



**RETURN OFFERS TO :**  
**RETOURNER LES OFFRES À :**  
 Bid Receiving - Réception des soumissions:

[Gen-ATL-bidsubmission-soumission@csc-scc.gc.ca](mailto:Gen-ATL-bidsubmission-soumission@csc-scc.gc.ca)

**REQUEST FOR A STANDING OFFER**  
**DEMANDE D'OFFRE À COMMANDES**

Regional Master Standing Offer (RMSO)  
 Offre à commandes maître régionale (OCMR)

Canada, as represented by the Minister of the Correctional Service of Canada, hereby requests a Standing Offer on behalf of the Identified Users herein.

Le Canada, représenté par le ministre du Service correctionnel Canada, autorise par la présente, une offre à commandes au nom des utilisateurs identifiés énumérés ci-après.

**Comments — Commentaires :**

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

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Telephone # — N° de Téléphone : \_\_\_\_\_

Fax # — No de télécopieur : \_\_\_\_\_

Email / Courriel : \_\_\_\_\_

GST # or SIN or Business # — N° de TPS  
 ou NAS ou N° d'entreprise :

\_\_\_\_\_

<b>Title — Sujet:</b> <b>Interpretation Services</b>	
<b>Solicitation No. — N° de l'invitation</b> 21201-24-4495221	<b>Date:</b> November 8, 2023
<b>Client Reference No. — N° de Référence du Client</b> 21201-24-4495221	
<b>GETS Reference No. — N° de Référence de SEAOG</b> N/A	
<b>Solicitation Closes — L'invitation prend fin</b> at / à : 2 :00 p.m. On / Le : December 11, 2023	<b>Time Zone</b> Fuseau horaire AST
<b>Delivery Required — Livraison exigée :</b> See herein – Voir aux présentes	
<b>F.O.B. — F.A.B.</b> Plant – Usine:                      Destination:                      Other-Autre:	
<b>Address Enquiries to — Soumettre toutes questions à:</b> Penny Panayiotopoulos, Regional Contracting Officer	
<b>Telephone No. – N° de téléphone:</b> 506-875-3649	<b>Fax No. – N° de télécopieur:</b>
<b>Destination of Goods, Services and Construction:</b> <b>Destination des biens, services et construction:</b> Multiple as per call-up Multiples, selon la commande subséquente.	
<b>Security – Sécurité</b>  <b>This request for a Standing Offer includes provisions for security.</b> <b>Cette Demande d'offre à commandes comprend des dispositions en matière de sécurité.</b>	

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

<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>Nom et titre du signataire autorisé du fournisseur/de l'entrepreneur</b>	
_____	
Name / Nom	Title / Titre
_____	
Signature	Date
(Sign and return cover page with offer/ Signer et retourner la page de couverture avec l'offre)	



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## **PART 1 - GENERAL INFORMATION**

### **1. Introduction**

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

- Part 1    General Information: provides a general description of the requirement;
- Part 2    Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;
- Part 3    Offer Preparation Instructions: provides Offerors with instructions on how to prepare their offer to address the evaluation criteria specified;
- Part 4    Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, and the basis of selection;
- Part 5    Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6    Security, Financial and Insurance Requirements: includes specific requirements that must be addressed by Offerors; and
- Part 7    7A, Standing Offer, and 7B, Resulting Contract Clauses:
  - 7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;
  - 7B, includes the clauses and conditions, which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

The Annexes include the Statement of Work, the Basis of Payment and any other annexes.

### **2. Summary**

The Correctional Service of Canada has a requirement to provide interpretation services for offenders during various general and specialized meetings between Correctional Service Canada (CSC) staff, Parole Board of Canada (PBC) members, and their clients (federal offenders) in relation to their case management and for medical appointments.

The Contractor must provide interpretation services for a variety of foreign languages. Based on previous utilization, the majority of the work will entail interpretation from English or French into: Albanian, Algonquin, Arabic, Cantonese, Creoles, Cree, Dari, Dutch, Farsi, Inuktitut, Italian, Korean, Laotian, Mandarin, Micmac, Ojibway, Persian, Polish, Portuguese, Punjabi, Russian, Spanish, Tagalog, Tamil, Thai, Urdu, and Vietnamese.

The Contractor must be able to provide simultaneous oral interpretation services on an as-requested basis for offender in participation of any of their case management meetings, Parole Board of Canada Hearings, Programs meetings, assessments, medical assessments and reports.

CSC may award up to two (2) Standing Offers for the provision of interpretation services. Work will be assigned on a right of first refusal basis: The call-up procedures require that when a requirement is identified, the identified user will contact the highest-ranked Contractor to determine if the requirement can be satisfied by that Contractor. If the highest-ranked Contractor is able to meet the requirement, a call-up will be made against its standing offer. If that Contractor is unable to meet the requirement, the



identified user will contact the next ranked Contractor. In other words, call-ups are made based on the "right of first refusal" basis. When the highest-ranked Contractor is unable to fulfill the need, the identified user is required to document its file appropriately.

Standing Offer #1 will be allocated 90% of the work - \$ \_\_\_\_\_ and;  
Standing Offer#2 will be allocated 10% of the work - \$ \_\_\_\_\_.

Duration of the Standing Offer(s) is one (1) year plus five (5) option years.

### **3. Security Requirements**

There are security requirements associated with the requirement of the Standing Offer. For additional information, see Part 6 – Security, Financial and Insurance Requirements, and Part 7 – Standing Offer and Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Offerors should refer to the Contract Security Program (CSP) of Public Works and Government Services Canada website.

### **4. Revision of Departmental Name**

As this request for Standing Offer is issued by Correctional Service of Canada (CSC), any reference to Public Works and Government Services Canada (PWGSC) or its Minister contained in full text or by reference in any term, condition or clause of this document, or any resulting contract, must be interpreted as a reference to CSC or its Minister.

### **5. Debriefings**

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

### **6. Procurement Ombudsman**

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an impartial, independent venue for Canadian bidders to raise complaints regarding the award of certain federal contracts under \$26,400 for goods and \$105,700 for services. If you have concerns regarding the award of a federal contract below these dollar amounts, you may contact OPO by e-mail at [the Office of the Procurement Ombudsman email address](#), by telephone at 1-866-734-5169, or by web at [the Office of the Procurement Ombudsman website](#). For more information on OPO's services or to determine if your concerns are within the Ombudsman's mandate, please see the [Procurement Ombudsman Regulations](#) or visit the [OPO website](#).



## **PART 2 - OFFEROR INSTRUCTIONS**

### **1. Standard Instructions, Clauses and Conditions**

All instructions, clauses and conditions identified in the Request for Standing Offer (RFSO) by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](#) issued by Public Works and Government Services Canada.

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

The 2006 (2023-06-08) Standard Instructions - Request for Standing Offer - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

**Subsection 5.4 of 2006, Standard Instructions - Request for Standing Offer - Goods or Services - Competitive Requirements, is amended as follows:**

**Delete: sixty (60) days**

**Insert: one hundred and twenty (120) days**

### **2. Submission of Offers**

Offerors must submit their offer only to Correctional Service of Canada (CSC) by the date, time and at the bid submission email address indicated on page 1 of the request for standing offers (RFSO).

**Section 06 Late offers of 2006 Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:**

**Delete: Section 06 in its entirety.**

**Insert: 06 Late offers:**

For offers submitted by email, Canada will delete offers delivered after the stipulated RFSO closing date and time. Canada will keep records documenting receipt of late offers by email.

**Section 07 Delayed offers of 2006 Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:**

**Delete: Section 07 in its entirety.**

**Insert: 07 Delayed offers:**

Canada will not accept any delayed offers.

