

REQUEST FOR PROPOSAL

for the provision of

EMPLOYEE FAMILY ASSISTANCE PROGRAM AND HEALTH AND WELLNESS SERVICES

for the

Parliamentary Protective Service

Request for Proposal (RFP) No.: PPS-RFP-2023-24-002 Amendment 005
Date of Issue: 2023-06-23
Questions Deadline: 2023-08-08
Submission Deadline: 2023-08-15

This RFP document is comprised of the following:

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PART 2 – EVALUATION OF PROPOSALS
PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS
APPENDIX A – FRAMEWORK AGREEMENT TERMS & CONDITIONS
APPENDIX B – PRICING STRUCTURE FORM
APPENDIX C – STATEMENT OF REQUIREMENTS
APPENDIX D – PROPOSAL SUBMISSION FORM
APPENDIX E – EVALUATION CRITERIA COMPLIANCE
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Amendment 005 is issued on 2023-08-11

The purpose of this amendment is to respond to question 28 and to capture the following addition to the RFP document:

Appendix B – Pricing Structure Form

- added Stream 5 – Workplace Sleep Clinic Services.

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PART 1 - INTRODUCTION

PART 1 - INTRODUCTION

1 INVITATION TO BIDDERS

This Request for Proposals (“the RFP”) issued by the Parliamentary Protective Service (PPS) is an invitation to submit non-binding offers for the provision of **Employee Family Assistance Program and Health and Wellness Services**, as further described in Appendix C, Statement of Requirements for the prices established in Appendix B, Pricing Structure Form. The Bidder selected pursuant to this RFP process will be informed in writing. Bidders not selected will also be informed in writing.

CONSORTIUM OR JOINT VENTURE PROPOSALS

Responses submitted by a Bidder that consists of more than one legal entity or person (such as consortia or joint ventures) will be accepted with the understanding that PPS shall regard only one of the parties of the consortium or joint venture as the prime Supplier. Responses shall clearly indicate which party is the prime Supplier. The prime Supplier shall be solely accountable for all additional parties. PPS will enter into an agreement only with the prime supplier.

2 TYPE OF AGREEMENT FOR DELIVERABLES

It is the Parliamentary Protective Service’s intention to enter into an agreement with one legal entity. The term of the agreement is to be for a period of three (3) years, with options in favour of the Parliamentary Protective Service to extend the agreement on the same terms and conditions for up to two (2) one (1)-year periods.

3 NO GUARANTEE OF VOLUME OF WORK OR EXCLUSIVITY OF AGREEMENT

The Parliamentary Protective Service makes no guarantee of the value or volume of work to be assigned to the successful Bidder. The agreement to be negotiated with the selected Bidder will not be an exclusive agreement for the provision of the described deliverables. The Parliamentary Protective Service may put in place an agreement with others for the same or similar deliverables to those described in the RFP or may obtain the same or similar deliverables internally.

4 SUBMISSION INSTRUCTIONS

4.1 Bidders must submit their response in accordance with the following timetable and instructions.

Issue Date of RFP	2023-06-23
Deadline for Questions	2023-07-25 at 14:00 Eastern Time
Submission Deadline	2023-08-15 at 14:00 Eastern Time

The above timetable is a tentative schedule, and may be amended by the Parliamentary Protective Service at any time.

Bidders must submit their Submission Form (Appendix D) in the form prescribed herein by the Submission Deadline to the Parliamentary Protective Service Contact identified below in the manner set out below:

4.2 Parliamentary Protective Service Contact:
 Michael Shellard, Senior Contracting Officer
 E-mail: proposals-soumissions@pps-spp.parl.gc.ca

4.3 Responses must be submitted electronically to the email address listed above. No hard copies will be accepted.

4.4 Bidders are solely responsible for the delivery of their responses in the manner and time prescribed. Responses received after the Submission Deadline will be rejected.

4.5 Bidders may respond to the Evaluation Criteria for each of the streams individually or for all the streams.

4.6 When submitting their proposals electronically, Bidders must submit their Financial Proposal (Appendix B– Pricing Structure) separately from the remainder of their proposal.

4.7 All responses must include the following mandatory forms:

4.7.1 Proposal Submission Form (Appendix D), completed in its entirety and signed by an authorized representative of the Bidder;

4.7.2 Pricing Structure Form (Appendix B), completed in accordance with the instructions contained within Appendix B, Pricing Structure Form, and submitted in a separate document.

PART 1 - INTRODUCTION

- 4.7.3 Other than inserting the information requested on these mandatory forms, a Bidder may not make any changes to any of the forms.

5 COMMUNICATIONS DURING SOLICITATION PERIOD

- 5.1 Unless otherwise specified, all enquiries concerning this RFP must be received by email no later than 2023-07-18 at 14:00:00 Eastern Time, to the following PPS contact:

Michael Shellard
Senior Contracting Officer
Procurement
155 Queen Street, 4th Floor
Ottawa ON K1A 0B8
Email: proposals-soumissions@pps-spp.parl.gc.ca

- 5.2 All questions submitted by Bidders by email to the PPS Contracting Authority will be deemed to be received once the email has entered the PPS' email inbox. No such communications are to be directed to anyone other than the PPS Contracting Authority named above in clause 1.5.1. Questions received after the closing time may not be answered.
- 5.3 PPS is under no obligation to provide additional information, and PPS will not be responsible for any information provided by or obtained from any source other than the PPS Contracting Authority.
- 5.4 It is the responsibility of the Bidder to seek clarification from the PPS Contracting Authority prior to the time set out in clause 1.5.1 on any matter it considers to be unclear. PPS will not be responsible for any misunderstanding on the part of the Bidder concerning the RFP or the procurement process.

6 AMENDMENT AND WITHDRAWAL OF RESPONSES

- 6.1 Bidders may amend their responses prior to the closing date of the RFP by submitting the amendment electronically to the PPS email address listed in 4.2. The amendment must contain the RFP title and number and the full legal name of the Bidder. Any such amendment should clearly indicate which part of the response the amendment is intended to replace.
- 6.2 At any time throughout the RFP process, a Bidder may withdraw a submitted response. To effect a withdrawal, a notice of withdrawal must be sent to the Parliamentary Protective Service Contact and must be signed by an authorized representative. The Parliamentary Protective Service is under no obligation to return withdrawn responses.

PART 2 – EVALUATION OF PROPOSALS

1 EVALUATION OF RESPONSES

- 1.1 An Evaluation Team has been assembled to review the responses, assess their compliance against the selection and evaluation criteria of this RFP, and consider accepting the responses of one or more compliant Bidders. The criteria to be used by the Evaluation Team to assess and rate the responses are shown in Appendix E, Evaluation Criteria and Financial Evaluation. All aspects of the criteria should be thoroughly addressed by Bidders. Those Bidders responding with unqualified phrases such as "we comply", will not be rated as highly as those Bidders that described in some detail just how they comply.
- 1.2 While price is a factor in the selection of the successful Bidder(s), other criteria are weighted and will be evaluated accordingly.

2 STAGES OF EVALUATION

The evaluation of responses will be conducted in the following stages:

2.1 Stage I – Mandatory Criteria, Submission and Rectification

Submission and Rectification Period

Stage I will consist of a review to determine which responses are complete and provide all required information to perform the subsequent stages of evaluation.

Bidders who have submitted an incomplete response as of the Submission Deadline will be provided an opportunity to rectify any deficiencies related to completeness within the Rectification Period.

The Rectification Period will begin to run from the date and time that the Parliamentary Protective Service issues its rectification notice to a Bidder. During the Rectification Period, Bidders may not make changes to their responses, except to provide requested information necessary to complete the response.

At the end of the Rectification Period, responses which remain incomplete will be deemed non-compliant and excluded from further consideration. Responses that are deemed complete at the end of the Rectification Period will proceed to Stage II of the evaluation process.

Mandatory Submission Requirements

Submission Form - Each response must include a Submission Form (Appendix D) completed and signed by the Bidder.

Pricing Form - Bidders must complete the Pricing Structure Form (Appendix B) and include with its response in a separate PDF or Word document.

Mandatory Criteria

Only those Bidders whose responses meet the mandatory criteria, as described in Appendix E, Table 1 – Mandatory Criterion (Stage I), will proceed to Stage II.

2.2 Stage II – Evaluation of the Rated Criteria (Technical Proposal)

To assist Bidders in responding to this RFP, the Bidder's Technical Proposal's weight of the overall evaluation is found in Appendix E.

Scoring by the PPS of each complete Proposal will be on the basis of Appendix E (Table 2 – Rated Criteria (Stage II) Evaluation Criteria).

2.3 Stage III – Evaluation of Pricing (Financial Proposal)

To assist Bidders in responding to this RFP, the Bidder's Financial Proposal's weight of the overall evaluation is found in Appendix E. Bidders should refer to Appendix B (Pricing Structure Form) for a breakdown of the pricing structure requirements and shall complete Appendix C as part of their submission.

The evaluation of pricing will be undertaken after the evaluation of the Mandatory and Rated Criteria has been completed.

Only those Bidders whose proposals have met the mandatory criteria will have their Financial Proposal evaluated.

2.4 Stage IV – Interview Selection

Bidders' resources may be interviewed in order from highest ranked to determine the best fit for the requirement.

3 CUMULATIVE SCORE AND SELECTION OF HIGHEST SCORING BIDDER

At the conclusion of Stage III, Bidders' scores from Stage II and Stage III will be added together and the highest-ranked Bidder may be invited to enter into negotiations as outlined in this document.

3.1 Tie Score

In the event of a tie score, the Bidder invited to enter into negotiations will be determined by way of a random draw. The other Bidder with a tie score will be considered the next highest-ranked Bidder.

PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS**1 BIDDERS TO FOLLOW INSTRUCTIONS**

Bidders should structure their responses in accordance with the instructions in the RFP. Where information is requested in the RFP, any response made in a proposal should reference the applicable clause numbers of the RFP where that request was made.

In the event of any discrepancies between the English and French versions of this RFP, the English version of the RFP document will prevail.

In the event of any discrepancies between the notice posted on Buy and Sell and this RFP document, the information in this RFP document will prevail.

2 COMMUNICATION OF RFP DOCUMENTS AND ADDENDA

The Parliamentary Protective Service will only post RFP documents and any associated Addenda via email.

3 INFORMATION IN RFP AN ESTIMATE ONLY

The Parliamentary Protective Service makes no representation, warranty or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda. Any quantities shown or data contained in the RFP or provided by way of addenda are estimates only and are for the sole purpose of indicating to Bidders the general size of the opportunity. It is the Bidder's responsibility to avail itself of all the necessary information to prepare a proposal in response to the RFP.

4 BIDDERS SHALL BEAR THEIR OWN COSTS

Each Bidder shall bear all costs associated with or incurred in the preparation and presentation of its response, including, if applicable, costs incurred for acceptance testing or presentations.

5 COMMUNICATION AFTER ISSUANCE OF RFP**5.1 Bidders to Review RFP****5.1.1 Bidders should promptly examine all of the documents comprising the RFP, and**

(a) report any errors, omissions or ambiguities; and

(b) direct questions or seek additional information by email to the Parliamentary Protective Service Contact as set out in Part 1, clause 4.2.

5.1.2 The Parliamentary Protective Service is under no obligation to provide additional information, and the Parliamentary Protective Service is not responsible for any information provided by or obtained from any source other than the Parliamentary Protective Service Contact.**5.1.3 It is the responsibility of the Bidder to seek clarification from the Parliamentary Protective Service Contact on any matter it considers to be unclear. The Parliamentary Protective Service is not responsible for any misunderstanding on the part of the Bidder concerning the RFP or the procurement process.****5.2 All New Information to Bidders by Way of Addenda****5.2.1 The RFP may be amended only by an addendum in accordance with this clause. If the Parliamentary Protective Service, for any reason, determines that it is necessary to provide additional information relating to the RFP, such information will be communicated to all Bidders by addenda. Each addendum forms an integral part of the RFP.****5.2.2 Such addenda may contain important information, including significant changes to the RFP. Bidders are responsible for obtaining all addenda issued by the Parliamentary Protective Service. In the Proposal Submission Form (Appendix D), Bidders should confirm their receipt of all addenda by setting out the number of each addendum in the space provided.****5.3 Post-Deadline Addenda and Extension of Submission Deadline. If any addendum is issued after the Deadline for Issuing Addenda (if applicable), the Parliamentary Protective Service may at its discretion extend the Submission Deadline for a reasonable amount of time.****5.4 Verify, Clarify & Supplement. When evaluating responses, the Parliamentary Protective Service may request further information from the Bidder or third parties in order to verify, clarify or supplement the information provided in the Bidder's response. The Parliamentary Protective Service may revisit and re-evaluate the Bidder's response or ranking on the basis of any such information.**

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5.5 No Incorporation by Reference. The entire content of the Bidder's response should be submitted in a fixed form (PDF format). The content of websites or other external documents referred to in the Bidder's response will not be considered to form part of its response. Bidders should include any reference material they wish to be considered for evaluation within their response. Any material or documents outside the response will not be considered. Should a Bidder wish to provide screen shots of its website for evaluation, copies or printouts of website material should be included within the response. URL links to the Bidder's website will not be considered by the Parliamentary Protective Service Evaluation Team.

5.6 Responses to be retained by the Parliamentary Protective Service. The Parliamentary Protective Service will not return the response, or any accompanying documentation submitted by a Bidder.

6 NEGOTIATIONS, NOTIFICATION AND DEBRIEFING**6.1 Selection of Highest-Ranked Bidder**

The highest-ranked Bidder, as established under Part 2, Evaluation of Responses, will receive a written invitation to enter into negotiations with the Parliamentary Protective Service.

