platform (in English and French).
6.3	5.1.3 (c)	Wellness Sessions and Workshops: provide a topics catalogue accessible through a web link or on the CFIA Intranet site.	Virtual pdf or other catalogue (in English and French).
		Wellness Sessions and Workshops: provide a topics catalogue accessible through a web link or on the CFIA Intranet site.	Virtual pdf or other catalogue (in English and French).
6.4	5.1.4 to 5.1.6	Critical Incident Stress Management (CISM), Emergency Operating Centre (EOC), and General Information and Awareness Sessions: provide promotional resources including: posters, brochures, wallet size cards, etc.	Promotional hard copies (in English and French).
6.5	5.1.7	Prevention and Promotional Information Services: provide resources/promotional materials including: posters, brochures, wallet size cards, etc.	Promotional hard copies (in English and French).
6.6	5.1.8	Information Management, Program Evaluation and Statistical Reporting: provide an EFAP database or application.	Access to a database or application (available in English and French).



6.7	5.1.8	Information Management, Program Evaluation and Statistical Reporting: provide quarterly and annual status reports for EFAP usage.	Reports using MS Word, Excel and MS PowerPoint unless a different format is agreed upon (in English and/or French).
6.8	5.1.8	Information Management, Program Evaluation and Statistical Reporting: provide program evaluation quarterly and annual status reports, trends analysis and recommendation actions.	Reports using MS Word, Excel and MS PowerPoint unless a different format is agreed upon (in English and/or French).
6.9	5.1.8	Information Management, Program Evaluation and Statistical Reporting: provide a web-based interface.	Access to a web-based interface (available in English and French).
6.10	5.1.9	Program Satisfaction Survey: provide program satisfaction survey reports.	Reports using MS Word, Excel and MS PowerPoint unless a different format is agreed upon (in English and/or French).

5.2 Optional Services « as and when required »

#	Task	Description of the Deliverables	Quantity and Format
6.11	5.2.1 to 5.2.6	Workshops, Sessions, Services, Recordings, and Additional Services: provide resources and promotional materials including: recordings, posters, brochures, wallet size cards, etc.	Promotional hard copies (in English and French), and recordings (in English and French).

7. DATE OF DELIVERY

On an on-going basis throughout the duration of the Contract.

8. LANGUAGE OF WORK

English and French. The Contractor must prepare and have all briefings, presentations, reports, documents, interfaces, and other services available in English and French.

9. LOCATION OF WORK

The Work is to be completed virtually, at CFIA offices, laboratories and other worksites located across Canada. The location of the Work will be determined by the Technical Authority, as requested.

10. TRAVEL

The Contractor is not required to travel.

11. MEETINGS

When requested by the CFIA, the Contractor must attend national, area, regional and / or local Occupational Health and Safety Committee or other meetings to discuss the progress, issues and concerns related to the services being offered through the Employee and Family Assistance Program.



12. CFIA OBLIGATIONS

- 12.1** Provide access to the Canadian Food Inspection Agency's (CFIA) library, government policies and procedures, publications, reports and studies that are applicable to the Employee and Family Assistance Program (EFAP).
- 12.2** The CFIA Project Authority, Mental Health and Wellness Manager, and representatives to be available for the coordination of activities.
- 12.3** CFIA Mental Health and Wellness Manager is responsible for overseeing the delivery and administration of the Employee and Family Assistance Program (EFAP) nationally, and monitor the services being provided by the Contractor. The Manager will perform trend analysis on information reported by the Contractor, highlight any areas of concern, and take corrective actions when required.

13. GOVERNMENT SUPPLIED MATERIAL (GSM)

None

14. GOVERNMENT FURNISHED EQUIPMENT (GFE)

None

15. SPECIAL CONSIDERATIONS

The Contractor must own or have access to all necessary counselling aids, equipment and tools associated with providing the services outlined in the Statement of Work.

Accessibility : the Contractor must ensure that the offices offering EFAP services are accessible by the disabled. The Contractor must have telephone TDD services available for the hearing-impaired.

Emergency Operation Centre (EOC) or Incident Command Post (ICP) : if the Emergency Operation Centre (EOC) or Incident Command Post (ICP) is activated, the Incident Commander or a designated individual (such as a Safety Officer) will immediately notify the CFIA Mental Health and Wellness Manager. The Mental Health and Wellness Manager will notify the Contractor to activate EFAP services in support of the emergency, and provide an EOC or ICP contact for the coordination and implementation of the services. The Incident Commander or a designated individual (Safety Officer) can request additional support services during an emergency.



