

REQUEST FOR PROPOSAL – COVER SHEET

TITLE: Employee Assistance Program (EAP) Services for employees of the Canadian Food Inspection Agency (CFIA) and their families.

DATE OF RFP: 20118-11-15

Contracting Officer:
Ron Staigh

Telephone: (613) 773-7782
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ADDRESS FOR PROPOSAL DELIVERY:
Canadian Food Inspection Agency (CFIA)

cfia.bidreceipt-receptiondesoumission.acia@canada.ca

Solicitation closes at: 3:00 pm local time (Ottawa, Ontario)
On: 2018-12-31

The Canadian Food Inspection Agency (CFIA) is requesting proposals for services as detailed in Section 3. This is a Request For Proposal (RFP) as distinguished from an Invitation to Tender (ITT). The proposal must set out the means by which the technical, performance, time and other goals and objectives will be met, having regard to any stated requirements. The CFIA will consider entering into a contract with the supplier submitting the most acceptable proposal as determined by the evaluation factors set out in this RFP.

Neither the qualifying proposal which scores the highest points nor the one which contains the lowest cost will necessarily be accepted. The CFIA reserves the right to accept any proposal, as submitted without prior negotiations.

Contracting Authority:

Name: Ron Staigh

Date: 2018-11-15

Name and address of the Bidder

Telephone number:

Fax number:

Bidder's Signature: The Bidder's signature indicates acceptance of the terms and conditions governing this Request for Proposal and certifies the content of the attached bidder's proposal. It also constitutes acknowledgement of receipt and acceptance of all documents listed above. The Bidder also recognizes having read and understood every and all terms and conditions in this RFP contained in the documents or incorporated by reference.

Signature

Date

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PART 1 - GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment, Security Requirements, the Security Requirements Checklist, the Electronic Payment Instruments, the Insurance Requirements and any other annexes.

1.2 Summary

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

The CFIA employs approximately 6,807 persons comprised of veterinarians, inspectors, systems specialists, support staff, financial officers, research scientists and laboratory technicians working in three types of sites across Canada: office buildings, which include Area, Regional and district offices; work space in 3rd party establishments (such as processing facilities); and laboratory facilities.

The period of the proposed contract will be for a period of two (2) years from the date of award. The Contractor also grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) additional one (1) year periods) under the same conditions.

- 1.2.2 There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.
- 1.2.3 The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the

Canada-European Union Comprehensive Economic and Trade Agreement (CETA), and the Canadian Free Trade Agreement (CFTA)."

1.3 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The [2003](#) (2018-05-22) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

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

Delete: 60 days

Insert: 120 days

2.2 Submission of Bids

- a. Bids must be submitted only to the CFIA Bid Receiving email in box by the date and time indicated on page 1 of the bid solicitation. Bids sent directly to the Contracting Authority will not be considered.
- b. Due to the nature of the bid solicitation, bids transmitted by facsimile will not be accepted.
- c. Canada will not be responsible for late bids received at destination after the closing date and time, even if it was submitted before.

2.3 Former Public Servant

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

Definitions

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

- a. an individual;

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

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

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

Former Public Servant in Receipt of a Pension

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

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

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

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with Contracting Policy Notice: 2012-2 and the Guidelines on the Proactive Disclosure of Contracts.

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

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

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

eliminated and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.5 Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

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

2.6 Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least 15 business days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

Bidders may submit electronic copies of the proposal in either official language (English or French). The RFP Reference Number and the title of the Requirement must be in the subject line of all emails and the proposal must be structured as stated below.

All price or cost information must appear only in the Financial Bid.

The proposal must be structured in individual sections in the following manner:

- one (1) copy of the Technical Bid;
- one (1) copy of the Certifications (Part 5) and;
- one (1) copy of the Financial Bid (Section II). No price or cost information should appear in any other section of the bid. Failure to provide the Financial Bid as a separate section will render a bid non-responsive.

