



**RETURN BIDS TO :**

**RETOURNER LES  
SOUMISSIONS À:**

[Alexander.cormierhowie@sac-isc.gc.ca](mailto:Alexander.cormierhowie@sac-isc.gc.ca)

**REQUEST FOR PROPOSAL  
DEMANDE DE PROPOSITION**

**Proposal To:** Indigenous Services Canada

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

**Proposition aux:** Services aux Autochtones Canada

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

**Comments - Commentaires**

**Ce document contient une sécurité  
Exigence - This document contains a  
Security  
Requirement**

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

**Issuing Office – Bureau de distribution  
Indigenous Services Canada/ Services aux  
Autochtones Canada**

<b>Title – Sujet</b> ISC - Digital Recruitment Platform	
<b>Solicitation No. – N° de l'invitation</b> 1000249785	<b>Date</b> 10-May-2023
<b>Client Reference No. – N° référence du client</b> N/A	
<b>GETS Reference No. – N° de reference de SEAG</b> N/A	
<b>File No. – N° de dossier</b> N/A	<b>CCC No. / N° CCC - FMS No. / N° VME</b> N/A
<b>Solicitation Closes – L'invitation prend fin</b> <b>at – à 02 :00 PM</b> <b>on – le June 20th, 2023</b>	<b>Time Zone</b> Fuseau horaire EDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Inquiries to : - Adresser toutes questions à:</b> <a href="mailto:Alexander.cormierhowie@sac-isc.gc.ca">Alexander.cormierhowie@sac-isc.gc.ca</a>	<b>Buyer Id – Id de l'acheteur</b> DY6
<b>Telephone No. – N° de téléphone :</b> 873-354-0959	<b>FAX No. – N° de FAX</b> N/A
<b>Destination – of Goods, Services, and Construction:</b> <b>Destination – des biens, services et construction :</b>  NCR	

**Instructions : See Herein  
Instructions: Voir aux présentes**

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



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## **PART 1 - GENERAL INFORMATION**

### **1.1 Security Requirements**

There is no security requirement associated with this file.

### **1.2 Statement of Work**

The Work to be performed is detailed under Annex A of the resulting contract clauses.

### **1.3 Debriefings**

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 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](#) 2022-03-29 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: 90 days

### **2.2 Submission of Bids**

Bids must be submitted electronically only to Indigenous Services Canada (ISC) by the date, time and e-mail address indicated on page 1 of the bid solicitation.

Due to the nature of the bid solicitation, bids transmitted by any other means to ISC will not be accepted.

### **2.3 Former Public Servant**

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

#### **Definitions**

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

1. an individual;
2. an individual who has incorporated;
3. a partnership made of former public servants; or



4. 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:  
name of former public servant;

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:

1. name of former public servant;
2. conditions of the lump sum payment incentive;
3. date of termination of employment;
4. amount of lump sum payment;
5. rate of pay on which lump sum payment is based;
6. period of lump sum payment including start date, end date and number of weeks;
7. 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 no later than 3 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 Quebec.

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

## 2.6 Bid Challenge and Recourse Mechanisms

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



## **PART 3 - BID PREPARATION INSTRUCTIONS**

### **3.1 Bid Preparation Instructions**

Canada requests that the Bidder submits its bid electronically in accordance with section 8 of the 2003 standard instructions and as amended in Part 2 - Bidder Instructions, Article 2.1 Standard Instructions, Clauses and Conditions. Bidders are required to provide their bid in a single transmission. The total size of the email, including all attachments, must not exceed 10 megabytes (MB). It is solely the Bidder's responsibility to ensure that the total size of the email does not exceed this limit.

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

Section I: Technical Bid

Section II: Financial Bid

Section III: Certifications

Section IV: Additional Information, if applicable

#### **Section I: Technical Bid**

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

#### **Section II: Financial Bid**

Bidders must submit their financial bid in accordance with the Basis of Payment.