**Section 08 Transmission by facsimile or by E-Post Connect of 2006, Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:**

**Delete: Section 08 in its entirety.**

**Insert: 08 Transmission by email**

- a. Unless specified otherwise in the RFSO, Offerors must submit their offer to the CSC bid submission email address indicated on page 1 of the RFSO document. This email address is the only acceptable email address for Offerors to submit their offer in response to this RFSO.



- b. Offerors may transmit their offer at any time prior to the RFSO closing date and time.
- c. Offerors should include the RFSO number in the subject field of their email.
- d. Canada will not be responsible for any failure attributable to the transmission or receipt of the offer by email including, but not limited to, the following:
  - i. Receipt of a garbled, corrupted or incomplete offer;
  - ii. Availability or condition of the email service;
  - iii. Incompatibility between the sending and receiving equipment;
  - iv. Delay in transmission or receipt of the offer;
  - v. Failure of the Offeror to properly identify the offer;
  - vi. Illegibility of the offer;
  - vii. Security of offer data;
  - viii. Failure of the Offeror to send the offer to the correct email address;
  - ix. Connectivity issues; or
  - x. Email attachments that are blocked or not received even though the Offeror's email has been successfully delivered.
- e. CSC will send an acknowledgement of receipt of the Offeror's email by email from the bid submission email address provided for the submission of offers. This acknowledgement will confirm only the receipt of the Offeror's email and will not confirm if all of the Offeror's email attachments have been received, may be opened nor if their contents are readable. CSC will not respond to follow-up emails from Offerors requesting confirmation of attachments.
- f. Offerors must ensure they are using the correct email address for offer submission and should not rely on the accuracy of copying and pasting the email address from the RFSO cover page.
- g. An offer transmitted by an Offeror to the CSC bid submission email address constitutes the Offeror's formal offer, and must be submitted in accordance with section 05 of 2006, Standard Instructions - Request for Standing Offers Goods or Services - Competitive Requirements.
- h. Offerors are to note that CSC's email system has a limit of 10 MB per single email message. CSC's email system will reject emails with the following attachments: batch files, executable files, and image files in the following formats: JPEG, GIF, TIFF. Canada will not accept encrypted emails or emails that include attachments with passwords.

**Section 09 Customs clearance of 2006, Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is deleted in its entirety.**

CSC recommends that offerors submit their response to the requirements of this request for standing offer in typewritten format.

Offerors must ensure that any handwritten information included in their offer is clearly legible in order to allow CSC to complete the offer evaluation. CSC reserves the right, at its sole and entire discretion, to disregard any handwritten information which it determines to be illegible when assessing whether offers comply with all of the requirements of the request for standing offer including, if applicable, any and all evaluation criteria.

**3. Former Public Servant**

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



evaluation of offers is completed, Canada will inform the Offeror of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the offer non-responsive.

### Definitions

For the purposes of this clause,

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

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

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

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

### Former Public Servant in Receipt of a Pension

As per the above definitions, is the Offeror a FPS in receipt of a pension? **YES** ( ) **NO** ( )

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

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

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

### Work Force Adjustment Directive

Is the Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **YES** ( ) **NO** ( )

If so, the Offeror must provide the following information:

- a. name of former public servant;





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

#### **4. Enquiries - Request for Standing Offer**

All enquiries must be submitted in writing to the Standing Offer Authority no later than five (5) business days before the Request for Standing Offer (RFSO) closing date. Enquiries received after that time may not be answered.

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

#### **5. Applicable Laws**

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in New Brunswick, Nova Scotia, Prince Edward Island and Newfoundland & Labrador.

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



## **PART 3 - OFFER PREPARATION INSTRUCTIONS**

### **1. Offer Preparation Instructions**

CSC requests that offerors provide their offer in separate sections as follows:

Section I:      Technical Offer: **one (1) electronic copy in PDF format**

Section II:     Financial Offer: **one (1) electronic copy in PDF format**

Section III:    Certifications: **one (1) electronic copy in PDF format**

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

**Offerors should submit their technical offer and financial offer in two (2) separate documents.**

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process, the Policy on Green Procurement. To assist Canada in reaching its objectives, Offerors should:

- 1) Include all environmental certification(s) relevant to their organization (e.g. ISO 14001, Leadership in Energy and Environmental Design (LEED), Carbon Disclosure Project, etc.)
- 2) Include all environmental certification(s) or Environmental Product Declaration(s) (EPD) specific to their product/service (e.g. Forest Stewardship Council (FSC), ENERGYSTAR, etc.)

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

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

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

Offerors must submit their financial offer in accordance with Annex B, Basis of Payment. The total amount of Applicable Taxes must be shown separately.

#### **Section III:    Certifications**

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



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

### **1. Evaluation Procedures**

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of CSC will evaluate the offers.

#### **1.1. Technical Evaluation**

##### **1.1.1 Mandatory Technical Criteria**

Offers will be evaluated to determine if they meet all mandatory technical criteria outlined in **Annex D – Evaluation Criteria**. Offers not meeting all mandatory criteria will be declared non-responsive and will be given no further consideration.

##### **1.1.2 Point Rated Technical Criteria**

Offers will be evaluated to determine their score with regards to the point rated technical criteria outlined in **Annex D – Evaluation Criteria**.

#### **1.2 Financial Evaluation**

SACC Manual Clause M0220T (2016-01-28), Evaluation of Price - Offer

Offers containing a financial offer other than the one requested at **Article 3. Section II: Financial Offer** of **PART 3 – OFFER PREPARATION INSTRUCTIONS** will be declared non-compliant.

### **2. Basis of Selection – Minimum Point Rating**

- 1. To be declared responsive, an offer must:
  - a. comply with all the requirements of the Request for Standing Offers;
  - b. meet all mandatory technical evaluation criteria; and
  - c. obtain the required minimum of 41 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 59 points.
- 2. Bids not meeting (a) or (b) or (c) will be declared non-responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.



## **PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION**

Offerors must provide the required certifications and additional information to be issued a Standing Offer.

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

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

### **1. Certifications Precedent to the Issuance of a Standing Offer and Additional Information**

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

#### **1.1 Integrity Provisions – Declaration of Convicted Offenses**

A) Subject to subsection B, by submitting an offer in response to this request for standing offer (RFSO), the Offeror certifies that:

1.1 it has read and understands the Ineligibility and Suspension Policy;

1.2 it understands that certain domestic and foreign criminal charges and convictions, and other circumstances, as described in the Policy, will or may result in a determination of ineligibility or suspension under the Policy;

1.3 it is aware that Canada may request additional information, certifications, and validations from the Offeror or a third party for purposes of making a determination of ineligibility or suspension;

1.4 it has provided with its bid a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offenses in the Policy;

1.5 none of the domestic criminal offenses, and other circumstances, described in the Policy that will or may result in a determination of ineligibility or suspension, apply to it, its affiliates and proposed first tier subcontractors; and

1.6 it is not aware of a determination of ineligibility or suspension issued by PWGSC that applies to it.

B) Where an Offeror is unable to provide any of the certifications required by subsection A, it must submit with its offer the completed [Integrity Declaration Form](#). Offerors must submit this form to Correctional Service of Canada with their offer.



### 1.2 Integrity Provisions – Required documentation

**List of names:** all Offerors, regardless of their status under the Ineligibility and Suspension Policy, must submit the following information:

- i. **Offerors that are corporate entities, including those submitting an offer as joint ventures, must provide a complete list of the names of all current directors or, for a privately owned corporation, the names of the owners of the corporation;**
- ii. **Offerors submitting an offer as sole proprietors, including sole proprietors submitting an offer as joint ventures, must provide a complete list of the names of all owners; or**
- iii. **Offerors that are a partnership do not need to provide a list of names.**

List of Names:


**OR**

- The Offeror is a partnership

During the evaluation of offers, the Offeror must, within 10 working days, inform the Contracting Authority in writing of any changes affecting the list of names submitted with the offer.