6.2 Timeframe for Negotiations

The Parliamentary Protective Service intends to conclude negotiations with the highest-ranked Bidder within **five (5) business days** commencing from the date the Parliamentary Protective Service invites the highest-ranked Bidder to enter negotiations. A Bidder invited to enter into negotiations should therefore be prepared to provide requested information in a timely fashion and to conduct its negotiations expeditiously.

6.3 Process Rules for Negotiation

Any negotiations will be subject to the process rules contained in this Part 3, Terms and Conditions of the Procurement Process and Appendix B, Proposal Submission Form and will not constitute a legally binding offer to enter into an agreement on the part of the Parliamentary Protective Service or the Bidder. Negotiations may include requests by the Parliamentary Protective Service for supplementary information from the Bidder to verify, clarify or supplement the information provided in its response or to confirm the conclusions reached in the evaluation, and may include requests by the Parliamentary Protective Service for improved pricing from the Bidder.

6.4 Terms and Conditions

The terms and conditions that will form any resulting agreement will be provided to the highest-ranked Bidder prior the commencement of the negotiation process and will form the starting point for negotiation.

6.5 Failure to Enter into Agreement

Bidders should note that if the parties cannot execute an agreement within the allotted five (5) business days, the Parliamentary Protective Service may invite the next highest-ranked Bidder to enter into negotiations. In accordance with the process rules in this Part 3, Terms and Conditions of the Procurement Process and clause 2 of Appendix D, the Proposal Submission Form, there will be no legally binding relationship created with any Bidder prior to the execution of a written agreement. With a view to expediting agreement formalization, at the midway point of the above-noted timeframe, the Parliamentary Protective Service may elect to initiate concurrent negotiations with the next-highest-ranked Bidder. Once the above-noted timeframe lapses, the Parliamentary Protective Service may discontinue further negotiations with the highest-ranked Bidder. This process will continue until an agreement is formalized, until there are no more Bidders remaining that are eligible for negotiations or until the Parliamentary Protective Service elects to cancel the procurement process.

6.6 Notification to Other Bidders

Other Bidders that become eligible for negotiations will be notified at the commencement of their respective negotiations. Once an agreement is executed between the Parliamentary Protective Service and a Bidder, the other Bidders may be notified directly in writing and/or will be notified by public posting in the same manner that the RFP was originally posted of the outcome of the procurement process and the award of the agreement.

6.7 Debriefing

Bidders may request a debriefing after receipt of a notification of award. All requests must be in writing to the Parliamentary Protective Service Contact and must be made within thirty (30) calendar days of

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notification of award. The intent of the debriefing information session is to aid the Bidder in presenting a better response in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process.

7 CONFLICT OF INTEREST AND PROHIBITED CONDUCT**7.1 Conflict of Interest**

The Parliamentary Protective Service may disqualify a Bidder for any conduct, situation or circumstances, as solely determined by the Parliamentary Protective Service, that constitutes a Conflict of Interest. For the purposes of this clause, "Conflict of Interest" will have the meaning ascribed to it in clause 7 of the Proposal Submission Form (Appendix D).

7.2 Prohibited Bidder Communications

Bidders will not engage in any communications as described in clause 7.1.2 of the Proposal Submission Form (Appendix D). Bidders should also take note of the Conflict of Interest declaration set out in the Proposal Submission Form (Appendix D).

7.3 Bidder Not to Communicate with Media.

Bidders may not at any time directly or indirectly communicate with the media in relation to the RFP or any agreement awarded pursuant to the RFP without first obtaining the written permission of the Parliamentary Protective Service Contact.

7.4 No Lobbying

Bidders may not in relation to the RFP or the evaluation and selection process in respect thereof, engage in any form of political or other lobbying whatsoever to influence the selection of the approved Bidder(s). Further, no Bidder or any person affiliated to a Bidder will attempt to communicate in relation to the RFP or a Bidder's response, directly or indirectly, with any director, officer, employee or other representative of the Parliamentary Protective Service, except as expressly directed or permitted by the RFP.

7.5 Illegal or Unethical Conduct

Bidders will not engage in any illegal bidding practices, including such activities as bid-rigging, price-fixing, bribery, fraud or collusion. Bidders will not engage in any unethical conduct, including lobbying or other inappropriate communications, offers of gifts to Parliamentary Protective Service employees, deceitfulness, submitting responses containing misrepresentations or other misleading or inaccurate information, or any other conduct that compromises or may be seen to compromise the procurement process.

7.6 Past Performance or Inappropriate Conduct

The Parliamentary Protective Service may prohibit a bidder from participating in a procurement process based on past performance or based on inappropriate conduct in a prior procurement process, and such inappropriate conduct includes but is not be limited to the following: (a) the submission of quotations containing misrepresentations or any other inaccurate, misleading or incomplete information; (b) the refusal of a bidder to honour its pricing or other commitments made in a response or bid; or (c) any other conduct, situation or circumstance, as solely determined by the Parliamentary Protective Service, that constitutes a Conflict of Interest. For the purposes of this clause, "Conflict of Interest" will have the meaning ascribed to it in the Proposal Submission Form (Appendix D).

8 CONFIDENTIAL INFORMATION

8.1 All information provided by or obtained from the Parliamentary Protective Service in any form in connection with the RFP either before or after the issuance of the RFP

8.1.1 is the sole property of the Parliamentary Protective Service and must be treated as confidential;

8.1.2 is not to be used for any purpose other than replying to the RFP and the execution of any subsequent agreement;

8.1.3 must not be disclosed without prior written authorization from the Parliamentary Protective Service; and

8.1.4 will be returned by the Bidders to the Parliamentary Protective Service immediately upon the request of the Parliamentary Protective Service.

8.2 Confidential Information of Bidder

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Bidders should identify any information in their response or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the Parliamentary Protective Service. The confidentiality of such information will be maintained by the Parliamentary Protective Service, except as otherwise required by law or by order of a court or tribunal. Bidders are advised that their responses will, as necessary, be disclosed on a confidential basis, to the Parliamentary Protective Service's advisors retained for the purpose of evaluating or participating in the evaluation of their responses. If a Bidder has any questions about the collection and use of information pursuant to the RFP, questions are to be submitted to the Parliamentary Protective Service Contact.

9 PROCUREMENT PROCESS NON-BINDING**9.1 No Contract A and No Claims**

The procurement process is not intended to create and does not create a Contract A bidding process nor any contractual or other legally enforceable obligations. The procurement process is instead governed by the law applicable to direct commercial negotiations. For greater certainty and without limitation:

- 9.1.1 Neither the Bidder nor the Parliamentary Protective Service has the right to make any claims (in contract, tort, or otherwise) against the other with respect to the award of an agreement, failure to award an agreement or failure to honour a response to the RFP.
- 9.1.2 No agreement until execution of written agreement. The procurement process is intended to identify prospective suppliers for the purposes of negotiating potential agreements. No legal relationship or obligation regarding the procurement of any good or service will be created between a Bidder and the Parliamentary Protective Service by the procurement process. An agreement will only exist following successful negotiation and execution of a written agreement for the acquisition of goods and/or services.
- 9.1.3 Non-binding price estimates. While the pricing information provided with responses will be non-binding prior to the execution of a written agreement, such information will be assessed during the evaluation of responses and the ranking of the Bidders. Any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could have an adverse impact on any such evaluation, ranking or agreement award.
- 9.1.4 Disqualification for Misrepresentation. The Parliamentary Protective Service may disqualify the Bidder or rescind an agreement subsequently entered into if the Bidder's response contains misrepresentations or any inaccurate, misleading or incomplete information.
- 9.1.5 References and Past Performance. The Parliamentary Protective Service's evaluation may include information provided by the Bidder's references and may also consider the Bidder's past performance on previous agreements with the Parliamentary Protective Service.
- 9.1.6 Cancellation. The Parliamentary Protective Service may cancel or amend this procurement process without liability at any time.

10 GOVERNING LAW AND INTERPRETATION**10.1 Governing Law**

The terms and conditions in this Part 3, Terms and Conditions of the Procurement Process are:

- 10.1.1 included for greater certainty and are intended to be interpreted broadly and separately (with no particular provision intended to limit the scope of any other provision);
- 10.1.2 non-exhaustive (and will not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations); and
- 10.1.3 to be governed by and construed in accordance with the laws of the province of Ontario and the federal laws of Canada applicable therein.

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1 GOVERNING LAWS AND JURISDICTION

The Framework Agreement shall, for all purposes, be governed by and construed in accordance with the laws of the Province of Ontario. The Supplier irrevocably attorns to the exclusive jurisdiction of the courts of Ontario with respect to any matter arising under or related to this agreement and related purchase orders.

2 PRIORITY OF DOCUMENTS

The documents specified below form part of and are incorporated into the Framework Agreement. If there is a discrepancy between the wordings of any documents that appear on the list, the wording of the document that first appears shall prevail over the wording of any document that subsequently appears on the list.

- 2.1 Appendix A, Framework Agreement Terms and Conditions;
- 2.2 Appendix C, Statement of Requirements;
- 2.3 Appendix B, Pricing Structure;
- 2.4 Parliamentary Protective Service Purchase Order (PO).

3 TIME IS OF THE ESSENCE

The work must be performed within or at the time stated in the Framework Agreement or any Purchase Order issued against the Framework Agreement.

4 REQUIREMENT

The Supplier shall use the methodology described in its proposal, provide the services required to meet the requirements set out in Section B, as specified in this Framework Agreement.

5 STATUS OF CAPACITY

The Supplier has represented and does hereby warrant that:

- 5.1 it has the personnel, experience, qualifications, equipment, facilities and all other skills and resources necessary to provide the goods and/or services to the Parliamentary Protective Service required herein and to do so in an efficient and timely manner, and
- 5.2 all goods and/or services provided under this agreement shall meet or exceed industry standards and shall be provided in accordance with applicable law.

6 PERIOD OF FRAMEWORK AGREEMENT

- 6.1 The Supplier will perform the tasks and provide the services outlined herein and any attached Schedules and/or Appendices, from the date of award for a period of three (3) years, in accordance with the Terms and Conditions listed herein.
- 6.2 The Parliamentary Protective Service reserves the irrevocable option of extending this agreement under the same terms and conditions for an additional two (2) one (1) year periods.
- 6.3 The last day of the term or any extension of the term of this agreement indicated on page one (1) shall be known as the expiry date. This is the last day that an order may be issued pursuant to this agreement. All such orders are to be honoured, notwithstanding that delivery will occur after the expiry date of the Framework Agreement. Delivery must be completed within thirty (30) days after the expiry date of this Framework Agreement. No order is to be issued pursuant to this Framework Agreement after the expiry date.

7 PRICE CERTIFICATION

Negotiated prices will be firm for the period of the Framework Agreement. Any subsequent price increase must be submitted and justified in writing with a thirty (30) calendar days' notice and must be approved by the Parliamentary Protective Service' Contracting Authority.

8 LIMITATION OF EXPENDITURE

No increase in the total liability of the Parliamentary Protective Service with regard to the price of the goods and/or services resulting from any design changes, modifications or interpretation of specifications,

will be authorized or paid to the Supplier, unless such design changes, modifications or interpretations of specifications have been approved by the Parliamentary Protective Service' Contracting Authority in writing prior to their incorporation in the work.

9 TRAVEL EXPENSE PROVISION

The cost of the travel, accommodation and meals incurred by the Supplier are for the Supplier's account and will not be paid by the Parliamentary Protective Service.

10 GOODS AND SERVICES TAX (GST) / HARMONIZED SALES TAX (HST)

The GST or any other federal tax such as the HST is not included in the firm price. This tax, to the extent applicable, is to be shown separately on all invoices and will be paid by the Parliamentary Protective Service. The Supplier's federal tax registration number must appear on invoices when that federal tax is being charged. The Supplier agrees to bill and collect any applicable federal tax and to remit to the Canada Revenue Agency any federal tax received from the Parliamentary Protective Service.

11 PROVINCIAL SALES TAX (PST) IN PROVINCES OTHER THAN QUEBEC

- 11.1 The Parliamentary Protective Service is PST exempt but is subject to GST and HST as indicated in clause 10.
- 11.2 If a PST license number or a signed certificate of exemption is required, it will be provided upon request. The Parliamentary Protective Service recognizes the requirements set out in the legislation of the provinces where PST applies and, as such, all purchasing orders, purchase documents, acquisition card forms and agreements issued by the Parliamentary Protective Service will make reference to the appropriate PST licence number.

12 QUEBEC SALES TAX (QST)

- 12.1 The Parliamentary Protective Service will pay the QST, if applicable.
- 12.2 The QST is not included in the firm price. This tax, to the extent applicable, is to be shown separately on all invoices. The Supplier agrees to invoice and collect from the Parliamentary Protective Service the QST and to further remit it to Revenue Quebec as required. The Supplier's QST registration number must appear on invoices when that tax is being charged.

13 PROVINCIAL ANCILLARY TAXES AND REGULATORY CHARGES

- 13.1 For the purpose of this clause, an ancillary tax is a tax levied pursuant to a provincial statute other than the provincial retail sales tax legislation or its equivalent and the primary aspect of which is to raise revenue, whereas a regulatory charge is a charge introduced in a provincial legislative instrument other than in retail sales tax legislation or its equivalent and whose primary purpose is to finance a regulatory scheme.
- 13.2 The Parliamentary Protective Service is exempt from paying any ancillary taxes, but agrees to pay any applicable regulatory charge. In the event that a regulatory charge applies, it will not be included in the firm price.