##### **3.1.1 Electronic Payment of Invoices – Bid**

The method of invoice payment by Indigenous Services Canada (ISC) is by direct deposit to the Contractor's financial institution of choice.



**PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

**4.1 Evaluation Procedures**

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

**4.1.1 Technical Evaluation**

**4.1.1.1 Mandatory Technical Criteria**

Number	Mandatory Technical Criterion	Bid Preparation Instructions
M 1	<p><i>Applicant - a person who applies for employment (with Indigenous Services Canada – ISC) and performs various steps in the application process, utilizing the online/ digital recruitment platform.</i></p> <p><i>Client - a person employed by ISC who utilizes the online/ digital recruitment platform in order to facilitate the Applicant’s application process. Note: the application process can result in the hiring of the Applicant.</i></p> <p>The Bidder must have a minimum of five continuous years of experience delivering online recruiting services to the Government of Canada (GoC).</p> <p>The experience must have been acquired within the five years of the solicitation closing date.</p>	<p>The Bidder must provide the following information:</p> <ol style="list-style-type: none"> <li>1. Certificate of Compliance;</li> <li>2. Procurement Business Number (PBN); and,</li> <li>3. Contract #'s with GoC department and/ or agency.</li> </ol>
M 2	<p>The Bidder must provide a platform to conduct video interviews, with the ability to record for later viewing, and allow for evaluation and documentation of interview performance within the platform.</p>	<p>The Bidder must provide the following information:</p> <p>Documentation confirming these requirements.</p>
M 3	<p>The Bidder must provide a platform that allows the Applicant to self-schedule either live or pre-recorded interviews (i.e. the Applicant has the ability to pick the date and time in which they wish to be interviewed).</p>	<p>The Bidder must provide the following information:</p> <p>Documentation confirming these requirements.</p>





M 4	<p>The Bidder must provide an Applicant tracking system that enables the Client to perform the following functions:</p> <ol style="list-style-type: none"> <li>1. Search functionality (by numerous inputs including given name, surname, etc.);</li> <li>2. Audit functionality that indicates updates to an Applicant’s interview and screening process (including date that update was done); and,</li> <li>3. Functional rating scale</li> </ol>	<p>The Bidder must provide the following information:</p> <p>Documentation confirming these requirements.</p>
M 5	<p>The Bidder must have the ability to deliver standardized corporate orientation/ onboarding in order to facilitate an integrated approach within the platform.</p>	<p>The Bidder must provide the following information:</p> <p>Documentation confirming these requirements.</p>
M 6	<p>The Bidder must provide a platform that delivers a bilingual public facing and backend interface with the ability to toggle quickly between French and English content on both facing interfaces.</p> <p>This is to enhance both the Applicant’s and Client’s ability to use our two official languages.</p>	<p>The Bidder must provide the following information:</p> <p>Documentation confirming these requirements.</p>
M 7	<p>The Bidder must provide a platform that can duplicate and/ or copy documents from an Applicant’s previous position/ application to a new opportunity/ application.</p>	<p>The Bidder must provide the following information:</p> <p>Documentation confirming these requirements.</p>
M 8	<p>The Bidder’s proposed solution/ platform must meet all Government of Canada Protected A and Protected B requirements.</p>	<p>The Bidder must provide the following information:</p> <p>Documentation confirming these requirements.</p>
M 9	<p>The Bidder must provide Client support from 08:00 AM - 11:00 PM EST during regular business days (Monday – Friday).</p>	<p>The Bidder must provide the following information:</p> <p>Documentation confirming this requirement.</p>
M 10	<p>The Bidder must provide 24/ 7 Applicant support with a turnaround time of approximately two minutes.</p>	<p>The Bidder must provide the following information:</p> <p>Documentation confirming this requirement.</p>
M 11	<p>The Bidder’s proposed platform must have the ability to provide basic reports and mass data</p>	<p>The Bidder must provide the following information:</p>



	exports to the Client.	Documentation confirming these requirements.
M 12	The Bidder must provide a platform which offers varying degrees of Client accessibility (e.g. Super-Admin, Regular, Admin, Rater, etc.)	The Bidder must provide the following information:  Documentation confirming this requirement.