3.1.1 Format for Bid: Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- i. Format layout for 8.5 x 11 inch (216 mm x 279 mm) paper;
- ii. use a numbering system that corresponds to the bid solicitation;
- iii. include a title page at the front of each volume of the bid that includes the title, date, bid solicitation number, bidder's name and address and contact information of its representative; and
- iv. Include a table of contents.

Bids will be accepted in any of the following electronic formats as applicable:

- Searchable Portable Document Format (PDF)
- Microsoft Word
- Microsoft Excel

3.1.2 Bidders who submit a bid in response to this RFP agree to be bound by the instructions, clauses and conditions of the RFP and accept the terms and conditions of the resulting contract (see Part 7).

3.1.3 It is the Bidder's responsibility to obtain, if necessary, clarification of the requirements contained in the RFP and to prepare its bid in accordance with the instructions contained in the RFP. Enquiries must be submitted by email only to the Contracting Authority identified in the Cover Sheet of the RFP.

3.1.4 The RFP documents contain all the requirements relating to the bid solicitation. Any other information or documentation provided to or obtained by a Bidder from any other source is not relevant and not part of this RFP. Bidders should not assume that practices used under previous RFPs or contracts will continue, unless they are identified in the RFP. Bidders should also not assume that their existing capabilities meet the requirements of the RFP simply because they have met previous requirements.

Section I: Technical Bid

In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Section II: Financial Bid

3.1.1 Bidders must submit their financial bid in accordance with the Financial Bid/Pricing Schedule detailed in Annex "B".

3.1.2 Electronic Payment of Invoices – Bid

3.1.2.1 The CFIA's standard method of payment is through direct deposit to a financial institution. The appropriate form will be provided prior to contract award. The form can also be obtained from the Receiver General's website at http://www.inspection.gc.ca/DAM/DAM-aboutcfia-sujetacia/STAGING/text-texte/c5692_re_1385730987670_eng.pdf

The Government of Canada considers privacy and security of utmost importance in the issuance of payments. Any information provided to the Government of Canada in support of Direct Deposit is protected under the Government of Canada Privacy Act and Access to Information Act (R.S.C., 1985, c. A-1).

Additional information is available at:

www.tpsgc-pwgsc.gc.ca/recgen/txt/depot-deposit-eng.html

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "D" Electronic Payment Instruments, to identify which ones are accepted and provide it as an attachment to the Financial Bid.

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

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

Section III: Certifications

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

Section IV: Additional Information

3.1.4 Bidder's Proposed Sites or Premises Requiring Safeguarding Measures

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

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

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

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

4.1.1 Technical Evaluation

Mandatory and point rated technical evaluation criteria are included in Annex F.

4.1.2 Financial Evaluation

4.1.2.1 Mandatory Financial Criteria

SACC Manual Clause A0220T (2014-06-26), Evaluation of Price

Financial evaluation criteria are included in Annex B.

4.2 Basis of Selection

4.2.1 Highest Combined Rating of Technical Merit 70% and Price 30%

4.2.1.1 To be declared responsive, a bid must:

- a) comply with all the requirements of the bid solicitation;
- b) meet all the mandatory evaluation criteria; and
- c) obtain the required minimum number of points specified in Attachment 1 to Part 4 for the point rated technical criteria.

4.2.1.2 Bids not meeting 4.2.1.1 (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid obtaining the highest number of points nor the one with the lowest evaluated price will necessarily be accepted.

4.2.1.3 The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.

4.2.1.4 For each responsive bid, the technical merit score and the pricing score will be added to determine its total combined score.

4.2.1.5 To determine the overall score obtained by a bidder, the following weighting will be used to establish the technical and financial score:

Technical weighting:	70%
Price weighting:	30%
Technical score =	$\frac{\text{Bidder's technical points} \times 70\%}{\text{Maximum points}}$
Financial score =	$\frac{\text{Lowest Priced Bid} \times 30\%}{\text{Bidder's Total Evaluated Price}}$
Total score =	Technical Score + Financial Score

4.2.1.6 The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract. In the event two or more responsive bids have the same highest combined rating of technical merit and price, the responsive bid with the lowest evaluated price will be recommended for award of a contract.