### 1.3 Security Requirements – Required Documentation

In accordance with the requirements of the Contract Security Program of Public Works and Government Services Canada, the Offeror must provide a completed Application for Registration (AFR) form to be given further consideration in the procurement process.

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

### 1.4 Status and Availability of Resources

SACC Manual clause M3020T (2016-01-28) Status and Availability of Resources



### **1.5 Language Requirements - Bilingual**

By submitting an offer, the Offeror certifies that, should it be awarded a standing offer as result of the request for a standing offer, every individual proposed in its offer will be fluent in both official languages of Canada (French and English). The individual(s) proposed must be able to communicate orally and in writing in French and English without any assistance and with minimal errors.

### **1.6 Education and Experience**

SACC Manual clause M3021T (2012-07-16) Education and Experience

### **1.7 Certification:**

By submitting an offer, the Offeror certifies that the information submitted by the Offeror in response to the above requirements is accurate and complete.



## **PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS**

### **1. Security Requirements**

1. Before issuance of a standing offer, the following conditions must be met:
  - (a) the Offeror must hold a valid organization security clearance as indicated in Part 7A - Standing Offer;
2. Before access to sensitive information is provided to the Offeror, the following conditions must be met:
  - (a) the Offeror's proposed individuals requiring access to sensitive information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 – Standing Offer and Resulting Contract Clauses;
  - (b) the Offeror's security capabilities must be met as indicated in Part 7 – Standing Offer and Resulting Contract Clauses.
3. For additional information on security requirements, Offerors should refer to the Contract Security Program (CSP) of Public Works and Government Services Canada website.

### **2. Insurance Requirements**

The Offeror must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Offeror, if issued a Standing Offer as a result of the request for Standing Offer, can be insured in accordance with the Insurance Requirements specified in Part 7B-Section 7.

If the information is not provided in the offer, the Standing Offer Authority will so inform the Offeror and provide the Offeror with a time frame within which to meet the requirement. Failure to comply with the request of the Standing Offer Authority and meet the requirement within that time period will render the offer non-responsive.



## **PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES**

### **A. STANDING OFFER**

#### **1. Offer**

1.1 The Offeror offers to fulfill the requirement in accordance with the Statement of Work at Annex A.

#### **2. Security Requirement**

2.1 The following security requirements (SRCL and related clauses provided by CSP) apply to and form part of the Standing Offer.

#### **SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:**

##### **PWGSC FILE No. 21201-24-4495221**

1. The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).
2. The Contractor personnel requiring access to PROTECTED information, assets or sensitive site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CSP, PWGSC.
3. The Contractor MUST NOT remove any PROTECTED information or assets from the identified site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, PWGSC.
5. The Contractor must comply with the provisions of the:
  - a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
  - b) *Contract Security Manual* (Latest Edition).

2.2 The Company Security Officer (CSO) must ensure through the Contract Security Program (CSP) that the Offeror and individual(s) hold a valid security clearance at the required level.

### **3. Standard Clauses and Conditions**

All clauses and conditions identified in the Standing Offer and resulting contract(s) by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual issued by Public Works and Government Services Canada.

As this Standing Offer is issued by Correctional Service of Canada (CSC), any reference to Public Works and Government Services Canada (PWGSC) or its Minister contained in full text or by reference in any term, condition or clause of this document must be interpreted as a reference to CSC or its Minister.

#### **3.1 General Conditions**

2005 (2022-12-01) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

#### **4. Term of Standing Offer**





#### 4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is from Standing Offer awarded date, to October 31, 2024.

#### 4.2 Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for an additional (5) year period, from November 1, 2024 to October 31, 2029 under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

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

### 5. Authorities

#### 5.1 Standing Offer Authority

The Standing Offer Authority is:

Name: Penny Panayiotopoulos  
 Title: Regional Contract Officer  
 Correctional Service of Canada  
 Branch or Directorate: RHQ/Finance/Material Management  
 Address: 1045 Main Street  
           Moncton, NB E1C 1H1  
 Telephone: 506-875-3649  
 E-mail address: [Penny.Panayiotopoulos@csc-scc.gc.ca](mailto:Penny.Panayiotopoulos@csc-scc.gc.ca)

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

#### 5.2 Project Authority

The Project Authority for the Standing Offer is identified in the call-up against the Standing Offer.

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

#### 5.3 Offeror's Representative

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



## 6. Proactive Disclosure of Contracts with Former Public Servants

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

## 7. Identified Users

The Identified User authorized to make call-ups against the Standing Offer is:

Correctional Service of Canada  
Atlantic Region

## 8. Call-up Procedures

When a requirement is identified, the identified user will contact the highest-ranked offeror to determine if the requirement can be satisfied by that offeror.

21201-24-4495221/001:    Ranked 1<sup>st</sup>  
21201-24-4495221/002:    Ranked 2<sup>nd</sup>

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

## 9. Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using the Call-up Against a Standing Offer form or an electronic version.

## 10. Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$10,000.00 (Applicable Taxes included).

## 11. Financial Limitation

The total cost to Canada resulting from call-ups against the Standing Offer must not exceed the sum of \$\_\_\_\_\_ (Applicable Taxes excluded) unless otherwise authorized in writing by the Standing Offer Authority. The Offeror must not perform any work or services or supply any articles in response to call-ups which would cause the total cost to Canada to exceed the said sum, unless an increase is so authorized.

The Offeror must notify the Standing Offer Authority as to the adequacy of this sum when 75 percent of this amount has been committed, or (4) four months before the expiry date of the Standing Offer, whichever comes first. However, if at any time, the Offeror considers that the said sum may be exceeded, the Offeror must promptly notify the Standing Offer Authority.



## 12.. Priority of Documents

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

- a) the call-up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions 2005 (2022-12-01), General Conditions - Standing Offers - Goods or Services
- d) the general conditions 2010B (2022-12-01), General Conditions - Professional Services (Medium Complexity)
- e) Annex A, Statement of Work;
- f) Annex B, Proposed Basis of Payment;
- g) Annex C, Security Requirements Check List;
- h) the Offeror's offer dated \_\_\_\_\_

## 13. Certifications and Additional Information

### 13.1 Compliance

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

### 13.2 SACC Manual Clauses

M3020C (2016-01-28) – Status of Availability of Resources – Standing Offer

## 14. Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in New Brunswick, Nova Scotia, Prince Edward Island and Newfoundland and Labrador.



## **B. RESULTING CONTRACT CLAUSES**

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

### **1. Statement of Work**

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

### **2. Standard Clauses and Conditions**

#### **2.1 General Conditions**

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

#### **2.2 Supplemental General Conditions**

4008 (2008-12-12) – Personal Information, apply to and form part of the Contract.

#### **4013 (2022-06-20) – Compliance with On-Site Measures, Standing Orders, Policies, and Rules**

The Contractor must comply and ensure that its employees and subcontractors comply with all security measures, standing orders, policies or other rules in force at the site where the Work is performed.