#### 4.2 Basis of Selection - Mandatory Technical Criteria

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.



## **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 declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

### **5.2 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 provided 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 procurement 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.



## **PART 6 - RESULTING CONTRACT CLAUSES**

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

### **6.1 Security Requirements**

**6.1.1** There is no security requirement applicable to the Contract.

### **6.2 Statement of Work**

The Work to be performed is detailed under Annex "A" of the resulting contract clauses.

### **6.3 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.

#### **6.3.1 General Conditions**

[2010B](#) 2022-12-01 General Conditions - Professional Services (Medium Complexity) apply to and form part of the Contract.

### **6.4 Term of the Contract**

#### **6.4.1 Period of the Contract**

The period of the Contract is from August 1<sup>st</sup>, 2023 to July 31, 2026 inclusive.

#### **6.4.3 Option to Extend the Contract**

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 2 additional 1 year period(s) 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 at least 5 calendar days 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.

### **6.5 Authorities**

#### **6.5.1 Contracting Authority**

The Contracting Authority for the Contract is:

Name: Alex Cormier Howie  
Title: Senior Procurement Officer  
Indigenous Services Canada  
Telephone: 873-354-0959



E-mail address: [alexander.cormierhowie@sac-isc.gc.ca](mailto:alexander.cormierhowie@sac-isc.gc.ca)

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

**6.5.2 Project Authority**

The Project Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_

Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

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

**6.5.3 Contractor's Representative**

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_

Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

**6.6 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.

**6.7 Payment**

**6.7.1 Basis of Payment**

**6.7.2 Limitation of Expenditure**

- 1. Canada's total liability to the Contractor under the Contract must not exceed \$ \_\_\_\_\_. Customs duties are \_\_\_\_\_ included and Applicable Taxes are extra.



2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - a. when it is 75% committed, or
  - b. four months before the contract expiry date, or
  - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.

3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

### **6.7.3 Electronic Payment of Invoices – Contract**

The Contractor agrees to be paid using the following Electronic Payment Instruments:

- a) Direct deposit (domestic and international);

### **6.8 Invoicing Instructions**

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

The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

### **6.9 Certifications and Additional Information**

#### **6.9.1 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.

### **6.10 Applicable Laws**

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

### **6.11 Priority of Documents**

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

- (a) the Articles of Agreement;



- (b) the general conditions 2010B - 2022-12-01 General conditions: Professional services (medium complexity)
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirements Check List;
- (f) the Contractor's bid dated \_\_\_\_\_.



## ANNEX "A"

### STATEMENT OF WORK

#### 1. TITLE

Digital Recruitment Platform

#### 1. PURPOSE

Indigenous Services Canada (ISC) requires a secure and bilingual digital recruitment platform to provide a seamless and intuitive experience for candidates, human resources (HR), and hiring managers. The goal is to reduce the time-to-hire, customize recruitment strategies, and improve the overall candidate experience.

#### 2. BACKGROUND INFORMATION

As at October 2022, ISC's First Nations and Inuit Health Branch (FNIHB) has a workforce comprised of approximately 850 nurses in a variety of roles, across six regions (AB, SK, MB, ON, QC and ATL) within Canada, licensed under nine different provincial/ territorial nursing regulatory bodies. A subset of this workforce, approximately 500 nurses (primarily registered nurses – RNs and nurse practitioners – NPs) represent ISC's frontline nursing workforce who primarily work in remote/ isolated First Nations communities. A majority, approximately 84% of employees are part-time (approximately 21% of which work on a temporary basis – as defined by a fixed period of employment).