ANNEX B – BASIS OF PAYMENT

The rates included in this Basis of Payment includes the total estimated cost and any expenses that may need to be incurred for the Work described in **Annex A** – Statement of Work. Canada will not accept travel and living expenses that may need to be incurred by the contractor for any relocation of resources required to satisfy its contractual obligations.

(A) All-inclusive Services : firm, all-inclusive monthly rate for all the services described in the Statement of Work at **Annex A**. All prices are in Can \$ and exclusive of applicable taxes.

Initial Contract Period – (Year One and Two) - from July 1 st , 2024 to March 31 st , 2026		
Description	Level of Effort	All-Inclusive Fixed Rate (CAN\$)
For all the Work described in the Statement of Work (SOW) at Annex A including the Clinical Counselling Services (Short-Term, Emergency Response, Referral Services, and; Advisory and Management Support Services); Continuous Access to the Virtual Well-Being Platform (including any updates to the platform's content); Wellness Sessions (including Wellness Awareness Seminars, Wellness Workshops, and Catalogue of Training and Awareness Sessions); Critical Incident Stress Management (CISM) ; Emergency Operating Centre (EOC) , General Information and Awareness Sessions ; Prevention and Promotional Information Services ; Meetings Participation ; Information Management, Program Evaluation and Statistical Reporting ; Program Satisfaction Survey ; Program Language Requirements and; Operational Responsibilities .	21 months	\$_____ / monthly
Option Period 1 – (Year Three) - from April 1 st , 2026 to March 31 st , 2027		
Description	Level of Effort	All-Inclusive Fixed Rate (CAN\$)
For all the Work described in the Statement of Work (SOW) at Annex A including the Clinical Counselling Services (Short-Term, Emergency Response, Referral Services, and; Advisory and Management Support Services); Continuous Access to the Virtual Well-Being Platform (including any updates to the platform's content); Wellness Sessions (including Wellness Awareness Seminars, Wellness Workshops, and Catalogue of Training and Awareness Sessions); Critical Incident Stress Management (CISM) ; Emergency Operating Centre (EOC) , General Information and Awareness Sessions ; Prevention and Promotional Information Services ; Meetings Participation ; Information Management, Program Evaluation and Statistical Reporting ; Program Satisfaction Survey ; Program Language Requirements and; Operational Responsibilities .	12 months	\$_____ / monthly



Option Period 2 – (Year Four) - from April 1 st , 2027 to March 31 st , 2028		
Description	Level of Effort	All-Inclusive Fixed Rate (CAN\$)
For all the Work described in the Statement of Work (SOW) at Annex A including the Clinical Counselling Services (Short-Term, Emergency Response, Referral Services, and; Advisory and Management Support Services); Continuous Access to the Virtual Well-Being Platform (including any updates to the platform's content); Wellness Sessions (including Wellness Awareness Seminars, Wellness Workshops, and Catalogue of Training and Awareness Sessions); Critical Incident Stress Management (CISM) ; Emergency Operating Centre (EOC) , General Information and Awareness Sessions ; Prevention and Promotional Information Services ; Meetings Participation ; Information Management, Program Evaluation and Statistical Reporting ; Program Satisfaction Survey ; Program Language Requirements and; Operational Responsibilities .	12 months	\$_____ / monthly

Option Period 3 – (Year Five) - from April 1 st , 2028 to March 31 st , 2029		
Description	Level of Effort	All-Inclusive Fixed Rate (CAN\$)
For all the Work described in the Statement of Work (SOW) at Annex A including the Clinical Counselling Services (Short-Term, Emergency Response, Referral Services, and; Advisory and Management Support Services); Continuous Access to the Virtual Well-Being Platform (including any updates to the platform's content); Wellness Sessions (including Wellness Awareness Seminars, Wellness Workshops, and Catalogue of Training and Awareness Sessions); Critical Incident Stress Management (CISM) ; Emergency Operating Centre (EOC) , General Information and Awareness Sessions ; Prevention and Promotional Information Services ; Meetings Participation ; Information Management, Program Evaluation and Statistical Reporting ; Program Satisfaction Survey ; Program Language Requirements and; Operational Responsibilities .	12 months	\$_____ / monthly

(B) **Optional Services** (on a « as and when required » basis) : fixed, all-inclusive rates for the services identified below, described in the Statement of Work at **Annex A**. All prices are in Can\$ and exclusive of applicable taxes.