14 ORDER FORM

If the Parliamentary Protective Service wishes to acquire services pursuant to this Framework Agreement, the following terms and conditions will apply:

- 14.1 The Parliamentary Protective Service shall request services, using a Parliamentary Protective Service Purchase Order (PO).
- 14.2 It is understood and agreed that no contractual obligation exists until the Supplier's offer is accepted by the Parliamentary Protective Service in whole or in part by means of a PO. In addition, the liability of the Parliamentary Protective Service under this Framework Agreement shall be limited to the actual amount of services ordered under each PO and under no circumstances beyond the financial limitation specified herein unless otherwise agreed to between the parties and reflected with an amendment to this Framework Agreement or any resulting PO.
- 14.3 It is understood and agreed that the terms and conditions herein and as set out in as Appendix A, Terms and conditions for resulting Purchase Orders (as amended from time to time at the discretion of the Parliamentary Protective Service) shall apply to services covered by a PO.

15 PRICING

For the successful provision of the goods and services detailed herein, the Supplier shall be paid according to the pricing schedule of this Framework Agreement. The prices are excluded of any PST, QST, GST and HST taxes and should include all applicable Canadian customs and excise taxes, and are FOB Destination.

16 METHOD OF PAYMENT

- 16.1 Subject to the approval of the appropriate authority of the Parliamentary Protective Service, payment by the Parliamentary Protective Service for goods and/or services will be made within thirty (30) days following the date on which goods and/or services have been received in accordance with the terms and conditions of the agreement or within thirty (30) days following the date on which an invoice has been received by the Parliamentary Protective Service' Financial Management Operations, along with the substantiating documentation, whichever date is the later.
- 16.2 Final payment will not be made until all deliverables have been submitted and judged satisfactory by the Parliamentary Protective Service' Project Authority.
- 16.3 All invoices must indicate the above Framework Agreement number and any applicable PO number and are to be submitted by email to finance-finances@pps-spp.parl.gc.ca and/or to the PPS Project Authority named in Section 33.

17 CANCELLATION OF FRAMEWORK AGREEMENT

- 17.1 The Framework Agreement may be terminated at any time and for any reason by the Parliamentary Protective Service with a ten (10) working days written notice.
- 17.2 The Framework Agreement may be terminated in writing at the discretion of the Parliamentary Protective Service, without prior notice, if the Supplier is for any reason unable to provide the goods or services required under the Framework Agreement.
- 17.3 The Framework Agreement may be terminated at the discretion of the Parliamentary Protective Service if, during the term of the Framework Agreement all or any part of the property, goods or effects of the Supplier are at any time seized or taken in execution or by attachment or if the Supplier makes an unauthorized assignment or becomes bankrupt or insolvent.
- 17.4 Upon the termination of the Framework Agreement prior to the expiry date, the Supplier shall be entitled to be paid an amount that, by mutual agreement of both parties, is equal to the work performed by the Supplier for the Parliamentary Protective Service to the date of termination, less any amounts that have previously been paid to the Supplier and any expenses reasonably incurred.
- 17.5 In the event of termination, the Supplier must forthwith give to the Parliamentary Protective Service all completed work and work-in-progress, including all software, data, programs, systems documentation, research, reports, papers, materials and other information relating to the completed work and work-in-progress.

18 AMENDMENTS TO FRAMEWORK AGREEMENT

No modification to the Framework Agreement shall be valid unless it is in writing and signed by each party hereto. All proposed changes to the agreement must be submitted to the Parliamentary Protective Service' Contracting Authority identified in clause 33.

19 CONFIDENTIALITY

- 19.1 All information relating to the affairs of the Parliamentary Protective Service or of its employees, to which the Supplier, or any officer or servant of the Supplier, becomes privy as a result of the work to be done under the agreement must be treated as confidential during and after the performance of the services.
- 19.2 Upon expiry or termination of the Framework Agreement, if requested by the Parliamentary Protective Service, the Supplier agrees to destroy all documentation and expunge all data received by the Supplier or any officer or servant of the Supplier from the Parliamentary Protective Service during the period of the Framework Agreement.

20 INDEPENDENT SUPPLIER

It is the intention of the parties that the agreement is for the performance of services and/or the provision of goods and the Supplier is engaged as an independent Supplier providing goods and/or services to the Parliamentary Protective Service, and that neither the Supplier nor his/her employees, agents or

representatives are engaged as Parliamentary Protective Service employees, and are not subject to the terms and conditions of employment applicable to Parliamentary Protective Service employees.

21 ASSIGNMENT OF FRAMEWORK AGREEMENT

The Framework Agreement may not be assigned, sub-contracted or transferred in any manner by the Supplier without the prior written consent of the Parliamentary Protective Service' Contracting Authority and any assignment, subcontract, or transfer made without that consent is void and of no effect.

22 NO IMPLIED OBLIGATIONS

No implied obligation of any kind by or on behalf of the Parliamentary Protective Service shall arise from anything in the Framework Agreement, and the express covenants and agreements herein contained and made by the Parliamentary Protective Service are and shall be the only covenants and agreements upon which any rights against the Parliamentary Protective Service are to be founded; and, without limiting the generality of the foregoing, the Framework Agreement supersedes all communications, negotiations and prior arrangements, either written or oral, relating to the work and made prior to the execution date of the Framework Agreement.

23 PERFORMANCE

The Supplier will report the performance under the Framework Agreement to the Parliamentary Protective Service in whatever format and frequency the Parliamentary Protective Service may require.

24 CONFLICT OF INTEREST

- 24.1 No employees of the Parliamentary Protective Service shall be admitted to any share or part of the Framework Agreement or to any benefit arising there from.
- 24.2 The Supplier must not extend entertainment, gifts, gratuities, discounts or special services regardless of value to Parliamentary Protective Service employees or their families. The Supplier has the responsibility to report to the Parliamentary Protective Service any attempts by Parliamentary Protective Service employees, their families, to obtain such favours.

25 PUBLIC CEREMONY AND/OR ADVERTISING

- 25.1 The Supplier must not allow or permit any public ceremony in connection with the Framework Agreement.
- 25.2 The Supplier must not erect or permit the erection of any sign or advertising without the Parliamentary Protective Services' prior written consent.
- 25.3 The Supplier agrees not to use the name of the Parliamentary Protective Service, or any reference to the Parliamentary Protective Service, in any manner of advertising.

26 SECURITY REQUIREMENTS

- 26.1 The appropriate levels of personnel security screening will be required from all Supplier resources working with PPS information, PPS systems and assets, and/or on PPS premises.
- 26.2 The Supplier must not distribute or remove any PPS information or assets from the work site(s) except where approved in writing by the PPS Project Authority. All information provided to and developed by the Supplier will remain the property of PPS. The Supplier and its resources will not reproduce, use, divulge, release or disclose any PPS information they become aware of during the performance of work under this agreement.

27 DAMAGES TO PPS PREMISES

Where the performance of the work requires the presence of the Supplier's personnel on Parliamentary Protective Service premises, the Supplier must take the same care of the premises occupied as it would its own property and will be responsible for any damage to the Parliamentary Protective Service premises or equipment caused by the negligence of its officers, employees, representatives, or agents.

28 INDEMNIFICATION

The Supplier hereby undertakes to save harmless and agrees to indemnify the Parliamentary Protective Service and its employees against any liability whatsoever (including any claims, demands, losses, damages, costs, charges and expenses) that is incurred by the Parliamentary Protective Service and its employees as a direct or indirect result of the conduct of the Supplier, its agents, employees, representatives, or anyone acting on its behalf in the performance of this Framework Agreement.

29 PROPRIETARY RIGHTS

All software, data, programs, system documents, research, reports, papers, material and information owned by the Supplier and used in the performance of the services under this agreement are, and will remain, the property of the Supplier, unless otherwise agreed by both parties. All software, data, programs, system documents, research, reports, papers, material, information, trademarks, patents, copyrights and industrial designs arising out of the Supplier’s performance of its obligations under this agreement and paid for by the Parliamentary Protective Service under this agreement are the property of the Parliamentary Protective Service and neither the Supplier nor any officer, employee, representative, or agent of the Supplier shall divulge, release, or publish anything related to performance under this Framework Agreement without first obtaining the written permission of the Parliamentary Protective Service’s Project Authority.

30 LICENCES AND PERMITS

The Supplier will be solely responsible for obtaining from the regulatory authorities under whose jurisdiction it operates and to which it is subject, all approvals, licences, certificates or other requirements connected with the subject matter of this Framework Agreement, including licences to use copyrighted software in the performance of the work. The Supplier must, upon request, provide copies of any documents evidencing such approval, licences, certificates or other requirements to the Parliamentary Protective Service’s Project Authority.

31 ENVIRONMENTAL PRACTICES

The Supplier shall maintain or exceed the environmental practices indicated in its offer for the duration of the Framework Agreement.

32 REPRESENTATION

The Supplier and the Parliamentary Protective Service shall each appoint a representative to discuss any problems arising pursuant to the provisions contained in the Framework Agreement. The representative so appointed by the Parliamentary Protective Service shall be the Parliamentary Protective Service’ Project Authority as referred to in this Framework Agreement.

33 PARLIAMENTARY PROTECTIVE SERVICE AUTHORITIES

The following individuals shall act as the Parliamentary Protective Service’s respective authorities:

Project Authority	Contracting Authority
To be completed following agreement award.	Michael Shellard Deputy Chief Contracting Parliamentary Protective Service Procurement 155 Queen Street, Ottawa ON, K1A 0A6 E-mail: michael.shellard@pps-spp.parl.gc.ca
Enquiries (Primary Contact)	
Michael Shellard , Deputy Chief Contracting Parliamentary Protective Service Procurement 155 Queen Street, Ottawa ON, K1A 0A6 E-mail:michael.shellard@pps-spp.parl.gc.ca	

The preceding authorities may delegate their authority and act through their duly appointed representative.

34 SUPPLIER REPRESENTATIVES

The following individuals shall act as the Supplier’s representatives:

Contracting Signing Authority	Account Manager (Primary Contact)
To be completed following Agreement Award.	To be completed following Agreement Award.
Other	
To be completed following Agreement Award.	

35 NOTICE

All notices to the Parliamentary Protective Service, including a change to the Supplier's coordinates, must be provided in writing to:

Parliamentary Protective Service

Procurement

155 Queen Street,

Ottawa ON, K1A 0A6

E-mail: ppsc-aspp@pps-spp.parl.gc.ca

36 SUBSTITUTION OF PERSONNEL

36.1 When specific persons have been named in the Supplier's proposal, the Supplier shall provide the services of the persons so named unless the Supplier is unable to do so for reasons beyond its control.

36.2 If at any time the Supplier is unable to provide the services of any specific person named in the Framework Agreement, for reasons beyond its control, or if the Parliamentary Protective Service' Project Authority requires the replacement of any individual, the Supplier shall provide a replacement with similar qualifications and experience that is acceptable to the Parliamentary Protective Service' Project Authority

36.3 The Supplier shall, prior to replacing any specific personnel, give notice to the Parliamentary Protective Service' Project Authority of:

36.3.1 the reason for the removal of the named person from the Work (if such removal was not requested by the Parliamentary Protective Service); and

36.3.2 the name, qualifications and experience of the proposed replacement person.

37 FRAMEWORK AGREEMENT REFRESH

The Parliamentary Protective Service reserves the right to award agreement(s) to additional qualified suppliers, should the Parliamentary Protective Service determine, in its sole discretion, that such additional qualified suppliers are required to meet its requirements. The Parliamentary Protective Service may exercise this option at any time but will not do so more than once per year.

APPENDIX B – PRICING STRUCTURE FORM

APPENDIX B – PRICING STRUCTURE FORM

1 PRICING

1.1 Workplace Support Program/ Immediate support and On-site Critical incident Support

Item	Utilization Rates	Price per Employee				
		Y1	Y2	Y3	Y4	Y5
1.						
2.						
3.						
4.						
5.						
6.						

1.2 Workplace Learning and Awareness Sessions & Workshops

Item	Description	Unit	All-Inclusive Ceiling Rate				
			Y1	Y2	Y3	Y4	Y5
1.	Sessions of 45-60 minutes	Each					
2.	Half Day Workshops	Each					

1.3 Fitness and Wellbeing Program

Item	Description	Unit	Price per Employee				
			Y1	Y2	Y3	Y4	Y5
1.		Each					
2.		Each					

1.4 Primary Care / Telemedicine

Item	Description	Unit	Price per Employee				
			Y1	Y2	Y3	Y4	Y5
1.		Each					
2.		Each					

1.5 Trauma Assist Program for Operational Peace Officers / Front Line Employees

Item	Description	Unit	Price per Employee				
			Y1	Y2	Y3	Y4	Y5
1.		Each					
2.		Each					

1.6 Workplace Sleep Clinic Services

Item	Description	Unit	Price per Employee				
			Y1	Y2	Y3	Y4	Y5
1.	Cost per initial assessment	Each					
2.	Cost per follow up assessment	Each					
3.	Flat rate or hourly rate to provide stay-at-work recommendations to support the employer and the employees	Each					
4.	Awareness and training sessions on sleep hygiene and solutions when working within a shift-work setting	Each					

APPENDIX B – PRICING STRUCTURE FORM

5.	Flat rate or hourly rate to develop customized program on workplace sleep-related concerns.	Each					
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1.7 Definition of a Regular Business Day

A day is defined as seven (7.0) hours (exclusive of meals and breaks). Payment shall be for days actually worked with no provision for overtime, annual leave, statutory holidays and sick leave. Time worked which is more or less than a day shall be prorated to reflect actual time worked in accordance with the following formula:

$$\frac{\text{Hours worked} \times \text{per diem rate}}{7.0}$$

1.8 Parking fees and Gas Mileage

Parking and petrol mileage fees are the Bidder's responsibility; The Service won't be responsible for any costs relating to transportation and/or parking.

1.9 All Inclusive Ceiling Rates Disclaimer

PPS will not accept additional fees over and above the All-Inclusive Ceiling Rates included herein. The All-inclusive ceiling rates shall be valid for the initial five (5) year period of the agreement.