The inability to attract the right candidates that meet job requirements is a symptom of a reactive hiring system. In hiring nurses, formal government systems, processes, and directives can restrict what ISC can do. By nature, these procedures affect the efficiency and simplicity of basic staffing activities such as hiring, onboarding, and compensation. Ultimately, the number of systems and processes can lead to a lack of responsiveness that is not typical in the nursing labour market. This lack of responsiveness is a threat to talent attraction and retention.

High employee turnover, quantified by the short average length of association of ISC nurses not only indicates retention challenges, but also highlights significant workforce instability. This instability has resulted in an overdependence on contract resources to deliver essential services.

In response to chronic recruitment and retention challenges, ISC has developed a Nursing Health Human Resources (NHHR) Framework, which encompasses a comprehensive alignment of the department's efforts.

A cornerstone of the NHHR Framework is talent acquisition and management. Accordingly, is the ISC Nursing Talent Management Strategy. It presents foundational evidence and recommendations that support the department's adoption of talent acquisition and management as the primary method of growing and developing the nursing workforce. Moreover, it will help achieve its goal of creating a strong and stable health human resource workforce in alignment with the department's strategic objective of self-determination and transfer.

Of note, this procurement supports recommendations number 1 and 2 within the ISC Nursing Talent Management Strategy, which includes:

1. the implementation of a candidate sourcing strategy informed by candidate personas, employee value propositions and around employer branding; and,
2. aligning the candidate experience with industry best practices through the adoption of ISC's health human resources and support services with a phased approach leveraging the use of a digital recruitment platform.





### 3. OBJECTIVE

ISC requires a bilingual, end-to-end, applicant tracking system that has multiple additional capabilities, including services to facilitate asynchronous video interviewing, live video interviewing, reference checking, skills tests, video proctoring, among other tasks to be performed during the recruitment process. The recruitment software solution should be able to manage a high volume of applicants for advertised vacancies in various locations across the country, and be free to access for applicants.

Other objectives of this procurement are to strategically:

- Reduce the timelines associated with the hiring of nurses, health human resources, and their support services.
- Improve the candidate experience throughout the application process.
- Reduce the administrative burden on nurse managers.
- Establish and maintain a reliable, nationally implemented, applicant tracking system for the recruitment of human resources and their support services.
- Provide tracking and progress reports to align with the Talent Management Strategy.
- To apply a modern innovative approach to the sourcing (recruitment) of ISC nursing workforce, with the goal of reducing reliance on agency resources.
- To grow the frontline nursing workforce in remote and isolated communities, where ISC has its largest front line public servant footprint.

### 4. SCOPE, REQUIREMENTS AND DELIVERABLES

As part of the Public Service Commission (PSC) “New Direction in Staffing” initiative, government departments have been given greater ability to customize approaches to staffing, including agile approaches, an increased focus on outcomes, and less focus on process. FNIHB is continuously looking at finding innovative ways to assess potential nurse/ healthcare professional candidates from various locations for staffing processes. ISC is seeking a contractual arrangement with a Contractor to provide these services on an accessible and bilingual platform that could be used by the HR staff and/ or hiring managers.

The contractor will provide ISC with access to its internet-based asynchronous recruitment platform and services, with login information for an unlimited number of ISC employees. The contractor will provide ISC employees with all of the necessary training in the setup, use, and implementation of the system and its services.

Following the initial set up and training, the contractor will provide technical support to ISC employees on an as-needed basis with a response time of no more than 48 hours from the Contractor being notified by email of the need for help.

ISC anticipates that up to 3,000 candidates annually will be applying and moving through the various stages of the process and assessments, with up to 500 hires per year. Candidates will be able to access the contractor’s system and services via the internet on a 24/7 basis, and any candidates who request technical support with the system will be provided with immediate support via email or online “chat” systems.

The contractor will provide ISC with a system to track candidate applications, complete skill testing questionnaires, record video interviewing, perform automated reference checking as well as evaluating and rating the quality of various responses via a rating guide and scale provided by ISC. ISC employees will be provided with immediate as-needed technical support on this evaluation and rating system via e-mail or online “chat” systems.