Initial Contract Period (Year One and Two) April 1st, 2024 to March 31st, 2026	
Optional Service Description	All-inclusive Fixed Rate
Wellness Awareness Seminar (in addition to those included in the monthly fee : paragraph 5.1.3 of the Statement of Work at Annex A.)	_____ \$ per seminar
Wellness Workshops (in addition to those included in the monthly fee : paragraph 5.1.3 of the Statement of Work at Annex A.)	_____ \$ per workshop
Ad-hoc Training Sessions	_____ \$ per session
Extended Care Services (average of 10 sessions per case) described in the Statement of Work at Annex A.	_____ \$ per session
Training Recordings	_____ \$ per recording

Option Period One (Year Three) April 1st, 2026 to March 31st, 2027	
Optional Service Description	All-inclusive Fixed Rate
Wellness Awareness Seminar (in addition to those included in the monthly fee : paragraph 5.1.3 of the Statement of Work at Annex A.)	_____ \$ per seminar
Wellness Workshops (in addition to those included in the monthly fee : paragraph 5.1.3 of the Statement of Work at Annex A.)	_____ \$ per workshop
Ad-hoc Training Sessions	_____ \$ per session
Extended Care Services (average of 10 sessions per case) described in the Statement of Work at Annex A.	_____ \$ per session
Training Recordings	_____ \$ per recording

Option Period Two (Year Four) April 1st, 2027 to March 31st, 2028	
Optional Service Description	All-inclusive Fixed Rate
Wellness Awareness Seminar (in addition to those included in the monthly fee : paragraph 5.1.3 of the Statement of Work at Annex A.)	_____ \$ per seminar
Wellness Workshops (in addition to those included in the monthly fee : paragraph 5.1.3 of the Statement of Work at Annex A.)	_____ \$ per workshop
Ad-hoc Training Sessions	_____ \$ per session
Extended Care Services (average of 10 sessions per case) described in the Statement of Work at Annex A.	_____ \$ per session
Training Recordings	_____ \$ per recording

Option Period Three (Year Five) April 1st, 2028 to March 31st, 2029	
Optional Service Description	All-inclusive Fixed Rate
Wellness Awareness Seminar (in addition to those included in the monthly fee : paragraph 5.1.3 of the Statement of Work at Annex A.)	_____ \$ per seminar
Wellness Workshops (in addition to those included in the monthly fee : paragraph 5.1.3 of the Statement of Work at Annex A.)	_____ \$ per workshop
Ad-hoc Training Sessions	_____ \$ per session
Extended Care Services (average of 10 sessions per case) described in the Statement of Work at Annex A.	_____ \$ per session
Training Recordings	_____ \$ per recording

ELECTRONIC PAYMENT INSTRUMENTS

The Contractor accepts the following Electronic Payment Instrument: **Direct Deposit**



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

ANNEX C

**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 CFIA	2. Branch or Directorate / Direction générale ou Direction WHDD
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
Employee and Family Assistance Program

5. a) Will the supplier require access to Controlled Goods? / Le fournisseur aura-t-il accès à des marchandises contrôlées?
 No / Non 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?
 No / Non 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)
 No / Non 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.
 No / Non 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?
 No / Non Yes / Oui

7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès

Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
--	--------------------------------------	---

7. b) Release restrictions / Restrictions relatives à la diffusion

No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable / À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:

7. c) Level of information / Niveau d'information

PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>



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

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

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

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



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																		
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 indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



ANNEX D – NON-DISCLOSURE AGREEMENT

I, _____, recognize that in the course of my work as an employee or subcontractor of _____, I may be given access to information by or on behalf of Canada in connection with the Work, pursuant to Contract Serial No. 2024-00407 between His Majesty the King in right of Canada, represented by the Minister of Public Works and Government Services and _____, including any information that is confidential or proprietary to third parties, and information conceived, developed or produced by the Contractor as part of the Work. For the purposes of this agreement, information includes but not limited to: any documents, instructions, guidelines, data, material, advice or any other information whether received orally, in printed form, recorded electronically, or otherwise and whether or not labeled as proprietary or sensitive, that is disclosed to a person or that a person becomes aware of during the performance of the Contract.

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

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

I agree that the obligation of this agreement will survive the completion of the Contract Serial No.:
2024-00407

Signature

Date