#### **2.3 Replacement of Specific Individuals**

1. If specific individuals are identified in the Contract to perform the Work, the Contractor must provide the services of those individuals unless the Contractor is unable to do so for reasons beyond its control.
2. If the Contractor is unable to provide the services of any specific individual identified in the Contract, it must provide a replacement with similar qualifications and experience. The replacement must meet the criteria used in the selection of the Contractor and be acceptable to Canada. The Contractor must, as soon as possible, give notice to the Contracting Authority of the reason for replacing the individual and provide:
  - a. The name, qualifications and experience of the proposed replacement; and
  - b. Proof that the proposed replacement has the required security clearance granted by Canada, if applicable.
3. The Contractor must not, in any event, allow performance of the work by unauthorized replacement persons. The Contracting Authority may order that a replacement stop performing the Work. In such a case, the Contractor must immediately comply with the order and secure a further replacement in accordance with subsection 2. The fact that the Contracting Authority does not order that a replacement stop performing the work does not release the Contractor from its responsibility to meet the requirements of the contract.

### **3. Term of Contract**

#### **3.1 Period of the Contract**

The work must be completed in accordance with the call-up against the Standing Offer.



#### 4. Proactive Disclosure of Contracts with Former Public Servants

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

#### 5. Payment

##### 5.1 Basis of Payment

Payments will be made in accordance with Annex B – Basis of Payment.

##### 5.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$\_\_\_\_\_. Customs duties are excluded, and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - a. when it is 75% committed, or
  - b. four months before the contract expiry date, or
  - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

##### 5.3 Monthly Payment

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

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

##### 5.4 SACC Manual Clauses

SACC Manual clause A9117C (2007-11-30), T1204 - Direct Request by Customer Department  
SACC Manual clause C0710C (2007-11-30), Time and Contract Price Verification  
SACC Manual clause C0705C (2010-01-11), Discretionary Audit



## 5.5 Travel and Living Expenses

SACC Manual clause C4005C (2018-04-17) - Travel and Living Expenses – National Joint Council Travel Directive

The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, and private vehicle allowances specified in Appendices B, C and D of the [National Joint Council Travel Directive](#), and with the other provisions of the directive referring to "travellers", rather than those referring to "employees". Canada will not pay the Contractor any incidental expense allowance for authorized travel.

All travel must have the prior authorization of the Project Authority.

All payments are subject to government audit.

## 5.6 Electronic Payment of Invoices – Contract

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

- (a) MasterCard Acquisition Card;
- (b) Direct Deposit (Domestic and International).

## 6. Invoicing Instructions

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

Each invoice must be supported by:

- a) a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses, if applicable;
  - b) a copy of the monthly progress report.
2. Invoices must be distributed as follows:
    - a) The original and one (1) copy must be forwarded to the Project Authority identified in the Call-up for certification and payment.
    - b) one (1) copy must be forwarded to the Project Authority identified in the Call-up.

[Administration.GEN-ATLRHQ@CSC-SCC.GC.CA](mailto:Administration.GEN-ATLRHQ@CSC-SCC.GC.CA)

## 7. Insurance – Specific Requirements

The Contractor must comply with the insurance requirements specified below. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer



licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
  - a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
  - b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
  - c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
  - d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
  - e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
  - f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
  - g. Employees and, if applicable, Volunteers must be included as Additional Insured.
  - h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
  - i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
  - j. Notice of Cancellation: The Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.
  - k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
  - l. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.



- m. Litigation Rights: Pursuant to subsection 5(d) of the [Department of Justice Act](#), S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

**For the province of Quebec, send to:**

Director Business Law Directorate,  
Quebec Regional Office (Ottawa),  
Department of Justice,  
284 Wellington Street, Room SAT-6042,  
Ottawa, Ontario, K1A 0H8

**For other provinces and territories, send to:**

Senior General Counsel,  
Civil Litigation Section,  
Department of Justice  
234 Wellington Street, East Tower  
Ottawa, Ontario K1A 0H8

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.

## **8. Liability**

The Contractor is liable for any damage caused by the Contractor, its employees, subcontractors, or agents to Canada or any third party. Canada is liable for any damage caused by Canada, its employees or agents to the Contractor or any third party. The Parties agree that no limitation of liability or indemnity provision applies to the Contract unless it is specifically incorporated in full text in the Articles of Agreement. Damage includes any injury to persons (including injury resulting in death) or loss of or damage to property (including real property) caused as a result of or during the performance of the Contract.

## **9. Ownership Control**

Where the Contractor will have access to any and all personal and confidential information belonging to Canada, CSC staff or inmates for the performance of the work, the following will apply:

- 9.1 The Contractor warrants that it is not under ownership control of any non-resident entity (i.e. Individual, partnership, joint venture, corporation, limited liability company, parent company, affiliate or other).





9.2 The Contractor must advise the Minister of any change in ownership control for the duration of the contract.

9.3 The Contractor acknowledges that the Minister has relied on this warranty in entering into this Contract and that, in the event of breach of such warranty, or in the event that the Contractor's ownership control becomes under a non-resident entity, the Minister must have the right to treat this Contract as being in default and terminate the contract accordingly.

9.4 For the purposes of this clause, a non-resident entity is any individual, partnership, joint venture, corporation, limited liability company, parent company, affiliate or other residing outside of Canada.

## **10. Closure of Government Facilities**

10.1 Contractor personnel are employees of the Contractor and are paid by the Contractor on the basis of services rendered. Where the Contractor or the Contractor's employees are providing services on government premises pursuant to this Contract and the said premises become non accessible due to evacuation or closure of government facilities, and consequently no Work is being performed as a result of the closure, Canada will not be liable for payment to the Contractor for the period of closure.

10.2 Contractors working at CSC sites should be aware that they may be faced with delay or refusal of entry to certain areas at certain times even if prior arrangements for access may have been made. Contractors are advised to call in advance of travel to ensure that planned access is still available.

## **11. Tuberculosis Testing**

11.1 It is a condition of this contract that the Contractor or any employees of the Contractor who require entry into a Correctional Service of Canada Institution to fulfill the conditions of the contract may, at the sole discretion of the Warden, be required to provide proof of and results of a recent tuberculin test for the purpose of determining their TB infection status.

11.2 Failure to provide proof of and results of a tuberculin test may result in the termination of the contract.

11.3 All costs related to such testing will be at the sole expense of the Contractor.

## **12. Compliance with CSC Policies**

12.1 The Contractor agrees that its officers, servants, agents and subcontractors will comply with all regulations and policies in force at the site where the work covered by this contract is to be performed.

12.2 Unless otherwise provided in the contract, the Contractor must obtain all permits and hold all certificates and licenses required for the performance of the Work.

12.3 Details on existing CSC policies can be found on the [CSC website](#) or any other CSC web page designated for such purpose.

## **13. Health and Labour Conditions**

13.1 In this section, "Public Entity" means the municipal, provincial or federal government body authorized to enforce any laws concerning health and labour applicable to the performance of the Work or any part thereof.

13.2 The Contractor must comply with all laws concerning health and labour conditions applicable to the performance of the Work or part thereof and must also require compliance of same by all its subcontractors when applicable.



13.3 The Contractor upon any request for information or inspection dealing with the Work by an authorized representative of a Public Entity must forthwith notify the Project Authority or His Majesty.

13.4 Evidence of compliance with laws applicable to the performance of the Work or part thereof by either the Contractor or its subcontractor must be furnished by the Contractor to the Project Authority or His Majesty at such time as the Project Authority or His Majesty may reasonably request."

#### **14. Identification Protocol Responsibilities**

The Contractor must ensure that the Contractor and each of its agents, representatives or subcontractors (referred to as Contractor Representatives for the purposes of this clause) comply with the following self-identification requirements:

14.1 During the performance of any Work at a Government of Canada site, the Contractor and each Contractor Representative must be clearly identified as such at all times;

14.2 During attendance at any meeting, the Contractor or Contractor Representatives must identify themselves as such to all meeting participants;

14.3 If the Contractor or a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify themselves as the Contractor or an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under the e-mail account Properties. This identification protocol must also be used in all other correspondence, communication, and documentation; and

14.4 If Canada determines that the Contractor is not complying with any of the obligations stated in this article, Canada will advise the Contractor and request that the Contractor implement, without delay, appropriate corrective measures to eliminate recurrence of the problem.