Over the term of the contract, skill testing questionnaires, rating guides, interview questions, reference checks and all rating scales will vary depending on the staffing process and positions being filled. Accordingly, the Contractor will ensure that the system enables these changes on a per-applicant or per-process basis.

The internet-based system, including all introduction, technical support, and reference materials, will be made available to ISC and job applicants in both of Canada’s official languages (English and French), as may be requested by the individual.

The contractor will retain storage of all candidate-provided documentation on its systems for the duration of the contract, and provide accessible service that enables downloading of candidate videos in MP-4 encoded formats on an as-needed basis. The contractor will also provide a system for download of summaries of candidate ratings in Microsoft Excel workbook format on an as-needed basis.

**(Other) Requirements to be Provided by the Contractor:**

**4.1** The Contractor shall provide software solutions in all of the following areas:

- a) Live Video Interviewing
- b) Asynchronous Video Interviewing
- c) Applicant Tracking
- d) Applicant Skills Testing, including video proctoring
- e) Applicant Rating
- f) Interview Scheduling
- g) Automated Referencing
- h) Onboarding and Training

**4.2** The Contractor shall provide a/ an:

**4.2.1** Secured internet (“Protected B” compliant) based service to facilitate the application, management and administration of assessments, and standard delivery of a corporate orientation/ onboarding of nursing candidates.

**4.2.2** Unlimited number of users.

**4.2.3** Accessible to users and candidates via personal devices such as laptop, desktop, mobile phone or tablets – compatible with all internet capable devices, and operating systems.

**4.2.4** Assistance setting up and training the users on the system, provision of custom user guides specific to our unique workflow, and providing technical support to users, as well as 24/ 7 technical support to candidates/applicants.

**4.2.5** Integrated applicant tracking system with search functionality to monitor candidate applications, complete skill testing questionnaires, recorded video interviews, reference checking, evaluations and rating the quality of various responses or documents.

**4.2.6** Ability for candidates to self-schedule interviews, or for ISC users to invite candidates to an interview on a set date/ time with automated reminders and notification that integrate to a variety of calendars (e.g., Outlook, Gmail, Office 365 etc.)

**4.2.7** Ability to conduct, record, and rate: live video, pre-recorded video, live in-person, and live telephone interviews.

**4.2.8** Ability to conduct, record, and rate pre-recorded skill-testing questionnaires.

**4.2.9** Ability to conduct and rate automated reference checking of up to three references per candidate application.

**4.2.10** Ability to send custom SMS texting to candidates using custom company variables within the message.

**4.2.11** Ability to deliver a mixed media standardized corporate orientation/ onboarding with flexibility for regional variations and the ability to conduct tests on the content.

**4.2.12** Ability to duplicate manual attachments, tags, and ratings to all positions that the candidate has applied to.

**4.3** (Specific) Annual Requirements:

- Digital Recruitment Platform
- Configuration Package
- Pre-recorded Video Interviewing (1000 applicants)
- Live Video Interviewing (Recorded) (1000 applicants)
- Referencing – Automated Reference Checks (1000 applicants)
- Rating (1500 applicants)
- Testing – Skills Testing (1000 applicants)



- Proctoring – Video Proctoring (Recorded for up to 50 minutes) (1000 applicants)
- Scheduling – Automated Scheduling (1000 applicants)
- Texting (500 applicants)
- Tracking – Applicant Tracking System (500 hires)
- Onboarding – Digital Onboarding (500 hires)
- Virtual Training
  - ✓ Unlimited virtual training for one “super administrator”
  - ✓ Three group training sessions with an unlimited number of users
- Virtual Advisor (Training)
  - ✓ Up to ten one-hour sessions with in-house experts

## 5. DATA HOSTING AND REPORTING REQUIREMENTS

**5.1.1** All candidate data and documentation to be retained on servers within Canada for the duration of the contract, provide accessible service that enables the downloading of all candidate data and documentation by position on an as-needed basis. In addition, the Contractor will retain storage of all applicant documentation (whether generated by the applicant or the ISC users) on its systems for the duration of the contract, and provide applicant and position level downloads of all documents, videos etc. on an as-needed basis, and within one business week following contract expiry.