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1 TITLE

Employee and Family Assistance Program Services

2 PURPOSE

The Parliamentary Protective Service (the Service) is looking to qualify Bidders in each of the following streams:

Stream 1 – Workplace Support Program/ Immediate support and On-site Critical incident Support

Stream 2 – Workplace Learning and Awareness Sessions & Workshops

Stream 3 – Fitness and Wellbeing Program

Stream 4 - Primary Care / Telemedicine

Stream 5 – Workplace Sleep Clinic Services

3 BACKGROUND

The Parliamentary Protective Service (the Service) is responsible for physical security throughout the Parliamentary Precinct and the grounds of Parliament Hill. Service was established on June 23, 2015 as a statutory office by Royal Assent of Bill C-59, Economic Action Plan Act, No. 1.

The Service mission is to foster a culture that is founded on innovation, professionalism and operational excellence while respecting the privileges, immunities and powers of the respective Houses and balancing the needs of an open and accessible Canadian Parliament.

To do this, the Service brings together the former Senate and House of Commons Protection Services and the RCMP’s Parliament Hill Security Unit (PHSU) into a unified security service. This is a unionized workforce with two associations and one union. The Service is led by a Director and reports trilaterally to the Senate, House of Commons and the RCMP. For policy and administrative issues related to security services within the Parliamentary Precinct, the Service reports to the Speakers of the Senate and House of Commons. For all operational issues, the Director reports to the Commissioner of the RCMP through the Commanding Officer of National Division.

The Service has been adhering to the policy on worker health, safety, and wellness since it was adopted on June 15th, 2022. In addition to the recognised service streams mentioned, the Service wants to provide its employees with the Employee and Family Assistance Program (EFAP). The EFAP is a vital component

APPENDIX C – STATEMENT OF REQUIREMENTS

of the five (5) client institutions' wellness programs and is crucial to advancing work-life balance and elevating our organisations' reputations as desirable places to work.

4 DEFINITIONS

TERM/ACRONYM	DEFINITION
Eligible Users	Eligible Users of this agreement are: PPS Employees, their spouses/partners and their dependent children,; <input type="checkbox"/> full time, part time, long term, short term, seasonal certified, seasonal uncertified, and casual; <input type="checkbox"/> Former Eligible Users, their spouses/partners and their dependent children, whose employment is terminated for any reason other than just cause, will remain eligible for EFAP services for a period of twelve (12) months from the date of termination; <input type="checkbox"/> Coverage also includes employees who are on leave without pay, leave without pay due to illness or injury, maternity/paternity leave, seasonal layoff and educational leave; <input type="checkbox"/> Coverage for EFAP benefits excludes individuals on service contracts such as temporary help services, contractors, and unpaid volunteers.
Contracting Authority	The Contracting Authority shall be the sole authority on behalf of the Service for the administration and management of the FA. Any changes to the FA must be authorized in writing by the Contracting Authority. Bidders are not to perform work in excess of, or outside the scope of the FA based on written requests from any of the Service personnel other than the Contracting Authority. The Contracting Authority for this requirement is named in clause <u>34</u> of the Terms and Conditions.
Framework Agreement	An overarching agreement between the Service and a qualified Bidder to provide services on an as-and-when-requested basis. An FA does not constitute a Contract. Individual service requirements will be initiated via a PO document duly authorized by the PPS Representative. Upon acceptance of the PO by the Bidder, the PO forms a binding Contractual Commitment.
Service	Parliamentary Protective Service
Project Authority (PA)	A person, occupying a specific position within the Service or fulfilling a specific organizational function, who is responsible for administration and management of any POs and monitoring the Bidders' execution of the work under the FA, as well as acting as a single point of contact on behalf of the Service.
Purchase Order (PO)	Under a valid FA, a document prepared by the Service and issued by the PPS Representative to a Bidder, through which the Service will acquire the required services; and which will contain requirements for the provision of said services, which will be consistent with the SOW and may consist of any combination of the required services listed in 6.0 Scope of Work, and in accordance with the tasks associated with each Resource Category defined herein.
RCMP	Royal Canadian Mounted Police
SOW	Statement of Work
Bidders	The qualified Bidders selected pursuant to the competitive selection process, who under a valid FA are eligible to be considered for any resulting Purchase Order(s) based on the PO allocation process defined herein.

5 APPLICABLE DOCUMENTS AND GLOSSARY

5.1 Core Values

Because core values play such an essential role, the Service initiated an employee-led review of our Core Values. They represent our organization's deeply held beliefs, and they are at the heart of what we stand for. They are the compass that guide us in our decisions and actions.

APPENDIX C – STATEMENT OF REQUIREMENTS

Core Values
<p>Respect: We Value All People</p> <p>We value our colleagues, our partners, our clients, visitors to Parliament Hill and ourselves. We show the utmost appreciation for the dignity, diversity, and worth of all people. We value the different backgrounds, experiences, world views and expertise that each of us brings, recognizing that together our differences drive better decisions, increased innovation, stronger performance, and a culture where everyone can be themselves. We take pride in having a workplace that is inclusive, equitable and respectful.</p>
<p>Professionalism: We Value Professional Conduct</p> <p>As experts in our fields, no matter our role within the organization, we seek to achieve excellence in service provision by conducting our work with proficiency. We deliver on our mandate while applying the highest standards of behaviour and ethics.</p>
<p>Accountability: We Accept Responsibility</p> <p>We are responsible for our actions, and we foster an environment that encourages every person to be accountable. We take ownership for the quality of our work individually and as a team; our focus is on a successful outcome for all. When things don't go as planned, we proactively use it as an opportunity to share and learn.</p>
<p>Integrity: We Do What Is Right</p> <p>We perform our duties in an ethical, honest, transparent, non-partisan and fair manner. We show uncompromising adherence to doing the right thing and to acting truthfully and honourably. We act with integrity even in the absence of scrutiny.</p>
<p>Leadership: The Courage to Shape a Better Future</p> <p>We empower others by shaping an environment that allows us to achieve our objectives through our unique contributions. We inspire others into action by motivating each other to be the best that we can be. We demonstrate resiliency and flexibility, recovering from and quickly adjusting to difficulties. We are real, vulnerable, transparent human beings who speak the truth, value others' contributions, and invest in each other's growth. Leadership is the culmination and active practice of all our core values.</p>

5.2 The Service structure.

The Service structure represent 5 different sectors that are divided in branches. Below is a high level of the sectors' descriptions:

- The Office of the Director comprises the Director of the Service, the Executive Assistant to the Director, the Chief of Staff, the General Counsel, the Special Advisor, Diversity and Belonging, the Strategic Security Services, Operational Evaluation and Continuous Improvement, and the Departmental Security Branches. The Director provides strategic leadership and governance to help the organization achieve its strategic priorities/objectives and deliver on its mandate. The Director oversees the Service's daily administrative and protective operations on Parliament Hill and within the Precinct. The Director manages the organization's budgets and works in partnership with the Interim Clerk of the Senate, Clerk of the Parliaments, Deputy Clerk (Administration) of the House of Commons and the RCMP's National Division and policing partners within the National Capital Region.
- Operations Services: Led by the Chief Operations Officer, this is the core function of the Service and represents 85% of the Service workforce. The sector is providing protective services to parliamentarians, employees, visitors and buildings; controlling access to the Parliamentary Precinct; preventing, detecting and responding to potential threats; monitoring and responding to alarms within the Parliamentary Precinct; managing all operational communications; ensuring that Parliamentary traditions (e.g., Speaker's Parade and honour guard) are provided with necessary, uniformed resources as support.
- Human Resources Services: Led by the Chief Human Resources Officer, this sector is committed to supporting managers and employees throughout the Service. It is accountable for a range of human resources services that support and increase the effectiveness of the organization and employee lifecycle. Human Resources is responsible for talent acquisition and job evaluation services, compensation, and benefits programs, developing and administering programs that enhance employee experience and, in turn, foster employee engagement, Labour and Employee Relations, and Health, Safety and Wellness.
- Financial Services: Led by the Chief Financial Officer, this sector is responsible for corporate financial planning and administration. In this context, Financial Services provides advisory

APPENDIX C – STATEMENT OF REQUIREMENTS

services, high-quality products, and operational support in the areas of financial planning and administration, materiel and contract management to the Service and their staff.

- Technology and Information Services: Led by the Chief Information Officer, this sector provides information management, information systems and technology services to the Service. The Sector provides first-line guidance for information integrity and protection with respect to standards, classification, procedures, retention, and disposition of information assets; first-line support to identify business requirements, based on business processes, by finding, recommending and procuring solutions; and it also provides support throughout the entire organization for all IT-related issues, hardware and software procurement and infrastructure requirements. The Sector collaborates closely with numerous partners within the Service, across the Parliamentary Precinct, and with external Bidders to support the Service's mandate.
- Planning Services: Led by the Chief Planning Officer, this sector is responsible for wide range of long-term planning and strategic alignment initiatives that support the delivery of the Service's strategic direction and plan, including infrastructure, real property, business continuity, program delivery and review, corporate policy and corporate communications services.

5.3 Workforce

The Service encompasses a wide range of employees from various backgrounds, levels of education and specialization that are grouped into two (2) major areas of functions: Operational (represents 85% of the Service employees) and Administrative (represents 15% of the Service employees). Within those areas of functions, there are four (4) main categories: senior management, management, supervisory and employees.

Categories	Description	Operational	Administrative
Senior Management	The senior management support the strategic direction of the organization by mobilizing both administrative and operational business plans and programs that drive operational excellence through the delivery of corporate programs, activities, and initiatives.	Chief (Sector), Deputy Chief, Operations Commander	Chief (Sector), Deputy Chief
Management	Responsible with managing resources — whether financial, material, or personnel. Managers focus on determining “what” it is their branch or unit does (i.e., purpose, function, and roles). They have more insight into the broader operations of the business and make sure their branch or unit is aligned with the strategy of the organization. A middle manager can allocate resources to meet the organization’s goals. Within the Service, a manager may oversee employees directly, or oversee a team of supervisors.	Senior Manager, Staff Sergeant, Manager, Sergeant	Senior Manager, Manager
Supervisory	Comprised of front-line managers/supervisors, this category generally oversees a group of operational employees in similar jobs, who are doing similar work. First Level Managers/Supervisors are focused on day-to-day operations of “how” to implement management’s decisions in their team through the work of subordinates. They work alongside employees, look after their work and performance. This stream represents most of our supervisory population.	Supervisor, Corporal	Team Lead, Supervisor, Senior Advisor
Employees	Comprised mainly of front-line Operational employees (more than 80%). Operational employees work in the detection and protection to ensure the delivery of our organization’s mandate. Administrative employees comprise up to 20% of the workforce and support our mandate by providing services within Human Resources, Financial, Communications, Strategic Planning, Technology and Information services.	Protection Officer, Detection Officer, Driver, Inventory Specialist, Armourer, etc.	Senior Advisor, Advisor, Senior Analyst, Analyst, Administrative Coordinator, Support Officer

6 BUSINESS AND/OR TECHNICAL ENVIRONMENT

6.1 Business Environment

APPENDIX C – STATEMENT OF REQUIREMENTS

6.1.1 The Service's administration's regular core hours of operation are Monday to Friday, 8:00 a.m. to 5:00 p.m. Eastern Time; however, **the Service operates 24 hours a day, seven days a week.**

6.1.2 The Bidder must provide services to the Service within the Parliamentary Protective Service's regular hours of operation and must be available to attend meetings during those hours. In emergency situations, the Bidder may need to provide services outside regular core hours.

6.2 Technical Environment

It is the responsibility of the Bidder to ensure that all deliverables and services provided are in conformance with the Service's standard desktop operating software, currently, Microsoft Office Suite (including Word, Excel, and PowerPoint, Adobe Acrobat).

7 SCOPE OF WORK

7.1 Streams

The scope of work is divided into four streams:

- Stream 1 – Workplace Support Program/ Immediate support and On-site Critical incident Support
- Stream 2 – Workplace Learning and Awareness Sessions & Workshops (group, individual, on-site, virtual)
- Stream 3 – Fitness and Wellbeing Program
- Stream 4 - Primary Care / Telemedicine
- Stream 5 – Workplace Sleep Clinic Services

The process governing the request for all streams will be enacted through a number of POs upon request and when a need arises. The Bidders and/or its resource(s) will facilitate/deliver components as identified under each stream, separately, in both official languages. As applicable, a quotation will be requested and approved by the PPS Representative prior to issuing a PO.

The Service makes no commitment or representation that a minimum level of business or any level of business will result from this FA. Service does not imply nor warrant that it will require the Bidder's services.

7.1.1 **Stream 1 – Workplace Support Program/ Immediate support and On-site Critical incident Support**

The Parliamentary Protective Service requires services that are tailored to the needs of the personnel and a prompt response from the provider in the event of a sudden request. The Services requires an EFAP through which employees and their families can resolve personal, social, financial, legal or health problems.

Counsellor requirements

- Counsellors must be registered with the appropriate provincial and federal licencing.

Access to diverse safe counsellors upon employees request or according to the type of counselling support needed.

- Including racialized and LGBTQ2S+ safe counsellors

Mandatory/formal referral Service

- Designed to help the employee meet workplace standards and expectations by addressing identified concerns and achieving the desired outcomes.
- The therapist may recommend an appropriate course of action that will help the employee resolve the identified difficulties.
- The employee's attendance and compliance will be reported on to the employer.

Crisis help on-site and Virtually.