#### **15. Dispute Resolution Services**

The Parties agree to make every reasonable effort, in good faith, to settle amicably all disputes or claims relating to the Contract, through negotiations between the Parties' representatives authorized to settle. If the Parties do not reach a settlement within 25 working days after the dispute was initially raised to the other party in writing, either Party may contact the Office of the Procurement Ombudsman (OPO) to request dispute resolution/mediation services. OPO may be contacted by e-mail at [the Office of the Procurement Ombudsman email address](#), by telephone at 1-866-734-5169, or by web at [the Office of the Procurement Ombudsman website](#). For more information on OPO's services, please see the [Procurement Ombudsman Regulations](#) or visit [the Office of the Procurement Ombudsman website](#).

#### **16. Contract Administration**

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an impartial, independent venue for Canadian bidders to raise complaints regarding the administration of certain federal contracts, regardless of dollar value. If you have concerns regarding the administration of a federal contract, you may contact OPO by e-mail at [the Office of the Procurement Ombudsman email address](#), by telephone at 1-866-734-5169, or by web [the Office of the Procurement Ombudsman website](#). For more information on OPO's services, please see the [Procurement Ombudsman Regulations](#) or visit [the Office of the Procurement Ombudsman website](#).

#### **17. Information Guide for Contractors**

Prior to the commencement of any work, the Contractor certifies that its employees or employees of its subcontractors, working under contract for CSC will complete the applicable Module(s) and retain the signed checklist(s) from the CSC "Information Guide for Contractors" website: [www.bit.do/CSC-EN](http://www.bit.do/CSC-EN).



## ANNEX A

### STATEMENT OF WORK

The Correctional Service of Canada has a requirement to provide interpretation services for offenders during various general and specialized meetings between Correctional Service Canada (CSC) staff, Parole Board of Canada (PBC) members, and their clients (federal offenders) in relation to the clients' case management and for medical appointments.

#### 1.1 Background

It is Correctional Service Canada mandate to assist federal offenders in their rehabilitation which includes being able to meet the specific needs of an increasingly diverse ethno cultural prison population. CSC has a statutory requirement to provide oral interpretation services to offenders, without the ability to speak/understand in one of Canada's official languages, for all case management purposes in accordance with CCRA section 27(4), in a wide variety of languages which is dependent on offender population at a point in time.

The Correctional Service of Canada estimates the oral interpretation services will range from 30 minutes to eight hours, as and when required.

#### 1.2 Objectives:

The Contractor must provide interpretation services for a variety of foreign languages. Based on previous utilization, the majority of the work will entail interpretation from English or French into: Albanian, Algonquin, Arabic, Cantonese, Creoles, Cree, Da Hai Liu, Dari, Dutch, Farsi, Inuktitut, Italian, Korean, Laotian, Mandarin, Micmac (Mi'kmaq), Ojibway, Persian, Polish, Portuguese, Punjabi, Russian, Spanish, Tagalog, Tamil, Thai, Tigrinya, Urdu, and Vietnamese.

The Contractor must be able to provide simultaneous oral interpretation services on an as-requested basis for offender in participation of any of their case management meetings, Parole Board of Canada Hearings, Programs meetings, assessments, medical assessments and reports.

#### 1.3 Tasks:

The Contractor must be aware that interpretation of explicit material up to and including Protected Level B may be required and agrees to perform the task.

The Contractor must provide oral interpretation services in a wide variety of languages.

The Contractor must ensure that the Interpreter performs the duties of their profession impartially, since the role of the interpreter is to facilitate communication, not to provide counsel.

The Contractor must carry out interpretation services at the location, site or teleconferencing in which the meeting or hearing is being held.

The Contractor is not permitted to take any notes, recordings or keep any documentation of the interpretation being performed under this contract. It is strictly an interpretation requirement to ensure clarity of the information being explained and presented to the individual and to relay any responses by the individual back to CSC staff to ensure accuracy of the information.

The Contractor must provide the elements described herein, the details of which will be provided on the call up.



#### **1.4 Deliverables:**

The Contractor must provide consecutive oral interpretation services in a wide variety of languages for meetings between Correctional Services Canada (CSC), Parole Board of Canada (PBC) members, medical staff and their clients (federal offenders).

The Contractor must ensure that the interpretation is complete, accurate, and faithful to the original message with respect to meaning, free of omissions, additions or distortions.

The Contractor must ensure that the meaning conveyed by gestures, body language and tone of voice is not lost.

The Contractor must provide services on an as and when requested basis.

Prior to booking onsite services, consideration must be given to providing the service by teleconference. Where this is not feasible due to the nature of the meeting, the Institutional Head of the requesting office will reimburse the contractor for travel expenses with no allowance for overhead and profit. The Contractor must obtain the Institutional Head's approval in advance of incurring any expenses.

The Contractor's personnel must provide offsite interpretation services via teleconference from a private location, where confidentiality can be guaranteed; such as an enclosed boardroom or office. There must be no recording of any kind, and the Contractor and their personnel must not hold or retain any information related to the service.

It is the responsibility of the CSC site requesting interpretation services to ensure that a minimum of one (1) full business day notice is given to the contractor for cancellations. If less than one full business day notice is provided, CSC will pay the Contractor's estimated fees for the services to be provided plus any accommodation reservations when the hotel will not refund it.

The Contractor must acknowledge a receipt of "request for interpretation services" within 24 hours from the requesting site.

The Contractor must provide to the requesting site a quote for services within 48 hours of an initial request. The Contractor may, from time-to-time, have to reschedule services due to urgent requests.

The Contractor must send monthly progress reports to the Project Authority.

#### **1.5 Location of work:**

a. The Contractor must perform the work at any federal site in the Atlantic Region, which includes the province of New Brunswick, Nova Scotia, Prince Edward Island, and Newfoundland and Labrador, where the service is required and as arranged by CSC. The Contractor must perform the work at their place of business (teleconference) when the service is required and as arranged by CSC.

b. Travel to the following locations will be required if teleconferencing is not an option for performance of the work under this standing offer:



**Sites within the Atlantic Region**

<b>ADMINISTRATIVE OFFICES</b>	
<b>Atlantic Regional Headquarters</b> 1045 Main Street, 2nd Floor Moncton, NB E1C 1H1  Telephone: 506-851-6313	<b>CLDC, Atlantic</b> 200-777 Main Street Moncton NB E1C 1E9  Telephone: 506-851-4000
<b>859 Main Street</b> Moncton, NB E1C 1H1  Phone: 506-851-6313	
<b>INSTITUTIONS</b>	
<b>Atlantic Institution</b> 13175 Route 8, P. O. Box 102, Renous, NB E9E 2E1  Telephone: 506-623-4000	<b>Shepody Healing Centre</b> 4902 Main Street Dorchester NB E4K 2Y9  Telephone: 506-379-4009
<b>Dorchester Penitentiary</b>  <b>Medium:</b> 4902 Main Street Dorchester, NB E4K 2Y9  Telephone: (506) 379-2471	<b>Dorchester Penitentiary</b>  <b>Minimum:</b> 4902A Main Street Dorchester, NB E4K 2Y9  Telephone: (506) 379-4595
<b>Springhill Institution</b> 330 McGee Street Springhill, NS B0M 1X0  Telephone: 902-597-8651	<b>Nova Institution for Women</b> 180 James Street Truro, NS B2N 6R8  Telephone: 902-897-1750
<b>PAROLE OFFICES</b>	
<b>Atlantic District</b> 1045 Main Street, 3rd Floor Moncton, NB E1C 1H1  Telephone: 506-851-6015	<b>Bathurst Parole Office</b> 159 Main Street, Suite 305 Bathurst, NB E2A 1A6  Telephone: 506-548-7751
<b>New Brunswick/ PEI Area Office</b> 1 Factory Lane, Suite 104 Moncton, NB E1C 9M3  Telephone: 506-851-3038	<b>Charlottetown Parole Office</b> 250 Queen Street, Suite #101 Charlottetown, PEI C1A 4B8  Telephone: 902-566-7177
<b>Edmundston Parole : Sub-office for Bathurst</b> 15 Église Street, Suite 201 Edmundston, NB E3V 1J3  Telephone: 506-739-0257 Toll free: 855-739-0257	<b>Fredericton Parole Office</b> 364 York Street Unit 103 Fredericton, NB E3B 3P7  Telephone: 506-452-3275
<b>Moncton Parole Office</b> 1 Factory Lane, Suite 104 Moncton, NB E1C 9M3  Telephone: 506-851-6350	<b>Saint John Parole Office</b> 23 Carleton Street Saint John, NB E2L 2Z2  Telephone: 506-636-4795



<p><b>Parrtown CCC</b> 23 Carleton Street Saint John, NB E2L 2Z2</p> <p>Telephone: 506-636-4764</p>	<p><b>Jamieson Community Correctional Centre / Nova Scotia Area Office</b> 19 Morris Drive Dartmouth, NS B3B 0M3</p> <p>Telephone: 902-426-2601</p>
<p><b>Halifax Parole Office</b> 2131 Gottingen Street, Suite 200 Halifax, NS B3K 5Z7</p> <p>Telephone: 902-426-3408</p>	<p><b>Kentville Parole Office</b> 491 Main Street, Suite 101 Kentville, NS B4N 1K9</p> <p>Telephone: 902-679-5311</p>
<p><b>Yarmouth Parole Sub-Office for Kentville</b> 491 Main Street, Suite 101 Kentville, NS B4N 1K9</p> <p>Telephone: 902-742-6898</p>	<p><b>Dartmouth Parole Office</b> 45 Alderney Drive, Suite 209 Queen Square Dartmouth, NS B2Y 2N6</p> <p>Telephone: 902-426-4005</p>
<p><b>Truro Parole Office</b> 14 Court Street, Suite 300 Truro, NS B2N 3H7</p> <p>Telephone: 902-893-6760</p>	<p><b>Sydney Parole Office</b> 196 George Street, Floor 2 Sydney, NS B1P 1J3</p> <p>Telephone: 902-564-7300</p>
<p><b>Newfoundland Area Office</b> 531 Charter Avenue St. John's, NL A1A 1P7</p> <p>Telephone: 709-772-5359</p>	<p><b>St. John's Parole Office</b> 531 Charter Avenue St. John's, NL A1A 1P7</p> <p>Telephone: 709-772-5359</p>
<p><b>Grand Falls-Windsor Parole Sub-Office for St-John's NL</b> P.O. Box 175 4A Bayley Street A2A 2J4</p> <p>Telephone: 709-489-5124</p>	<p><b>Corner Brook Parole Office</b> 1 Regent Square, Suite 315 Corner Brook, NL A2H 7K6</p> <p>Telephone: 709-637-4288</p>
<p><b>Labrador Parole Sub-Office for Corner Brook</b> 176 Hamilton River Road, Glenn Plaza P.O. Box 1930 Station B, Happy Valley – Goose Bay Labrador A0P 1E0</p> <p>Telephone: 709-896-5288</p>	<p><b>Stephenville Parole Office West Coast</b> Correctional Centre Building 443 Massachusetts Drive, 3rd Floor Stephenville, NL A2N 2Z5</p> <p>Telephone: 709-643-8204</p>
<p><b>St. John's CCC</b> 531 Charter Avenue St. John's, NL A1A 1P7</p> <p>Telephone: 709-772-5359</p>	

**1.6 Language of Work:**

The Contractor must perform all work and must provide oral interpretation in both official languages, English and French essential, based on various linguistic profiles.



## 1.7 Invoice

The invoice for the work completed must be forwarded after services have been rendered. The invoice must indicate the following information:

Each invoice must:

- a. **Name of requestor;**
- b. **The date and total number of hours services were rendered;**
- c. **Call Up Number;**
- d. **Language being interpreted;**
- e. **The total cost;**
- f. **Identify whether service was delivered via teleconference or onsite;**
- g. **Identify Interpretation and travel fees separately;**
- h. **Include all travel receipts, and;**
- i. **Include a copy of time sheets to support the time claimed.**

Invoices must be distributed as follows:

- a. **Contractor must send to requesting site as well as CC: [Administration.GEN-ATLRHQ@CSC-SCC.GC.CA](mailto:Administration.GEN-ATLRHQ@CSC-SCC.GC.CA) mailbox.**



**ANNEX B**

**PROPOSED BASIS OF PAYMENT**

The following basis of payment will apply to any call-up issued against this Standing Offer.

**1.0 Standing Offer Period**

The Supplier will be paid in accordance with the following Basis of Payment for Work performed pursuant to this Standing Offer.

For the provision of services as described in Annex A – Statement of Work, the Supplier will be paid the firm unit prices below in the performance of this Standing Offer, HST, GST or QST extra.

**1.1 Awarded Date to October 31, 2024**

<b>Consecutive Interpretation</b>	<b>Estimated Total Hours</b>	<b>Hourly Rate (1 hour minimum) Half day rate (4 hours minimum) Full day rate (Greater than 4 hours to 8 hours maximum)</b>	<b>Total</b>
On-Site Institution – Half day	140	\$ _____ (Hourly rate)	\$ _____
On-Site Institution – Full day	70	\$ _____ (Hourly rate)	\$ _____
Off-Site Teleconference (Hourly rate, Pro-rated after minimum 1 hour in 15 minute intervals)	600	\$ _____ (Hourly rate)	\$ _____
Estimated TRAVEL			\$120,000.00
<b>TOTAL PER YEAR</b>			\$ _____

**2.0 Options to Extend the Standing Offer Period:**

Subject to the exercise of the option to extend the Contract period in accordance with Article 4.2 of the original Standing Offer, Options to Extend Contract, the Contractor will be paid the all-inclusive firm rate(s), in accordance with the following tables, Applicable Taxes extra, to complete all Work and services required to be performed in relation to the Standing Offer extension.

The Contractor must advise the Project Authority when 75% of the Contract’s financial limitation is reached. This financial information can also be requested by the project Authority on an as requested basis.