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the Integrity declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

5.2 Certifications Precedent to Contract Award and Additional Information

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

5.2.1 Integrity Provisions – Required Documentation

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

5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

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

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirements

1. At the date of bid closing, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
 - (d) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (e) the Bidder must provide the addresses of proposed sites or premises of work performance and document safeguarding as indicated in Part 3 - Section IV Additional Information.
2. For additional information on security requirements, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

6.2 Business Security Profile

This service must support the following business security profile:

Confidential: Protected B (medium)

Integrity: Medium

Availability: Very low

Bidders may refer to Attachment 1 to Part 6 for further information related to the above.

6.3 Insurance Requirements

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex E.

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

PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex A and the Contractor's technical bid dated _____.

7.2 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

7.2.1 General Conditions

[2035](#) (2018-06-21), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

7.2.2 Supplemental General Conditions

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

7.3 Security Requirements

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

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer/Supply Arrangement, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of **PROTECTED B**, issued by the Canadian Industrial Security Directorate, Public Works and Government Services Canada.
2. The Contractor/Offeror personnel requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid **RELIABILITY STATUS**, granted or approved by the Canadian

Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

3. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CISD/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed up to the level of **PROTECTED B**.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
5. The Contractor/Offeror must comply with the provisions of the:
 - a. Security Requirements Check List and security guide (if applicable), attached at Annex _____;
 - b. *Industrial Security Manual* (Latest Edition).

7.3.2 Contractor's Sites or Premises Requiring Safeguarding Measures

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

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

- 7.3.2.2** The Company Security Officer must ensure through the Contract Security Program that the Contractor and individuals hold a valid security clearance at the required level.

7.4 Term of Contract

7.4.1 Period of the Contract

The period of the Contract is from date of Contract to _____ inclusive.

7.4.2 Option to Extend the Contract

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

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

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Ron Staigh
Title: Procurement Officer

Telephone: 613-773-7782
E-mail address: ron.staigh@canada.ca

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

7.5.2 Project Authority

The Project Authority for the Contract is:

Name: _____
 Title: _____
 Organization: _____
 Address: _____

Telephone: ____ - ____ - ____
 Facsimile: ____ - ____ - ____
 E-mail address: _____

In its absence, the Project Authority is:

Name: _____
 Title: _____
 Organization: _____
 Address: _____

Telephone: ____ - ____ - ____
 Facsimile: ____ - ____ - ____
 E-mail address: _____

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

7.5.3 Contractor's Representative

Name: _____
 Title: _____

Telephone: _____
 E-mail address: _____

7.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a Public Service Superannuation Act (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2012-2 of the Treasury Board Secretariat of Canada.

7.7 Payment

7.7.1 Basis of Payment

The Contractor will be paid for its costs reasonably and properly incurred in the performance of the Work, in accordance with the Basis of payment in annex B, to a limitation of expenditure of \$_____ (*amount inserted at contract award*). Customs duties are excluded and Applicable Taxes are extra.

7.7.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____ (*amount inserted at contract award*). 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.

7.7.3 Method of 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.

Monthly fees are inclusive of costs related to administrative and clerical support, supplies, equipment and administrative expenses necessary to accomplish the work.

7.7.4 Invoicing Instructions

The Contractor shall submit invoices along with all substantiating documentation on its own forms to the following email address: cfia.efap-paef.acia@canada.ca

The subject line of each email must include the Invoice number and service provided.

Invoices and substantiating documentation must include a clear description of the Work performed and period for which payment is being requested by the invoice, the applicable reference numbers and the contract file number (contract file number).

Invoices may be in MS Word, Excel, PDF or other format agreed to by the EFAP Coordinator.

7.7.5 Electronic Payment of Invoices – Contract

(*To be completed at contract award if the Bidder indicates electronic payments are accepted*)

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

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);
- e. Wire Transfer (International Only);
- F. Large Value Transfer System (LVTS) (Over \$25M)

7.7.6 Discretionary Audit

SACC Manual clause C0705C (2010-01-11) Discretionary Audit

7.8 Certifications and Additional Information

7.8.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

7.9 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____ (*inserted at contract award*).