- Non-crisis supports on-site and Virtually.
- EFAP promotional activities on-site and Virtually.
- Expert consultation/advisory services for managers and supervisors and Virtually.
- Tailored Trauma Assist Program for Operational Frontline Employees.
- Key Person/Supervisor Support Line.
- Advise line for supervisors/managers/union representatives to allow key persons to contact a counsellor at any time for a consultation related to situations at work.
- Substance Abuse prevention and/or relapse prevention program.

Continuous counselling for the following:

- Family and marital issues;
- Work and personal/family balance;

APPENDIX C – STATEMENT OF REQUIREMENTS

- Personal and emotional difficulties;
- Depressions, anxiety and post traumatic stress;
- Workplace stress;
- Alcohol and drug misuse;
- Grief and bereavement issues;
- Childcare/eldercare issues;
- Legal issues (advice and counselling, not legal representation);
- Debt/financial counselling;
- Career counselling (which includes an analysis of interests, preparation for career transition, and Resources to assist Clients in preparing resumes, and preparing for interviews);
- Pain management;
- Sexual abuse;
- Anger management;
- Bullying;
- Workplace trauma.

Tailored Trauma Assist Program for Operational Frontline Employees:

- Accessible early intervention services to treat symptoms, and build coping skills and resilience; flexible to adapt to the specific needs of the operational frontline employee.
 - Provides employees with multiple confidential access points to professional Post Traumatic Stress (PTS) support
 - Provide access to a specialized network of counsellors and supervisors that have been selected for their experience and expertise in PTS and PTSD
 - Mitigates disability claims and potentially loss of life
- PPS employees must be able to contact the Bidder's call centre, through an established intake mechanism (i.e. telephone or email) to initiate a request for service.

7.1.2 Stream 2 – Workplace Learning and Awareness Sessions & Workshops

The Service requires Workplace Learning and Awareness Sessions & Workshops tailored to PPS operational and administrative employees. They must meet these expectations;

Insights into the future of work/wellness in the workplace

- Employee expectations and engagement
- Organization's needs and goals around leadership skills, mental health and wellbeing
- Ongoing availability for group, individual, on-site and virtual activities

Rather than a series of "one-and-done" activities, PPS is looking for an effective workplace learning to allow ongoing strategic endeavour to influence behaviour, foster employee engagement, and meet organisational objectives.

- Topics and scheduling will be determined in advance between PPS and the Bidder. Topics include and are not limited to;
- Work and personal/family balance;
- Stress management;
- Time management;
- Relaxation techniques;
- Healthy eating;
- Maintaining a positive outlook;
- Active living;
- Caring for the caregiver;
- Mental health;
- Grief and bereavement;
- Childcare/eldercare;
- Pain management.

7.1.3 Stream 3 – Fitness and Wellbeing Program

The Service requires online services providing support on Fitness and Wellbeing Program for employees.

- Access to virtual fitness advice, coaching and training program
- Access to virtual platform for fitness activities
- Appointment-based nutritionist services which help optimize well-being, including nutritional consultations.

APPENDIX C – STATEMENT OF REQUIREMENTS

7.1.4 Stream 4 - Primary Care / Telemedicine

The Service requires services that would give access to online Primary Care Services such as ;

- Medical care that can be accessed virtually to reduce wait times and unnecessary in-person appointments.
- Care advocates Services
- 24/7 access to care with general practitioners available to talk the day of the request or within a pre-established timeframe.
- Provides acute care, ongoing health issues, quick advice and/or prescriptions for common conditions that can be sent directly to local pharmacies.
- Primary care platform and services to provide users with solutions for mental health counselling, care, support and referral to other clinical resources when needed.
- Clinicians or Health Professionals must be registered with the appropriate provincial and federal licencing.

7.1.5 Stream 5 - Workplace Sleep Clinic Services

The Service requires workplace sleep clinic services to promote better sleep health, well-being and support its stay-at-work program which would thereby increase productivity and overall employee satisfaction while also reducing absenteeism. The services must meet the following expectations:

- Establish a partnership with reputable sleep clinic(s) to provide comprehensive sleep assessment and treatment services
- Assessment and treatment must be available within the national capital region. Virtual services may be considered if/when acceptable to do so, based on the treatment or assessment being conducted.
- Ability to conduct sleep clinics on-site or at a designated location, ensuring convenient access for employee will be considered an asset.
- Identify and address sleep disorders, such as insomnia, sleep apnea, narcolepsy or any other sleep disorders, including shift-work related sleep disorders, through accurate diagnosis and appropriate treatment plans.
- Provide stay-at-work recommendations to the employer, when appropriate, to support the employee in reducing absenteeism and maintaining or reintegrating shift-work.
- Educate employees about the importance of sleep hygiene, including sleep hygiene and solutions when working within a shift-work setting, and provide them with tools and strategies to improve their sleep quality.
- Offer a broad range of treatment modalities, such as cognitive-behavioral therapy for insomnia (CBT-I), continuous positive airway pressure (CPAP) therapy, or medication management.
- Adherence to established provincial or federal quality assurance protocols and accreditation standards or, other relevant organizations.
- Capacity to collaborate with the Service's Health, Safety and Wellness Branch to develop customized programs, provide progress reports, and address specific workplace sleep-related concerns.

8 DELIVERABLES**8.1 Streams**

Stream 1: Workplace Support Program/ Immediate support and On-site Critical incident Support
 Stream 2: Workplace Learning and Awareness Sessions & Workshops
 Stream 3: Fitness and Wellbeing Program
 Stream 4: Primary Care / Telemedicine
 Stream 5: Workplace Sleep Clinic Services

APPENDIX C – STATEMENT OF REQUIREMENTS

Deliverable	Description	Acceptance Criteria	Due Date
Quarterly Reporting	<p>The Bidder shall provide a report providing analysis of various categories of information on the number of cases, types of Eligible Users using the program and the types of problems being presented.</p> <p>Reports shall include the following :</p> <ul style="list-style-type: none"> ✓ Overall utilization rates and average number of service hours per case; ✓ Demographic data of program users; ✓ Breakdown of the services provided, detailing the number of cases by type of issue; ✓ Results of satisfaction surveys; ✓ Website visitor tracking information to identify most accessed topics and tools; ✓ Breakdown of the service delivery mechanisms (in-person counselling, telephone counselling, online, etc); and ✓ Utilization rate history where data for multiple years is available. 	<p>The Bidder shall provide reports to PPS on a quarterly basis.</p> <p>The report shall be Provided electronically in a .pdf format.</p> <p>Submitted reports are subject to the review and acceptance of PPS.</p>	<p>Within thirty (30) days of the end of the previous quarter.</p>
Annual Report	<p>The Bidder shall provide a report providing analysis of various categories of information on the number of cases, types of Eligible Users using the program and the types of problems being presented.</p> <p>Reports shall include the following :</p> <ul style="list-style-type: none"> ✓ Overall utilization rates and average number of service hours per case; ✓ Demographic data of program users; ✓ Breakdown of the services provided, detailing the number of cases by type of issue; ✓ Results of satisfaction surveys; ✓ Website visitor tracking information to identify most accessed topics and tools; ✓ Breakdown of the service delivery mechanisms (in-person counselling, telephone counselling, online, etc); and, ✓ Utilization rate history where data for multiple years is available. 	<p>The Bidder shall provide reports to PPS on a Annual basis.</p> <p>The report shall be Provided electronically in a .pdf format.</p> <p>Submitted reports are subject to the review and acceptance of PPS.</p>	<p>Within thirty (30) days of the end of the service year.</p>

APPENDIX C – STATEMENT OF REQUIREMENTS

Deliverable	Description	Acceptance Criteria	Due Date
Monthly Utilization Report	<p>With the monthly invoice, the Bidder shall provide a report of the utilization and associated costs.</p> <p>The Monthly utilization reports may be customized by the Bidder. Depending on the tracking tools available, the report may include the following items:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The monthly utilization rate; <input type="checkbox"/> The number of: <ul style="list-style-type: none"> o New cases, o On-site crisis counselling sessions, o On-site non-crisis counselling sessions, and o Management consulting sessions provided; <input type="checkbox"/> The number of services that are counted at a ratio other than 1:1; <input type="checkbox"/> The number of website hits and a breakdown of the most frequently visited web pages; The number of requests for self-learning and resource material, and the type/topics of the material requested; <input type="checkbox"/> The number of online self-assessments completed and a breakdown of the type of assessments completed; <input type="checkbox"/> The number of website downloads and a breakdown of the topics. 	The Bidder shall provide this information with the monthly invoices.	Within ten (10) working days of the end of the month in which services were provided.
Client Satisfaction	<p>The Bidder shall ensure that client satisfaction is maintained and monitored by:</p> <ul style="list-style-type: none"> a) Issuing a client satisfaction survey to each Eligible User after a service is used; b) Summarize the results of the client satisfaction surveys 	The Bidder shall Provide an electronic copy of the client satisfaction survey results. The electronic copy of the survey shall not contain any names or other personal information.	Within thirty (30) days of the end of the quarter.

8.2 Stream 2 – Workplace Learning and Awareness Sessions & Workshops

Deliverable	Description	Acceptance Criteria	Due Date
On-site Awareness Sessions	The Bidder shall maintain a minimal availability of fifteen (15), forty-five (45) to sixty (60) minute Learn at Awareness Sessions on a variety of health and wellness topics.	<p>The Bidder shall provide PPS with an electronic copy of the course outlines/descriptions for the available at the Awareness Sessions.</p> <p>The Bidder shall confirm the availability of proposed presenters in advance.</p>	<p>Within thirty (30) days of receiving the service request.</p> <p>Within fifteen (15) working days of receiving the request.</p>

APPENDIX C – STATEMENT OF REQUIREMENTS

Deliverable	Description	Acceptance Criteria	Due Date
On-site Wellness Workshops	The Bidder shall maintain a minimum availability of fifteen (15) half (½) day or full day workshops on a variety of health and wellness topics.	The Bidder shall provide with an electronic copy of the course outlines/descriptions for the available Wellness Workshops The Bidder shall confirm the availability of proposed presenters in advance.	Within thirty (30) days of receiving the service request. Within fifteen (15) working days of receiving the request.

9 SERVICE TIMELINES

The Service has a requirement for Employee and Family Assistance Program Services & Health and Wellness on a continuous and as required basis.

10 WORK ALLOCATION PROCEDURE

The Service may choose to request a proposal for the services requested in the RFP (independently or any combination of service) as per the following;

- ✓ PPS Representative will prepare a SOW for the requirement;
- ✓ PPS Representative will seek proposals from one or more Bidders by incorporating the SOW to an email and sending it to the selected qualified Bidder(s);
- ✓ Proposal(s) are to be received by the PPS Representative within seventy-two (72) hours of the Service’s issuance of the email to the Bidder;
- ✓ In discussion with the Bidder, the PPS Representative will adapt the course outline to reflect its needs;
- ✓ Once the PPS Representative or designated authority has determined the successful Bidder, a PO will be created and sent to the Bidder for commencement of work;
- ✓ The Bidder must not commence work until they are in possession of a signed PO; and
- ✓ Once the PO has been issued, the PPS Representative will contact the Bidder to initiate the kick-off meeting.

11 BIDDER RESPONSIBILITIES

In fulfilling the terms and conditions of the FA, the Bidder agrees to:

- ✓ Be capable of commencing work within ten (10) calendar days following receipt of a PO;
- ✓ Be available for the completion of the entire PO;
- ✓ Confirm with the PPS Representative, in writing, the receipt and successful completion of all PO requests;
- ✓ Provide a work plan, schedule and confirmation of any previously provided estimates of all costs/prices, prior to commencement of work;
- ✓ Complete tasks according to pre-defined schedules and standards, as outlined in each PO;
- ✓ As required, liaise with the PPS Representative and any key stakeholders identified by the PPS Representative for meetings, project reviews and other related project management support activities.

12 SERVICE’ RESPONSIBILITIES AND SUPPORT

The Service Contracting Authority, as defined in 4.0, Definitions and Applicable Documents, is named in the FA Terms and Conditions (clause 34, Parliamentary Protective Services Authorities).

The Service Project and Technical Authorities, as defined in 4.0, Definitions and Applicable Documents, will be named within resulting POs.

Requests for EFAP Services:

- Eligible Users from PPS will contact the Supplier directly, through an established intake mechanism (i.e. telephone, email or mobile device) to initiate a request for service.

13 BIDDER EXPERIENCE and REQUIREMENTS

13.1 Stream 1 – Workplace Support Program/ Immediate support and On-site Critical incident Support

The Bidder must be able to provide proof of experience in the following requirements:

- Have a Canadian national twenty-four (24) hour, seven-day-per-week bilingual toll-free telephone service for use by all Eligible Users and their families.

APPENDIX C – STATEMENT OF REQUIREMENTS

- Have the capacity to initiating contact and acknowledge the request for assistance within twelve (12) hours following the Client's request for service.
- Have the capacity to schedule appointments for crisis situations within twenty-four (24) hours following the Client's request for service.
- Have the capacity to schedule appointments or interventions for non-crisis situations within seventy-two (72) hours of the Client's request for service.
- Have experience in providing all EFAP services in either official language of Canada, as required, based on service requirements.
- Have experience in providing short term counselling services of up to six (6) hours, excluding case management and administration time.
- In the event of a pandemic situation affecting Canada, or a crisis situation affecting the NCR , ensuring that Eligible Users covered by this agreement are provided with priority status, and given the right of precedence over other organizations for counselling sessions;
- Capacity to provide long term counselling, providing referrals to appropriate external professionals or community resources. When requested, the eligible user will provide the Bidder with insurance information to facilitate coverage through the eligible user benefit plan.
- Selecting, hiring and supervising professional and consulting resources in locations which are convenient to Eligible Users such that no Eligible User should have to commute more than 100 kilometres to obtain the services of such resources.
- Providing quick on-site support to individuals or groups following a crisis or traumatic event.
 - Situations where this service is required include; lockdown situations, hostage taking, the
 - Death of a co-worker, co-worker with a critical illness or injury, layoff, or termination due to workforce adjustment.
- Providing bilingual On-site Crisis/Trauma support services on short notice, as-and-when required. The Bidder shall schedule On-site Crisis/Trauma support appointments within four (4) hours of the request being received.
- Providing the following service delivery models: face to face counselling; telephone counselling; e-counselling; video chat counselling and a website (aps and other mobile services) with online services such as resources and information; and self-tests.
- Providing Subject Matter Expertise which are not defined but fall in scope of the requirements herein. As applicable, a quotation will be requested and approved by the PPS.
- Services must include ongoing access to racialized and LGBTQ2S+ counsellors.