**2.1 November 1, 2024 to October 31, 2025 (Option Year 1)**

<b>Consecutive Interpretation</b>	<b>Estimated Total Hours</b>	<b>Hourly Rate (1 hour minimum) Half day rate (4 hours minimum) Full day rate (Greater than 4 hours to 8 hours maximum)</b>	<b>Total</b>
On-Site Institution – Half day	140	\$_____ (Hourly rate)	\$_____
On-Site Institution – Full day	70	\$_____ (Hourly rate)	\$_____
Off-Site Teleconference (Hourly rate, Pro-rated after minimum 1 hour in 15 minute intervals)	600	\$_____ (Hourly rate)	\$_____
Estimated TRAVEL			\$120,000.00
<b>TOTAL PER YEAR</b>			\$_____

**2.2 November 1, 2025 to October 31, 2026 (Option Year 2)**

<b>Consecutive Interpretation</b>	<b>Estimated Total Hours</b>	<b>Hourly Rate (1 hour minimum) Half day rate (4 hours minimum) Full day rate (Greater than 4 hours to 8 hours maximum)</b>	<b>Total</b>
On-Site Institution – Half day	140	\$_____ (Hourly rate)	\$_____
On-Site Institution – Full day	70	\$_____ (Hourly rate)	\$_____
Off-Site Teleconference (Hourly rate, Pro-rated after minimum 1 hour in 15 minute intervals)	600	\$_____ (Hourly rate)	\$_____
Estimated TRAVEL			\$120,000.00
<b>TOTAL PER YEAR</b>			\$_____



**2.3 November 1, 2026 to October 31, 2027 (Option Year 3)**

<b>Consecutive Interpretation</b>	<b>Estimated Total Hours</b>	<b>Hourly Rate (1 hour minimum) Half day rate (4 hours minimum) Full day rate (Greater than 4 hours to 8 hours maximum)</b>	<b>Total</b>
On-Site Institution – Half day	140	\$_____ (Hourly rate)	\$_____
On-Site Institution – Full day	70	\$_____ (Hourly rate)	\$_____
Off-Site Teleconference (Hourly rate, Pro-rated after minimum 1 hour in 15 minute intervals)	600	\$_____ (Hourly rate)	\$_____
Estimated TRAVEL			\$120,000.00
<b>TOTAL PER YEAR</b>			\$_____

**2.4 November 1, 2027 to October 31, 2028 (Option Year 4)**

<b>Consecutive Interpretation</b>	<b>Estimated Total Hours</b>	<b>Hourly Rate (1 hour minimum) Half day rate (4 hours minimum) Full day rate (Greater than 4 hours to 8 hours maximum)</b>	<b>Total</b>
On-Site Institution – Half day	140	\$_____ (Hourly rate)	\$_____
On-Site Institution – Full day	70	\$_____ (Hourly rate)	\$_____
Off-Site Teleconference (Hourly rate, Pro-rated after minimum 1 hour in 15 minute intervals)	600	\$_____ (Hourly rate)	\$_____
Estimated TRAVEL			\$120,000.00
<b>TOTAL PER YEAR</b>			\$_____



**2.5 November 1, 2028 to October 31, 2029 (Option Year 5)**

<b>Consecutive Interpretation</b>	<b>Estimated Total Hours</b>	<b>Hourly Rate (1 hour minimum) Half day rate (4 hours minimum) Full day rate (Greater than 4 hours to 8 hours maximum)</b>	<b>Total</b>
On-Site Institution – Half day	140	\$_____ (Hourly rate)	\$_____
On-Site Institution – Full day	70	\$_____ (Hourly rate)	\$_____
Off-Site Teleconference (Hourly rate, Pro-rated after minimum 1 hour in 15 minute intervals)	600	\$_____ (Hourly rate)	\$_____
Estimated TRAVEL			\$120,000.00
<b>TOTAL PER YEAR</b>			\$_____

**3.0 Applicable Taxes**

- (a) All prices and amounts of money in the Standing Offer are exclusive of Applicable Taxes, unless otherwise indicated. Applicable Taxes are extra to the price herein and will be paid by Canada.
- (b) The estimated Applicable Taxes of \$<To Be Inserted at Standing Offer Award> are included in the total estimated cost shown on page 1 of this Standing Offer. The estimated Applicable Taxes will be incorporated into all invoices and progress claims and shown as a separate item on invoices and progress claims. All items that are zero-rated, exempt, or to which taxes do not apply, are to be identified as such on all invoices. The Offeror agrees to remit to Canada Revenue Agency (CRA) any amounts of Applicable Taxes or due.

**4.0 Electronic Payment of Invoices – Offer**

The following Electronic Payment Instrument(s) are accepted:

- ( ) MasterCard Acquisition Card;
- ( ) Direct Deposit (Domestic and International)



### ANNEX C SECURITY REQUIREMENTS CHECK LIST

DSD-ATL5580



Government of Canada  
Gouvernement du Canada

Contract Number / Numéro du contrat 21201-24-4495221
Security Classification / Classification de sécurité Unclassified

#### SECURITY REQUIREMENTS CHECK LIST (SRCL) LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine <i>CSC</i>	2. Branch or Directorate / Direction générale ou Direction <i>ATLANTIC REGION</i>	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail <i>Consecutive Interpretation Services in a wide variety of languages - on site - teleconference - Video Conference</i>		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c) <input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui		
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	
Foreign / Étranger <input type="checkbox"/>		
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable / À ne pas diffuser <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>	
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité





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Security Classification / Classification de sécurité Unclassified

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

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui

If Yes, indicate the level of sensitivity:  
Dans l'affirmative, indiquer le niveau de sensibilité :

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

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

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

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

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

Special comments:  
Commentaires spéciaux : \_\_\_\_\_

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

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

If Yes, will unscreened personnel be escorted?  
Dans l'affirmative, le personnel en question sera-t-il escorté?  No / Non  Yes / Oui

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

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

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

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

**PRODUCTION**

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

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

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

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

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
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Security Classification / Classification de sécurité Unclassified

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

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

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC						
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET / COSMIC TRÈS SECRET	PROTECTED / PROTÉGÉ	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET / TRÈS SECRET
NA																	
Information / Assets / renseignements / biens / Production																	
IT Media / Support TI / Lien électronique																	

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.
12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).





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Contract Number / Numéro du contrat 21201-24-4495221
Security Classification / Classification de sécurité Unclassified

PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) <b>Natalie LeBlanc</b>		Title - Titre	Signature <i>Natalie LeBlanc</i>
Telephone No. - N° de téléphone <b>506-269-2315</b>	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel <b>natalie.leblanc@psc-scc.gc.ca</b>	Date <b>2023.07.18</b>
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) <b>Dominic St-Denis</b>		Title - Titre <b>Contracting Security Analyst</b>	Signature <b>StDenis, Dominic</b> <small>Digitally signed by StDenis, Dominic DN: cn=StDenis, o=SCC, ou=SCC-SEC, c=Canada, email=StDenis, # Reason: I am the author of this document Date: 2023.08.15 07:37:54 -0400 Post-PDF-Editor Version: 1.3.1.3</small>
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées) <b>Penny Panayiotopoulos</b>		Title - Titre <b>Regional Contract Officer</b>	Signature <i>Penny Panayiotopoulos</i> <small>Digitally signed by Panayiotopoulos, Penny Date: 2023.08.11 14:55:44 -0700</small>
Telephone No. - N° de téléphone <b>506-875-3649</b>	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel <b>penny.panayiotopoulos@csc-scc.gc.ca</b>	Date
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées) <b>Patrick Gaudreau-Ritlop Contract Security Officer Patrick.Gaudreau-Ritlop@tpsgc-pwgsc.gc.ca</b>		Title - Titre	Signature <b>Gaudreau Ritlop, Patrick</b> <small>Digitally signed by GaudreauRitlop, Patrick Date: 2023-08-29 13:43:11 -04'00'</small>
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date



## ANNEX D EVALUATION CRITERIA

### 1.0 Technical Evaluation:

**A separate technical evaluation will be conducted for each proposed resource.**

1.1 The following elements of the proposal will be evaluated and scored in accordance with the following evaluation criteria.