**5.1.2** System must facilitate reporting on various criteria (e.g., single or multiple) positions, assessment ratings, application statuses, completion rates, candidate responses etc. on a per-applicant or per-position basis, and within a custom defined period.

**5.1.3** Ability to create and run custom and standard reporting templates with the ability to easily copy report templates across positions.

**5.1.4** Ability to provide mass data exports for all reportable data fields.

## 6. SECURITY REQUIREMENTS

**6.1.1** Platform will need to be a secure and encrypted in order to house “Protected B” information.

**6.1.2** The Contractor will store and have access to candidates’ videos, online tests, and reference checks reports which are “Protected B”. As well, the Contractor will need to have a Business Continuity plan to ensure the back-up of data and the ability to restore to normal operations with a reasonable amount of time after a disruption. Any candidate data (videos, responses to web questions, references, and skills tests and any associated metadata), along with any ratings of candidate responses, is the property of ISC and must be secured at all times, with 24/7 monitoring of the Contractor’s networks and data centers.

## 7. LANGUAGE OF WORK

**7.1.1** Bilingual public facing and backend interface with the ability to toggle quickly between French and English content on both facing interfaces.

**7.1.2** The online platform, user experience, client support, material and products will need to be available equally in English and French. The data inputted by users (i.e. candidates and referees) will need to be able to be recorded in English or French).

## 8. LOCATION OF WORK

All work is anticipated to be conducted at the Contractor’s place of business.

No travel is anticipated under this contract. Notwithstanding, any travel must be pre-authorized by the Project Authority prior to being undertaken, and must be within the Treasury Board Travel Directive.



**ANNEX "B"**

**BASIS OF PAYMENT**

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the work as determined in Annex – “A” – Statement of Work; to a limitation of expenditure of \$\_\_\_\_\_.

<b>CONTRACT PERIOD: August 1<sup>st</sup>, 2023 to July 31<sup>st</sup>, 2026</b>		
	<b>Number of Months</b>	<b>Per Year Total</b>
<b>Year 1</b>	<b>8</b>	<b>\$</b>
<b>Year 2</b>	<b>12</b>	<b>\$</b>
<b>Year 3</b>	<b>12</b>	<b>\$</b>
<b>Year 4</b>	<b>4</b>	<b>\$</b>
<b>Total Estimated Initial Contract Cost:</b>		<b>\$</b>
<b>Applicable Taxes</b>		<b>\$</b>
<b>GRAND TOTAL</b>		<b>\$</b>



<b>OPTION CONTRACT PERIOD 1: August 1<sup>st</sup>, 2026 to March 31<sup>st</sup>, 2027</b>		
	<b>Number of Months</b>	<b>Per Year Total</b>
<b>Option Year 1</b>	<b>8</b>	<b>\$</b>
<b>Total Estimated Option Period Cost:</b>		<b>\$</b>
<b>Applicable Taxes</b>		<b>\$</b>
<b>TOTAL</b>		<b>\$</b>

<b>OPTION CONTRACT PERIOD 2: April 1<sup>st</sup>, 2027 to March 31<sup>st</sup>, 2028</b>		
	<b>Number of Months</b>	<b>Per Year Total</b>
<b>Option Year 2</b>	<b>12</b>	<b>\$</b>
<b>Total Estimated Option Period Cost:</b>		<b>\$</b>
<b>Applicable Taxes</b>		<b>\$</b>
<b>TOTAL</b>		<b>\$</b>