13.2 Stream 2 – Workplace Learning and Awareness Sessions & Workshops

The Bidder shall provide a variety of forty-five (45) to sixty (60) minute sessions on a variety of health and wellness topics. Each Workplace Awareness Session shall be delivered in two (2)

- individual sessions in French and/or English, as required.
- In providing the On-site Awareness Sessions, the Bidder's responsibilities shall include, but not necessarily be limited to the following:
 - Providing flexible Awareness Sessions of 45-60 minutes in duration.
 - Providing Awareness Sessions on a variety of health and wellness topics;
 - Providing Awareness Sessions individually, in both French and English.
 - Providing all required resources and material (e.g. slides, binders, booklets) to deliver the
- Providing all written/electronic material and documentation in both French and English, as required.
- Providing copies of the presentation material, summarizing the key issues and categories covered.

13.3 Stream 3 – Fitness and Wellbeing Program

- The Bidder must indicate how many years of experience they have delivering/providing access to Fitness and Wellbeing Program
- The Bidder must indicate the capacity to provide and deliver a Fitness and Wellbeing program in both French and English.

13.4 Stream 4 - Primary Care / Telemedicine

- The bidder must indicate how many years of experience they have provided Primary Care and Telemedicine Services
- The Bidder must indicate the capacity to provide and deliver a Primary Care and Telemedicine Services in both French and English.
- Have a Canadian national twenty-four (24) hour, seven-day-per-week bilingual toll-free telephone service for use by all Eligible Users and their families.
- Have the capacity to initiating contact and acknowledge the request for assistance within twelve (12) hours following the Client's request for service.
- Have the capacity to schedule appointments within ten (10) working days following the Client's request for service.

APPENDIX C – STATEMENT OF REQUIREMENTS

- Have experience in providing all EFAP services in either official language of Canada, as required, based on service requirements.
- Services must include ongoing access to racialized and LGBTQ2S+ health professionals.

13.5 Stream 5 – Workplace Sleep Clinic Services

- The bidder must indicate how many years of experience they have in providing workplace sleep clinic services.
- The Bidder must indicate the capacity to provide and deliver services in both French and English.
- The bidder must indicate the capacity to provide assessment and treatment within the national capital region. Virtual services may be considered if/when acceptable to do so, based on medical requirements and information/services provided.
- Have the capacity to initiating contact and acknowledge the request for assistance within forty-eight (48) hours following the Client's request for service.
- Have the capacity to schedule the initial assessment within four (4) weeks of the request.
- Ability to provide convenient access to services for employees, considering factors such as on-site availability, flexible scheduling, and multiple clinic locations.
- Capacity to deliver prompt assessments and treatments services.
- Provide personalized treatment plans outlining recommended intervention therapies along with stay-at-work and shift-work reintegration strategies to the employee and employer.
- Maintain accurate and reliable diagnostic equipment, conduct sleep studies using standardized procedures, and ensure data privacy and security.
- Availability and effectiveness of the clinic's educational resources, such as workshops, seminars, or online materials, aimed at promoting sleep hygiene and improving sleep quality.
- Capacity to provide various pricing structure and cost-effectiveness of the sleep clinic's services to offer various assessment and treatment package options.
- Compliance with relevant legal and regulatory requirements.
Ability to conduct workshops and training sessions to educate employees about the importance of sleep and strategies for improving sleep quality.

14 REPLACEMENT OF RESOURCE(S)

- Should the Bidder at any time be unable to provide the services of a named resource(s), the Bidder shall be responsible for providing replacement resources at the same cost, who must be of equivalent or greater ability or attainment, and whom must be acceptable to the PPS Representative.
- Resource replacements may be undertaken by the Bidder only under extenuating circumstances, and only with prior written approval from the PPS Representative. Resource replacement shall be considered only in circumstances such as: lengthy illness, maternity leave, unresolvable working relationships, and an employee leaving the Firm. The suitability of proposed replacement resources will be at the exclusive discretion of the PPS Representative.
- In advance of the date upon which any replacement resource(s) are to commence work, the Bidder must notify the PPS Representative, in writing, of the reason for the unavailability of the named resource(s). The Bidder must then provide to the PPS Representative the name(s) and detailed CV of the proposed replacement resource(s), describing their qualifications and experience. Proposed replacement resource(s) shall meet or exceed the experience, education, knowledge, skills and abilities, and security clearance requirements of the resource(s) they are proposed to replace. Proposed replacement resource(s) may be interviewed by the PPS Representative to ensure the suitability of the resource(s)'s experience and qualifications. Should the proposed replacement resource(s) not meet or exceed the ability/attainment of the resource(s) they are proposed to replace, the Service reserves the right to refuse the proposed replacement resource(s).
- Under no circumstances shall the Bidder allow performance of the services by a replacement resource that has not been duly authorized by the PPS Representative.
- Any cost associated with the replacement of the Bidder resource(s) shall be entirely at the Bidder's expense.

15 LOCATION OF WORK

Services will occur at the Bidder premises, within the National Capital Region as defined by the National Capital Act (<http://laws-lois.justice.gc.ca/eng/acts/N-4/FullText.html>).

All Services and Assessments will normally be conducted on site, at Parliamentary Precinct buildings, within the National Capital Region or/and on-line.

There is a possibility that geographical areas outside the National Capital Region as defined above may be added in the future. The provision of services in these geographical areas would be managed through a refresh of the Standing Offer.

16 LANGUAGE OF WORK

The Bidder and/or Bidder's resource(s) **must** be able to communicate in both **English and French**. Documentation, including the briefings and the summaries, may be delivered in English, French or both, depending on the needs of each requirement. Language requirements will be further stipulated within any resulting PO.

17 REPORTING AND COMMUNICATION

Specific reporting requirements will be stipulated within any PO issued to the Bidder, and may include, but are not limited to, any of the following:

- ✓ Timesheet reports;
- ✓ Hourly rate for on-site coaching & report;
- ✓ Hourly rate for virtual coaching & report;
- ✓ Invoicing reports;
- ✓ Status progress reports;
- ✓ Outcomes/results report; and
- ✓ Other related reporting.

Reporting requirements will vary based on the applicable resource category and level, and the timing of any required reports will be specified within the PO.

At a minimum, the Bidder shall be responsible for facilitating and maintaining regular communication with the PPS Representative, or their designate, throughout the duration of the FA. In addition, the Bidder shall immediately notify the PPS Representative of any issues, problems, or areas of concern in relation to any work completed under a PO as they arise.

18 SECURITY REQUIREMENTS

The Bidder's proposed resource must obtain a valid security clearance with the Service prior to being awarded the contract and it must be maintained for the duration of the contract.

- The Service will perform personal screening at the site access clearance level, for Bidder resources working on-site at Service premises.
- The Bidder shall treat all information taken off-site as Protected B.
- The Bidder must not distribute or remove any Service information or assets from the work site(s) except where approved in writing by the PPS Representative. All information provided to and developed by the Bidder will remain the property of Service.
- The Bidder shall be required to sign a non-disclosure form prior to commencing work.

APPENDIX D – PROPOSAL SUBMISSION FORM

APPENDIX D – PROPOSAL SUBMISSION FORM

1 BIDDER INFORMATION

Please fill out the following form, and name one person to be the contact for the proposal and for any clarifications or amendments that might be necessary.	
Bidder Profile:	
Full Legal Name of Bidder*:	
Any Other Relevant Name under Which the Bidder Carries on Business:	
Street Address:	
City, Province/State:	
Postal Code:	
Phone Number:	
Fax Number:	
Company Website (If Any):	
RFP Point of Contact:	
RFP Contact Person and Title:	
RFP Contact Phone:	
RFP Contact Facsimile:	
RFP Contact E-mail:	

*In the case of a Consortium or Joint Venture, in addition to indicating who the prime supplier will be, Bidders must name the other parties that comprise the consortium or joint venture and their legal relationship. If Bidders plan to use subcontractors, the names of their subcontractors must be listed as well.

2 ACKNOWLEDGMENT OF NON-BINDING PROCUREMENT PROCESS

The Bidder acknowledges that this procurement process will be governed by the terms and conditions of the RFP, and that, among other things, such terms and conditions confirm that this procurement process is not intended to create and does not create a Contract A bidding process nor any contractual or other legally enforceable obligations, and that there will be no legal relationship or obligations created until the Parliamentary Protective Service and the selected Bidder have executed a written agreement.

3 ABILITY TO PROVIDE DELIVERABLES

The Bidder has carefully examined the RFP documents and has a clear and comprehensive knowledge of the deliverables required under the RFP. The Bidder represents and warrants its ability to provide the deliverables required under the RFP in accordance with the requirements of the RFP for the prices set out in the Appendix C - Pricing Structure Form. The Bidder has provided a list of any subcontractors to be used to complete the proposed agreement. The Bidder encloses herewith as part of the proposal the mandatory forms set out below:

FORM	INITIAL TO ACKNOWLEDGE
Proposal Submission Form	
Pricing Structure Form	

Notice to Bidders: There may be forms required in the RFP other than those set out above. See the Mandatory Criteria section of the RFP for a complete listing of mandatory forms.

4 NON-BINDING PRICE ESTIMATES

The Bidder has submitted its prices in accordance with the instructions in the RFP and in the Pricing Structure Form set out in Appendix C. The Bidder confirms that the pricing information provided is accurate. The Bidder acknowledges that any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact the acceptance of its proposal or its eligibility for future work.

5 ADDENDA

The Bidder has read and accepted all addenda issued by the Parliamentary Protective Service. The onus remains on Bidders to make any necessary amendments to their proposal based on the addenda. The Bidder confirms that it has received all addenda by listing the addenda numbers or, if no addenda were issued, by writing the word "None" on the following line:

_____.

APPENDIX D – PROPOSAL SUBMISSION FORM

6 PROHIBITED CONDUCT

The Bidder declares that it has not engaged in any conduct prohibited under clause 7 of Part 3 – Terms and Conditions of the Procurement Process, Conflict of Interest and Prohibited Conduct.

7 CONFLICT OF INTEREST

For the purposes of this clause, the term “Conflict of Interest” means:

- 7.1 in relation to the procurement process, the Bidder has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to:
7.1.1 having, or having access to, confidential information of the Parliamentary Protective Service in the preparation of its proposal that is not available to other Bidders;
7.1.2 communicating with any person with a view to influencing preferred treatment in the RFP process (including but not limited to the lobbying of decision makers involved in the RFP process); or
7.1.3 engaging in conduct that compromises, or could be seen to compromise, the integrity of the RFP process; or
7.2 in relation to the performance of its contractual obligations contemplated in the agreement that is the subject of this procurement, the Bidder’s other commitments, relationships or financial interests:
7.2.1 could, or could be seen to, exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement; or
7.2.2 could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations.

If the box below is left blank, the Bidder will be deemed to declare that (a) there was no Conflict of Interest in preparing its proposal; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the RFP.

Otherwise, if the statement below applies, check the box.

- [] The Bidder declares that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the Bidder foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.

If the Bidder declares an actual or potential Conflict of Interest by marking the box above, the Bidder must set out below details of the actual or potential Conflict of Interest:

Four horizontal lines for providing details of the actual or potential Conflict of Interest.

The following individuals, as employees, advisors, or in any other capacity (a) participated in the preparation of our proposal; AND (b) were employees of the Parliamentary Protective Service and have ceased that employment within twenty-four (24) months prior to the Submission Deadline:

Table with 8 rows: Name of Individual, Job Classification, Service Area, Last Date of Employment with the Parliamentary Protective Service, Name of Last Supervisor, Brief Description of Individual’s Job Functions, Brief Description of Nature of Individual’s Participation in the Preparation of the Proposal.

(Repeat above for each identified individual)

The Bidder agrees that, upon request, the Bidder will provide the Parliamentary Protective Service with additional information from each individual identified above in the form prescribed by the Parliamentary Protective Service.

8 DISCLOSURE OF INFORMATION

The Bidder hereby agrees that any information provided in this proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or if required by order of a court or tribunal. The Bidder hereby consents to the disclosure, on a confidential basis, of this proposal by the Parliamentary Protective Service to the Parliamentary Protective Service’s advisors retained for the purpose of evaluating or participating in the evaluation of this proposal.

Signature of Witness Signature of Bidder Representative

Name of Witness Name and Title

APPENDIX D – PROPOSAL SUBMISSION FORM

Date:

I have authority to bind the Bidder and attest to the accuracy of the information provided in this proposal.