- Mandatory Technical Criteria
- Rated Technical Criteria

**It is imperative that the proposal address each of these criteria to demonstrate that the requirements are met.**

1.2 LISTING EXPERIENCE WITHOUT PROVIDING ANY SUBSTANTIATING DATA TO SUPPORT WHERE, WHEN AND HOW SUCH EXPERIENCE WAS OBTAINED WILL RESULT IN THE STATED EXPERIENCE NOT BEING CONSIDERED FOR EVALUATION PURPOSES.

1.3 All experience must be strictly work-related. Time spent during education and/or training will not be considered, unless otherwise indicated.

1.4 Experience must be demonstrated through a history of past projects, either complete or on-going.

1.5 References must be provided for each project/employment experience.

- I. Where the stated experience was acquired within a Canadian Federal Government Department or Agency as a Public Servant, the reference must be a Public Servant who had a supervisory role over the proposed resource during the stated employment.
- II. Where the stated experience was acquired within a Canadian Federal Government Department or Agency as a consultant, the reference must be the Public Servant who was identified as the Project Authority of the project on which the proposed resource acquired the experience.
- III. References must be presented in this format:
  - a. Name;
  - b. Organization;
  - c. Current Phone Number; and
  - d. Email address if available

1.6 Response Format

- I. In order to facilitate evaluation of proposals, it is recommended that bidders' proposals address the mandatory criteria in the order in which they appear in the Evaluation Criteria and using the numbering outlined.





- II. Bidders are also advised that the month(s) of experience listed for a project or experience whose timeframe overlaps that of another referenced project or experience will only be counted once. For example: Project 1 timeframe is July 2001 to December 2001; Project 2 timeframe is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.
  
- III. For any requirements that specify a particular time period (e.g., 2 years) of work experience, CSC will disregard any information about experience if the technical bid does not include the required month and year for the start date and end date of the experience claimed.
  
- IV. CSC will also only evaluate the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.

**MANDATORY TECHNICAL CRITERIA**

#	Mandatory Technical Criterion	Bidder Response Description (include location in bid)	Met (yes/no)
<b>M1</b>	The firm must be certified and in good standing with AILIA (Association de l'Industrie de la langue/Language Industry Canada) or other certification authority to meet the <a href="#">National Standards for Interpretation Services (NSGCIS)</a> . Bidders must provide a copy of the certificate within technical bid.		
<b>M2</b>	The firm must have a minimum of five (5) years' experience in the last 10 years delivering certified/accredited consecutive community interpretation services for a variety of languages prior to bid closing. The bidder must include the name of clients and dates when services were provided, and the types of languages offered during the service period. For example, Client Organization Name, March 2017 to November 2020, list variety of languages covered during that time range.		
<b>M3</b>	The Bidder must submit a list of a minimum of five (5) proposed personnel who will be performing the duties, to showcase a wide variety of languages that will be offered. A resume of each must be attached.		



<b>M4</b>	The Bidder must specify how they will control the management of the project. (In a paragraph(s) of no more than 1,000 words).		
<b>M5</b>	Bidder must be able to provide oral interpretation services in both official languages for a variety of foreign languages: a. Albanian b. Algonquin c. Arabique d. Cantonese e. Cree f. Creoles g. Da Hai Liu h. Dari i. Dutch j. Farsi k. Inuktitut l. Italian m. Korean n. Laotian o. Mandarin p. Micmac (Mi'kmaq) q. Ojibway r. Persian s. Polish t. Portuguese u. Punjabi v. Russian w. Spanish x. Tagalog y. Tamil z. Thai aa. Tigrinya bb. Urdu cc. Vietnamese		



**POINT RATED TECHNICAL CRITERIA**

#	Point Rated Technical Criterion	Maximum Score	Bidder Response (Bidder to explain how points are obtained and reference location in bid)
R1	<p>The firm must have a minimum of five (5) years' experience delivering certified/accredited consecutive community interpretation services <u>for a variety of foreign languages from English</u> prior to bid closing. The bidder must include the name of clients and dates when services were provided, and the types of languages offered during the service period. For example, Client Organization Name, March 2017 to November 2020, list variety of languages covered during that time range.</p> <p><b>The bidder must include the following Information about the stated experience:</b></p> <ol style="list-style-type: none"> <li>1. the total number of additional years of experience for proposed resource;</li> <li>2. the client or employer's name and address;</li> <li>3. the start and end dates of the work or employment periods;</li> <li>4. details about the work done and variety of languages covered by the proposed resource; and</li> <li>5. a reference</li> </ol>	<p>.....</p> <p>Points will be awarded based on the following formula:</p> <p>2 points per year of additional experience, to a maximum of 10 points.</p>	
R2	<p>The firm must have a minimum of five (5) years' experience delivering certified/accredited consecutive community interpretation services <u>for a variety of foreign languages from French</u> prior to bid closing. The bidder must include the name of clients and dates when services were provided, and the types of languages offered during the service period. For example, Client Organization Name, March 2017 to</p>	<p>.....</p> <p>Points will be awarded based on the following formula:</p> <p>2 points per year of additional experience, to a maximum of 10 points.</p>	



	<p>November 2020, list variety of languages covered during that time range.</p> <p><b>The bidder <u>must include</u> the following Information about the stated experience:</b></p> <ol style="list-style-type: none"> <li>1. the total number of additional years of experience for proposed resource;</li> <li>2. the client or employer's name and address;</li> <li>3. the start and end dates of the work or employment periods;</li> <li>4. details about the work done and variety of languages covered by the proposed resource; and</li> <li>5. a reference</li> </ol>		
<p><b>R3</b></p>	<p>The bidder has experience in providing interpretation Services in a variety of foreign languages in the field of corrections*.</p> <p>* The field of corrections consists of organizations responsible for administering sentences imposed by the courts, managing correctional institutions and supervising offenders.</p> <p><b>For every project presented, the bidder <u>must include</u> the following information:</b></p> <ol style="list-style-type: none"> <li>1. the project's title and description;</li> <li>2. the language (from English to Foreign Language / from French to Foreign Language)</li> <li>3. details about the work completed; and</li> <li>4. a reference.</li> </ol>	<p>.....</p> <p>Points will be awarded based on the following formula:</p> <p>2 points per year of additional experience, to a maximum of 10 points.</p>	
<p><b>R4</b></p>	<p>The Contractor must provide interpretation services for a variety of foreign languages. Based on previous utilization, the majority of the work will</p>		



	<p>entail interpretation from English or from French into:</p> <ul style="list-style-type: none"> <li>a. Albanian</li> <li>b. Algonquin</li> <li>c. Arabic</li> <li>d. Cantonese</li> <li>e. Cree</li> <li>f. Creoles</li> <li>g. Da Hai Liu</li> <li>h. Dari</li> <li>i. Dutch</li> <li>j. Farsi</li> <li>k. Inuktitut</li> <li>l. Italian</li> <li>m. Korean</li> <li>n. Laotian</li> <li>o. Mandarin</li> <li>p. Micmac (Mi'kmaq)</li> <li>q. Ojibway</li> <li>r. Persian</li> <li>s. Polish</li> <li>t. Portuguese</li> <li>u. Punjabi</li> <li>v. Russian</li> <li>w. Spanish</li> <li>x. Tagalog</li> <li>y. Tamil</li> <li>z. Thai</li> <li>aa. Tigrinya</li> <li>bb. Urdu</li> <li>cc. Vietnamese</li> </ul>	<p>.....</p> <p>Points will be awarded based on the following formula:</p> <p>1 point per language to a maximum of 29 points.</p>	
	Total number of points	<b>59</b>	
	Minimum score needed	<b>41/59</b>	



**ANNEX E - CONTRACT SECURITY PROGRAM**  
**APPLICATION FOR REGISTRATION (AFR) for Canadian legal**  
**entities**

**Please see attached.**