**ANNEX "C"**

**SECURITY REQUIREMENTS CHECK LIST**



Affaires autochtones et  
Développement du Nord Canada

Aboriginal Affairs and  
Northern Development Canada

Contract Number / Numéro du contrat 1000249785/ Security Classification / Classification de sécurité <b>unclassified</b>
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**SECURITY REQUIREMENTS CHECK LIST (SRCL)  
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)**

PART A – CONTRACT INFORMATION / PARTIE A – INFORMATION CONTRACTUELLE	
1. Branch / Sector / Directorate / Region / Direction générale / Secteur / Direction / Région ISC-FNIHB-PHPCD-OPHC-CNW - NCR	2. Contract type / Type de contrat Non-Competitive / Non-compétitif <input type="checkbox"/> Competitive / Compétitif <input checked="" type="checkbox"/> Type : (RFP)
3. Brief Description of Work / Brève description du travail The Contractor will provide access to its internet-based asynchronous recruitment platform and services. The services will enable applicants to complete their job applications; be assessed through multiple stages; and be reviewed by FNIHB (ISC) staff	
4. Contract Amount / Montant du contrat 722,000. \$ This amount does not include taxes (180,500 X 4 years – 3 years + 1 year option period)	6. Company Name and Address (for non-competitive contract only) / Nom et adresse de la compagnie (pour les contrats non-compétitifs seulement) : TBD
5. Contract Start and End date / Date de début et de fin du contrat April 1, 2023 to / au March 31, 2027	
7. Will the supplier require / Le fournisseur aura-t-il :	
7.1 access to PROTECTED and/or CLASSIFIED information or assets? accès à des renseignements ou à des biens désignés PROTÉGÉS et/ou CLASSIFIÉS?	<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui
7.2 an access card to AANDC premises? besoin d'une carte d'accès aux bureaux d'AANDC?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
7.3 access to the departmental computer network? accès au réseau informatique du Ministère?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
<b>(If the answer is No to all three questions, go to Part D / Si la réponse est Non aux trois questions, allez à la Partie D)</b>	
PART B – SAFEGUARDS OFF-SITE (COMPANY) / PARTIE B – MESURES DE PROTECTION À L'EXTÉRIEUR (COMPAGNIE)	
PHYSICAL INFORMATION / ASSETS / RENSEIGNEMENTS MATÉRIELS / BIENS	
8. Will the supplier be required to receive/store PROTECTED and/or CLASSIFIED information/assets on its site or premises? Le fournisseur sera-t-il tenu de recevoir /entreposer sur place des renseignements/biens PROTÉGÉS et/ou CLASSIFIÉS? <input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui	
INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)	
9.1 Will the supplier be required to use its computers, portable media, or IT systems to electronically process/store sensitive information? Le fournisseur sera-t-il tenu d'utiliser ses propres ordinateurs, médias portatifs ou systèmes TI pour traiter/stocker électroniquement des renseignements sensibles?	<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui
9.2 Will the supplier be required to electronically transmit sensitive information to/from the Department or with other parties? Le fournisseur sera-t-il requis de transmettre électroniquement de l'information sensible au/à partir du Ministère ou avec d'autres parties? If yes, specify: / Si oui, spécifiez :	<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui
a) Email transmission / Transmission par courrier électronique :	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
b) Other transmission (Secure FTP, Collaboration, etc) / Autre transmission (FTP sécurisé, collaboration, etc) :	<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui
c) Remote access required to AANDC network (VPN, Citrix) / Besoin de connexion à distance au réseau d'AANDC (VPN, Citrix) :	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
9.3 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* ?	