APPENDIX E – EVALUATION CRITERIA COMPLIANCE

1 EVALUATION CRITERIA COMPLIANCE

- 1.1 Each proposal will be evaluated separately, against the Evaluation Criteria contained herein.
- 1.2 It is the Bidder’s responsibility to ensure that their proposal provides sufficient evidence for the Service Evaluation Team to assess the compliance of the proposal with the criteria listed in this RFP.
- 1.3 Selection and evaluation is based on a “rules of evidence” approach, such that the Bidder’s proposal is the sole demonstration of the Bidder’s capacity to fulfill the requirement, as described within the RFP. No prior knowledge of or experience with the Bidder on the part of the Service Evaluation Team will be taken into consideration.
- 1.4 Bidders must include any reference material they wish to be considered for evaluation within their proposal. Any material or documents outside the proposal will not be considered. Should a Bidder wish to provide screen shots of its website for evaluation, copies or printouts of website material should be included within the proposal. URL links to the Bidder’s website will not be considered by the Service Evaluation Team.
- 1.5 Proposals will be evaluated in accordance with the following four (4) stages:
Stage I - Bidders will be evaluated on the basis of the Mandatory Criterion.
Stage II – Bidders who have met all of the Mandatory Criteria will be evaluated on the basis of the Rated Criteria.
Stage III - Bidders will then be evaluated on the basis of their Financial offer and ranked in order from highest to lowest based on overall evaluated score.
Stage IV – Bidders’ resources will be interviewed in order from highest ranked to determine the best fit for the requirement.
- 1.6 The Service will make its selection based on the resource who is deemed to provide the best-fit with account being given to their overall evaluated score.

2 EVALUATION TABLES

Bidders are asked to complete the following Evaluation Tables below and Response Template (Appendix B) and submit with their proposal. The Evaluation Tables (below, Mandatory and Rated) will be used by the Service Evaluation Team to find the required information in the Bidder’s proposal. Bidders should include information on where within their proposal evidence can be found to support their compliance with each individual criterion.

3 FINANCIAL EVALUATION AND TECHNICAL EVALUATION

- 3.1 The Bidder’s **Technical** proposal is worth seventy (70%) of the overall point total. The Bidder’s **Financial** proposal is worth thirty (30%) of the overall point total.
- 3.2 Bidders must complete the Pricing Structure Form in Appendix C, Pricing Structure. Pricing will be scored based on a relative pricing formula using the methodology set out below in 3.3.
- 3.3 Each Bidder will receive a percentage of the total possible points allocated to price by dividing that Bidder’s total estimated price into the lowest bid total estimated price. For example, if a Bidder’s offered price is \$120.00 and that is the lowest bid price, that Bidder receives 100% of the possible points (120/120 = 100%). A Bidder who offers a price of \$150.00 receives 80% of the possible points (120/150 = 80%), and a Bidder who offers a price of \$240.00 receives 50% of the possible points (120/240 = 50%).

Lowest rate
----- x Total available points = Score for offer with second-lowest rate
Second-lowest rate

Lowest rate
----- x Total available points = Score for offer with third-lowest rate
Third-lowest rate

And so on, for each offer.

APPENDIX E – EVALUATION CRITERIA COMPLIANCE

STREAM 1: Workplace Support Program/ Immediate support and On-site Critical incident Support TABLE 1 – MANDATORY CRITERION (STAGE I) Bidders must meet the following Mandatory Criterion in order to be considered on the basis of the Rated Criterion. Proposals failing to meet the Mandatory Criterion will be deemed non-compliant and will not be considered further.		
#	Description of Criterion	Bidder's Proposal Reference (compliance matrix)
M1	The Bidder must be able to provide proof of experience in the following requirements: <ul style="list-style-type: none"> <input type="checkbox"/> Have a Canadian national twenty-four (24) hour, seven-day-per-week bilingual toll free telephone service for use by all Eligible Users and their families. <input type="checkbox"/> Have the capacity to initiating contact and acknowledge the request for assistance within twelve (12) hours following the Client's request for service. <input type="checkbox"/> Have the capacity to schedule appointments for crisis situations within twenty-four (24) hours following the Client's request for service. <input type="checkbox"/> Have the capacity to schedule appointments or interventions for non-crisis situations within seventy-two (72) hours of the Client's request for service. <input type="checkbox"/> Have experience in providing all EFAP services in either official language of Canada, as required, based on service requirements. <input type="checkbox"/> Have experience in providing short term counselling services of up to six (6) hours, excluding case management and administration time. <input type="checkbox"/> In the event of a pandemic situation affecting Canada, or a crisis situation affecting the NCR , ensuring that Eligible Users covered by this agreement are provided with priority status, and given the right of precedence over other organizations for counselling sessions; <input type="checkbox"/> Capacity to provide long term counselling, providing referrals to appropriate external professionals or community resources. When requested, the eligible user will provide the Bidder with insurance information to facilitate coverage through the eligible user benefit plan. <input type="checkbox"/> Providing bilingual On-site Crisis/Trauma support services on short notice, as-and-when required. The Bidder shall schedule On-site Crisis/Trauma support appointments within four (4) hours of the request being received. <input type="checkbox"/> Providing the following service delivery models: face to face counselling; telephone counselling; e-counselling; video chat counselling and a website (aps and other mobile services) with online services such as resources and information; and self-tests. <input type="checkbox"/> Providing Subject Matter Expertise which are not defined but fall in scope of the requirements herein. As applicable, a quotation will be requested and approved by the PPS. <input type="checkbox"/> The Bidder must demonstrate that services include ongoing access to racialized and LGBTQ2S+ counsellors. 	
M2	The Bidder must provide the names and contact information for two (2) references for whom they have provided EFAP Services to. References must include the following: <ul style="list-style-type: none"> • Name and contact information for whom the services were provided; • Brief description of the services provided; • Brief description of the environment in which the work conducted. Service reserves the right to contact the Bidders named references, should any one of the references provide a negative response in respect to the work described, the Service reserves the right to deem the Bidders proposal non-compliant, and it will not be considered further.	

APPENDIX E – EVALUATION CRITERIA COMPLIANCE

STREAM 1: Workplace Support Program/ Immediate support and On-site Critical incident Support
TABLE 2 – RATED CRITERION (STAGE II)

Bidders who have met the Mandatory Criterion will be evaluated on the basis of the following Rated Criterion.

#	Description of Criterion	Bidder's Proposal Reference (compliance matrix)
R1	The proposed resource's submitted CV will be evaluated on the basis of the similarity and relevance of the resource's experience with respect to the Service' requirement and operating environment, as described in section 13.1 of the Appendix C – Statement of Requirements.	
R2	The bidder should submit two (2) samples of a Monthly / Annual reports with appropriate redactions, one in English and one in French.	

STREAM 2: Workplace Learning and Awareness Sessions & Workshops
MANDATORY CRITERION (STAGE I)

Bidders must meet the following Mandatory Criterion in order to be considered on the basis of the Rated Criterion. Proposals failing to meet the Mandatory Criterion will be deemed non-compliant and will not be considered further.

#	Description of Criterion	Bidder's Proposal Reference (compliance matrix)
M1	<p>The Bidder must submit a Curriculum Vitae (CV) for their proposed resources, detailing the resource's profile and description of experience in providing ;</p> <ul style="list-style-type: none"> <input type="checkbox"/> Individual sessions in French and/or English, as required. <input type="checkbox"/> In providing the On-site Learn at Awareness Sessions and Workshop, the Bidder's responsibilities shall include, but not necessarily be limited to the following: <ul style="list-style-type: none"> o Providing flexible Awareness Sessions of 45-60 minutes in duration; o Providing Awareness Sessions on a variety of health and wellness topics; o Providing Awareness Sessions individually, in both French and English. o Providing all required resources and material (e.g. slides, binders, booklets) to deliver the <input type="checkbox"/> Providing all written/electronic material and documentation in both French and English, as required; <input type="checkbox"/> Providing copies of the presentation material, summarizing the key issues and categories covered. 	
M2	<p>The Bidder must provide the names and contact information for two (2) references for whom they have provided EFAP Services to.</p> <p>References must include the following:</p> <ul style="list-style-type: none"> • Name and contact information for whom the services were provided; • Brief description of the services provided; • Brief description of the environment in which the work conducted. <p>Service reserves the right to contact the Bidders named references, should any one of the references provide a negative response in respect to the work described, the Service reserves the right to deem the Bidders proposal non-compliant, and it will not be considered further.</p>	

APPENDIX E – EVALUATION CRITERIA COMPLIANCE

STREAM 2: Workplace Learning and Awareness Sessions & Workshops		
TABLE 1 – RATED CRITERIA (STAGE II)		
#	Description of Criterion	Bidder’s Proposal Reference (compliance matrix)
R1	The proposed resource’s submitted CV will be evaluated on the basis of the similarity and relevance of the resource’s experience with respect to the Service’ requirement and operating environment, as described in section 13 of the Appendix C – Statement of Requirements.	
R2	The bidder should submit two (2) samples of a Monthly / Annual reports with appropriate redactions, one in English and one in French.	

STREAM 3: Fitness and Wellbeing Program		
MANDATORY CRITERION (STAGE I)		
Bidders must meet the following Mandatory Criterion in order to be considered on the basis of the Rated Criterion. Proposals failing to meet the Mandatory Criterion will be deemed non-compliant and will not be considered further.		
#	Description of Criterion	Bidder’s Proposal Reference (compliance matrix)
M1	<p>The Bidder must submit a Curriculum Vitae (CV) for their proposed resources, detailing the resource’s profile and description of experience in delivering Fitness And Wellbeing Program.</p> <ul style="list-style-type: none"> <input type="checkbox"/> The Bidder must indicate how many years of experience they have delivering/providing access to Fitness and Wellbeing Program. <input type="checkbox"/> The Bidder must indicate the capacity to provide and deliver a Fitness and Wellbeing program in both French and English. 	
M2	<p>The Bidder must provide the names and contact information for two (2) references for whom they have provided Fitness and Wellbeing Program.</p> <p>References must include the following:</p> <ul style="list-style-type: none"> • Name and contact information for whom the services were provided; • Brief description of the services provided; • Brief description of the environment in which the work conducted. <p>Service reserves the right to contact the Bidders named references, should any one of the references provide a negative response in respect to the work described, the Service reserves the right to deem the Bidders proposal non-compliant, and it will not be considered further.</p>	

STREAM 3: Fitness and Wellbeing Program		
TABLE 1 – RATED CRITERIA (STAGE II)		
#	Description of Criterion	Bidder’s Proposal Reference (compliance matrix)
R1	The proposed resource’s submitted CV will be evaluated on the basis of the similarity and relevance of the resource’s experience with respect to the Service’ requirement and operating environment, as described in section 13 of the Appendix C – Statement of Requirements.	
R2	The bidder should submit two (2) samples of a Monthly / Annual reports with appropriate redactions, one in English and one in French.	

APPENDIX E – EVALUATION CRITERIA COMPLIANCE

STREAM 4: Primary Care / Telemedicine		
MANDATORY CRITERION (STAGE I)		
Bidders must meet the following Mandatory Criterion in order to be considered on the basis of the Rated Criterion. Proposals failing to meet the Mandatory Criterion will be deemed non-compliant and will not be considered further.		
#	Description of Criterion	Bidder’s Proposal Reference (compliance matrix)
M1	<p>The Bidder must submit a Curriculum Vitae (CV) for their proposed resources, detailing the resource’s profile and description of experience in delivering Primary Care / Telemedicine Services.</p> <ul style="list-style-type: none"> <input type="checkbox"/> The bidder must indicate how many years of experience they have provided Primary Care and Telemedicine Services <input type="checkbox"/> The Bidder must indicate the capacity to provide and deliver a Primary Care and Telemedicine Services in both French and English. <input type="checkbox"/> The Bidder must have a Canadian national twenty-four (24) hour, seven-day-per-week bilingual toll free telephone service for use by all Eligible Users and their families. <input type="checkbox"/> The Bidder must have the capacity to initiate contact and acknowledge the request for assistance within twelve (12) hours following the Client’s request for service. <input type="checkbox"/> The Bidder must have the capacity to schedule appointments within ten (10) working days following the Client’s request for service. <input type="checkbox"/> The Bidder must have experience in providing primary care/telemedicine services in both official language of Canada, as required, based on service requirements. <input type="checkbox"/> The Bidder must demonstrate that services include ongoing access to racialized and LGBTQ2S+ health professionals 	
M2	<p>The Bidder must provide the names and contact information for two (2) references for whom they have provided Primary Care and Telemedicine Services.</p> <p>References must include the following:</p> <ul style="list-style-type: none"> • Name and contact information for whom the services were provided; • Brief description of the services provided; • Brief description of the environment in which the work conducted. <p>Service reserves the right to contact the Bidders named references, should any one of the references provide a negative response in respect to the work described, the Service reserves the right to deem the Bidders proposal non-compliant, and it will not be considered further.</p>	

STREAM 4: Primary Care / Telemedicine		
TABLE 1 – RATED CRITERIA (STAGE II)		
#	Description of Criterion	Bidder’s Proposal Reference (compliance matrix)
R1	The proposed resource’s submitted CV will be evaluated on the basis of the similarity and relevance of the resource’s experience with respect to the Service’ requirement and operating environment, as described in section 13 of the Appendix C – Statement of Requirements.	
R2	The bidder should submit two (2) samples of a Monthly / Annual reports with appropriate redactions, one in English and one in French.	

APPENDIX E – EVALUATION CRITERIA COMPLIANCE

STREAM 5: WORKPLACE SLEEP CLINIC SERVICES MANDATORY CRITERION (STAGE I) Bidders must meet the following Mandatory Criterion in order to be considered on the basis of the Rated Criterion. Proposals failing to meet the Mandatory Criterion will be deemed non-compliant and will not be considered further.		
#	Description of Criterion	Bidder’s Proposal Reference (compliance matrix)
M1	<p>The Bidder must submit a Curriculum Vitae (CV) for their proposed resources, detailing the resource’s profile and description of experience in delivering Workplace Sleep Clinic Services.</p> <ul style="list-style-type: none"> <input type="checkbox"/> The bidder must indicate how many years of experience they have provided Workplace Sleep Clinic Services. The Bidder must indicate the capacity to provide and deliver a Primary Care and Telemedicine Services in both French and English. <input type="checkbox"/> The Bidder must have the ability to conduct assessment and treatment within the NCR. On-site or designated location must be identified along with any virtual components of the assessments or treatment. Convenient access use by all Eligible Users is paramount. <input type="checkbox"/> The Bidder must have the capacity to initiate contact and acknowledge the request for assistance within forty-eight (48) hours following the Client’s request for service. <input type="checkbox"/> The Bidder must have the capacity to schedule appointments within four (4) weeks following the Client’s request for service. <input type="checkbox"/> The Bidder must have experience in providing Workplace Sleep Clinic Services in official language of Canada, as required, based on service requirements. <input type="checkbox"/> The Bidder must demonstrate that services include ongoing access to racialized and LGBTQ2S+ health professionals 	
M2	<p>The Bidder must provide the names and contact information for two (2) references for whom they have provided Workplace Sleep Clinic Services. References must include the following:</p> <ul style="list-style-type: none"> • Name and contact information for whom the services were provided. • Brief description of the services provided. • Brief description of the environment in which the work conducted. <p>Service reserves the right to contact the Bidders named references, should any one of the references provide a negative response in respect to the work described, the Service reserves the right to deem the Bidders proposal non-compliant, and it will not be considered further.</p>	

APPENDIX E – EVALUATION CRITERIA COMPLIANCE

STREAM 5: WORKPLACE SLEEP CLINIC SERVICES		
TABLE 1 – RATED CRITERIA (STAGE II)		
#	Description of Criterion	Bidder’s Proposal Reference (compliance matrix)
R1	The proposed resource’s submitted CV will be evaluated on the basis of the similarity and relevance of the resource’s experience with respect to the Service’ requirement and operating environment, as described in section 13 of the Appendix C – Statement of Requirements.	
R2	The bidder should provide at least two (2) assessment and treatment package options available to the organization and its employees	
R3	Provide 2 sample case report of stay-at-work recommendations to the employer and employee to support absenteeism reduction and maintain or reintegrate shift-work.	
R4	Provide methodology to demonstrate how the clinic will collaborate with the employee and the employee to ensure access to care, tools and strategies to improve sleep quality, provide progress report, address specific workplace sleep-related concerns and provide recommendation for customized programs.	

APPENDIX F – PROJECT SUMMARY TEMPLATE

APPENDIX F – PROJECT SUMMARY TEMPLATE

In support of rated criterion R1 (Appendix E, Evaluation Criteria and Compliance Matrix), Bidders are requested to provide two (2) written project summaries for each Work Stream for which they are submitting a proposal.

1. Project Title:		
2. Name of Client Organization:		
3. Scope of Services provided:		
4. Start date (YYYY-MM-DD):		End Date (YYYY-MM-DD):
5. Project Size (\$ value to the Client Organization):		
6. Project Size (\$ value to Bidder):		
7. List of deliverables:		
8. Project Complexity:		
9. Number and type of Bidder resources (including relevant qualifications):		
10. Resources roles and Responsibilities		
11. Client Project Authority:		
Name:		
Address:		
Telephone Number:		
Email address:		

APPENDIX G – QUESTIONS & ANSWERS

APPENDIX G – QUESTIONS & ANSWERS

	Bidder Question	PPS Response
1	<p><i>In reference to the above noted RFP</i></p> <p>Question: would it be possible to confirm that we must bid on all four (4) streams in order to be considered?</p>	<p>No. Bids are not required for all streams in order to be considered. Successful bidders will be identified for each stream.</p>
2	<p>Would the Parliamentary Protective Service consider extending the RFP due date to allow sufficient time to submit a comprehensive proposal?</p>	<p>yes. We can extend the due date until Aug. 15.</p>
3	<p>Can the Parliamentary Protective Service confirm the number of employees to be covered under the proposed plan?</p>	<p>700 employees</p>
4	<p><i>In reference to the above noted RFP, considering an extension to August 15 was granted for bidders to submit their responses.</i></p> <p>Question: would it be possible to confirm if there is a new deadline for accepting questions from bidders? If so, what is the new deadline for questions?</p>	<p>July 25</p>
5	<p><i>Appendix B - Pricing Structure Form - 1.1</i></p> <p>Question: Can you please confirm if for table 1.1 you are looking for a pricing per employee per month or a pricing per employee per year</p>	<p>Monthly fee</p>
6	<p><i>Appendix C - Statement Of Requirements</i></p> <p><i>7. Scope of Work 7.1.1 Stream 1 - Substance abuse prevention and/or relapse prevention program.</i></p> <p>Question: Can you please clarify what you expect from a relapse prevention program in the context of your EFAP as this is a service that is typically much more involves and long term for the individual needing it</p>	<p>The EFAP provider should be able to manage the acute or crisis situation and then make the appropriate referrals for treatment.</p>
7	<p><i>Appendix E - Evaluation Criteria Compliance 3.1</i></p> <p>Question: Simply looking to confirm the financial proposal will be worth 70% and the Technical one 30% - we ask this because typically the financial proposal weighs less than the technical one in the evaluation, thus ensuring quality of the service offer is one of the determining factors when selecting an EAP provider.</p>	<p>Technical 70% Financial 30%</p>

APPENDIX G – QUESTIONS & ANSWERS

	Bidder Question	PPS Response
8	<p><i>Stream 1 / Rated Criterion 1</i></p> <p><i>The proposed resource's submitted CV will be evaluated on the basis of the similarity and relevance of the resource's experience with respect to the Service requirement and operating environment, as described in section 13.1 of the Appendix D – Statement of Requirements.</i></p> <p>Question: Would it be possible to clarify what resource you are referring to? Is it the dedicated Account Executive that will look after your organization, is it the Account Executive and Key Personnel Team, is it the Clinical Team, is it our affiliate service providers that will be delivering EAP counselling to your employees? Please clarify.</p>	Key personnel team and clinical team as well as qualifications for EAP counselling
9	<p><i>Stream 1 / Rated Criterion 1</i></p> <p><i>The proposed resource's submitted CV will be evaluated on the basis of the similarity and relevance of the resource's experience with respect to the Service requirement and operating environment, as described in section 13.1 of the Appendix D – Statement of Requirements.</i></p> <p>Question: In the interest of conciseness, would it be possible to provide for our Key Account Management personnel and Key Clinical Team their bios and for our affiliate service providers (if they are to be included in the answer to this question) a list of their location, credentials, areas of expertise, special populations etc.</p>	Yes
10	<p><i>Stream 2 / Mandatory Criterion 1</i></p> <p><i>The Bidder must submit a Curriculum Vitae (CV) for their proposed resources, detailing the resource's profile and description of experience in providing: Individual sessions in French and/or English, as required.</i></p> <p>Question: Would it be considered acceptable to present only some of our resources in the NCR region? What would be the minimum number of resources to be presented so Stream 2 Mandatory Criterion 1 is met?</p>	There are no minimum requirements for resources. The service provider must be able to meet the PPS demands for services and within both official languages. It would be acceptable to present only resources that are available to provide the requested services.
11	<p><i>Stream 2 / Mandatory Criterion 1</i></p> <p><i>The Bidder must submit a Curriculum Vitae (CV) for their proposed resources, detailing the resource's profile and description of experience in providing: Individual sessions in French and/or English, as required.</i></p> <p>Question: Would it be acceptable to present bios rather than CVs, detailing resources profile and description of experience in providing the requested services as detailed above?</p>	Yes, if the required information is included in the bio, it may be deemed acceptable

APPENDIX G – QUESTIONS & ANSWERS

	Bidder Question	PPS Response
12	<p><i>Stream 2 / Mandatory Criterion 1</i></p> <p><i>The Bidder must submit a Curriculum Vitae (CV) for their proposed resources, detailing the resource's profile and description of experience in providing: Individual sessions in French and/or English, as required.</i></p> <p>Question: Something seems to be missing after "Providing all required resources and material (e.g. slides, binders, booklets) to deliver the", can you please provide missing wording to finish the sentence?</p>	"...the awareness session or workshop."
13	<p><i>Stream 2 / Mandatory Criterion 1</i></p> <p><i>The Bidder must submit a Curriculum Vitae (CV) for their proposed resources, detailing the resource's profile and description of experience in providing: Individual sessions in French and/or English, as required.</i></p> <p>Question: How do you propose bidders prove compliance with above Stream 2 Mandatory Criterion 1? Would a description of our responsibilities and requirements, as well as confirmation of compliance be considered satisfactory?</p>	Yes, it would be satisfactory
14	<p><i>Stream 1 – Workplace Support Program/Immediate support and On-site Critical incident Support</i></p> <p>Can the PPS confirm what type of non-crisis support on-site refers to specifically?</p>	On-site counsellor, critical post incident debriefs, trauma counsellor, grief counsellor, any type of support available base on situation
15	<p><i>Stream 1 – Workplace Support Program/Immediate support and On-site Critical incident Support</i></p> <p>Can the PPS confirm that Mandatory/formal referral Services are to be required to be included in the core rates, if yes, can the PPS confirm an approximate number of referrals per year?</p>	It should be included in the rates. Approx. 10-25/year
16	<p><i>Stream 1 – Workplace Support Program/Immediate support and On-site Critical incident Support</i></p> <p>Can the PPS confirm the approximate number of EFAP promotional activities that will be required both on-site and virtually per year?</p>	1x month - On-site or virtual will be determined based on content/topic
17	<p><i>Stream 1 – Workplace Support Program/Immediate support and On-site Critical incident Support</i></p> <p><i>Tailored Trauma Assist Program for Operational Frontline Employees</i></p> <p>Question: Can these services be provided as an hourly rate within the pricing structure? Does the PPC have any historical utilization of similar services being delivery currently?</p>	Yes, hourly rate is acceptable.

APPENDIX G – QUESTIONS & ANSWERS

	Bidder Question	PPS Response
18	<p><i>Stream 1 – Workplace Support Program/Immediate support and On-site Critical incident Support</i></p> <p><i>Substance Abuse prevention and/or relapse prevention program are typically provided on an hourly rate as a complementary service to core EFAP services. Question: Can proponents quote this as an add-on to the core EFAP rates?</i></p>	Yes
19	<p><i>Stream 1 – Workplace Support Program/Immediate support and On-site Critical incident Support</i></p> <p><i>The RFP refers to “continuous counselling” however section 13.1 states “Have experience in providing short term counselling services of up to six (6) hours, excluding case management and administration time.”</i></p> <p>Question: Can the PPS please confirm the preferred clinical model for EFAP? If continuous counselling, can the PPS please confirm expectations in terms of sessions per case?</p>	up to 12h per case
20	<p><i>8 Deliverables</i></p> <p>Quarterly reporting is referred to within 30 days of the quarter end however there is also a section for monthly utilization report, should this be reflected as Monthly Billing (page 26)?</p>	Yes
21	<p><i>7.1.3 Stream 3 – Fitness and Wellbeing Program - Access to virtual fitness advice, coaching and training program.</i></p> <p>Question: Can the PPS clarify if this can be Health Coaching services or specifically what type of coaching is required?</p>	Health Coach, Fitness Coach & Life Coach
22	<p><i>26 Security Requirements</i></p> <p><i>26.1 The appropriate levels of personnel security screening will be required from all Supplier resources working with PPS information, PPS systems and assets, and/or on PPS premises.</i></p> <p>Question: If a proponent has the capacity to provide all services as a single solution provider and integrated end user experience, however, currently only has all of the security requirements in place for two of the four streams but working toward compliance in the other streams, can the PPS confirm if consideration would be made if it is noted in the RFP response?</p>	Confirmed. The security requirements are assessed after successful review of the proposal
23	<p>Could the PPS please clarify if vendors are required to provide comments on <i>Appendix A – Framework Agreement Terms & Conditions</i>.</p> <p>Is it fair to assume there be an opportunity to present comments and feedback upon contract award to ensure the form of agreement properly reflect the nature of services being delivered.</p>	yes
24	Does the PPS have a preferred effective/start date?	Tentative Oct. 2023

APPENDIX G – QUESTIONS & ANSWERS

	Bidder Question	PPS Response
25	<p><i>Appendix B – Pricing Structure Form</i></p> <p>Question: Can the PPC confirm if proponents can provide enhanced EFAP models and associated pricing as options in addition to a quote for the specific model and services outlined in the RFP?</p>	yes
26	<p><i>Appendix B – Pricing Structure Form</i></p> <p>Question: Since the core rates are to include on site Critical Incidents can the PPS share history on the average number of incidents per year over the past 2-3 years?</p>	3-4/year
27	<p>Are proponents able to use the same reference for two or more streams (if providing the relevant services for the same client)?</p>	Yes, as long as the reference is adapted to the stream and not generic
28	<p><i>Stream 1 – Workplace Support Program/Immediate support and On-site Critical incident Support</i></p> <p>Regarding M1: Mandatory Criterion: “In the event of a pandemic situation affecting Canada, or a crisis situation affecting the NCR, ensuring that Eligible Users covered by this agreement are provided with priority status, and given the right of precedence over other organizations for counselling sessions.”</p> <p>Question: Can you please clarify your expectations with this question? Please confirm that your intention for this question is to ensure the provider has sufficient resources to provide uninterrupted services to all of the PPS employees during times of heightened need, such as pandemic or other emergency situations, and that we are not expected to prioritize PPS non-urgent calls over crisis calls from employees of other organizations.</p>	<p>This is to ensure the provider has sufficient resources to provide uninterrupted services to all of the PPS employees during times of heightened need, such as pandemic or other emergency situations, and that it is expected that PPS employees will be prioritized for service availability and delivery. However, the service provider may provide various timeline to deliver services, based on the severity or urgency of the call/request.</p>