\* Handling equipment and measures for secure transmission and emission (cryptographic, secure fax/phone)/ Manipulation de l'équipement et des mesures sécuritaires pour fin de transmission et émissions (cryptographie, téléphone/télécopieur sécuritaire)  No / Non  Yes / Oui

10. SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	Please refer to question : Veuillez vous référer à la question :	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ		
		A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET
Information / Assets / Renseignements/Biens	7.1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information / Assets (off site) / Renseignements/Biens (extérieur)	8	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Information / Assets (off site) / Renseignements/Biens TI (extérieur)	9.1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Transmission - e-mail / Transmission TI - courriel	9.2 a)	<input type="checkbox"/>	<input type="checkbox"/>				
IT Transmission - other / Transmission TI - autre	9.2 b)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				
Remote Access to Network / Connexion à distance au réseau	9.2 c)	<input type="checkbox"/>	<input type="checkbox"/>				
COMSEC	9.3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PART C – PERSONNEL / PARTIE C – PERSONNEL

11.1 Personnel Security Screening Level Required:  N/A / Non requis  Reliability/ Fiabilité  Confidential/ Confidentiel  Secret  Top Secret/ Très secret

11.2 May unscreened personnel be used for portions of work?  No / Non  Yes / Oui  N/A / Non requis

12. Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  No / Non  Yes / Oui



Contract Number / Numéro du contrat <b>1000249785/</b> Security Classification / Classification de sécurité <b>unclassified</b>
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PART D – AUTHORIZATION / PARTIE D – AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme Name (print) – Nom (en lettres moulées) <b>Laura O'Neil</b>		Title - Titre <b>(A) Manager, Centre for Nursing Workforce</b>	Signature <b>ONEil, Laura</b> <small>Digitally signed by ONEil, Laura DN: c=CA, o=GC, ou=ISC-SAC, cn=ONEil, Laura Reason: I am the author of this document Location: your signing location here Date: 2022.10.27 11:46:07-0400 Full PDF Editor Version: 11.2.3</small>
Telephone No. – N° de téléphone <b>(613) 407-4169</b>	Facsimile No. - N° de télécopieur	E-mail address – Adresse courriel <b>laura.oneil@sac-isc.gc.ca</b>	Date <b>2022-10-27</b>
14. Organization Security Authority / Responsable de la sécurité de l'organisme Name (print) – Nom (en lettres moulées) <b>Deandra Mayer</b>		Title - Titre <b>Contract Security Officer</b>	Signature <b>Mayer, Deandra</b> <small>Digitally signed by Mayer, Deandra Date: 2023.03.29 10:30:11 -0400'</small>
Telephone No. – N° de téléphone <b>819-661-8729</b>	Facsimile No. - N° de télécopieur	E-mail address – Adresse courriel <b>deandra.mayer@sac-isc.gc.ca</b>	Date <b>2023-03-29</b>
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
16. Procurement Officer / Agent d'approvisionnement Name (print) – Nom (en lettres moulées) <b>Alex Cormier Howie</b>		Title - Titre <b>Senior Procurement Officer</b>	Signe <i>Alex Cormier Howie</i> <small>Digitally signed by cormierhowie, alex DN: c=CA, o=GC, ou=ISC-SAC, cn="cormierhowie, alex" Reason: I am approving this document Location: Ottawa, Ontario, Canada Date: 2023-03-13 16:49:04 Full PDF Editor Version: 9.7.1</small>
Telephone No. – N° de téléphone <b>873-354-0959</b>	Facsimile No. - N° de télécopieur <b>N/A</b>	E-mail address – Adresse courriel <b>alexander.cormierhowie@sac-isc.gc.ca</b>	Date
17. Contracting Security Authority / Autorité contractante en matière de sécurité Name (print) – Nom (en lettres moulées) <b>Deandra Mayer</b>		Title - Titre <b>Contract Security Officer</b>	Signature <b>Mayer, Deandra</b> <small>Digitally signed by Mayer, Deandra Date: 2023.03.29 10:30:38 -0400'</small>
Telephone No. – N° de téléphone <b>819-661-8729</b>	Facsimile No. - N° de télécopieur	E-mail address – Adresse courriel <b>deandra.mayer@sac-isc.gc.ca</b>	Date <b>2023-03-29</b>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité <b>unclassified</b>
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