7.10 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the supplemental general conditions 4008 (2008-12-12), Personal Information;
- (c) the general conditions 2035 (2018-06-21), General Conditions - Higher Complexity - Services;
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List;
- (g) Annex D, Insurance Requirements;
- (h) the Contractor's bid dated _____, **or** as clarified on _____ " **or** ", as amended on _____ "
(*inserted at the time of contract award If the bid was clarified or amended*)

7.11 Foreign Nationals (Canadian Contractor)

SACC Manual clause A2000C (2006-06-16) Foreign Nationals (Canadian Contractor)

7.12 Insurance Requirements

The Contractor must comply with the insurance requirements specified in Annex E. 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. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Rating no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

ANNEX “A”

STATEMENT OF WORK

1.0 TITLE

Employee Assistance Program (EAP) Services for employees of the Canadian Food Inspection Agency (CFIA) and their families.

2.0 BACKGROUND

2.1 Introduction

In April 1997, the Canadian Food Inspection Agency was formed creating a new agency responsible for inspection and related services previously provided through other federal government departments. The creation of the CFIA consolidated the delivery of all federal food, animal and plant health inspection programs.

The key roles of the CFIA are to enforce the food safety and nutritional quality standards established by Health Canada, to set standards and to carry out enforcement and inspection in order to ensure plant protection and animal health and food safety. CFIA delivers these services through 14 inspection programs in 18 regions across Canada.

As at March 19, 2018, the CFIA employs approximately 6,807 persons with expertise in a variety of different subject areas. The CFIA workforce is comprised of veterinarians, inspectors, systems specialists, support staff, financial officers, research scientists and laboratory technicians.

CFIA staff primarily work in three types of sites: office buildings, which include Area, Regional and district offices; work space in 3rd party establishments (such as processing facilities); and laboratory facilities.

CFIA personnel are required to respond to food safety related emergencies wherein they could be exposed to situational stress which taxes one's emotional and physical well-being.

In today's environment, with high expectations put on government employees to deliver the highest service possible with the fewest number of employees, many employees are experiencing increased stress levels on a daily basis.

The CFIA recognizes the importance of employees' health and wellness as well as the need to promote, foster and maintain the health and well-being of its employees and their families. It is for this reason that the CFIA provides confidential help to employees who are in need of assistance to resolve personal problems through an Employee Assistance Program (EAP).

The table below provides the history of the CFIA EAP utilization rates for fiscal years 2015-2016 to 2017-2018:

	2015-2016	2016-2017	2017-2018
CFIA Employee Population	6,555	6,927	6,807
EAP Utilization Rate (% cases)	24.18%	23.98%	23.44%

2.2 Legislation

The EAP is subject to the following:

- *Canadian Food Inspection Agency Act*
- *Financial Administration Act*

- *Access to Information Act*
- *Privacy Act*
- *Official Languages Act*
- *Canadian Human Rights Act*
- *Canada Labour Code, Part II*

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

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

2.3 References

2.3.1 Treasury Board Secretariat Policy - Policy on Employee Assistance Program <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12542>

2.4 Program Responsibilities of CFIA

2.4.1 The Employee Assistance Program is part of the Agency's three-tiered Wellness Program. The Agency's Wellness Program combines three aspects of wellness in offering its Workplace Wellness Services: Health, Work Environment, and Work/Life Balance. An EAP Policy was developed by Treasury Board in consultation with stakeholders with the objective to foster and maintain the well-being and productivity of employees and to assist employees and their families who may be experiencing personal, health, behavioural or work-related problems. The Canadian Food Inspection Agency also supports this and has an established EAP Policy with the objective to foster and maintain the well-being and productivity of employees by providing confidential assistance or short-term counselling to those who are experiencing personal or work-related problems.

2.5 Definitions

2.5.1 Work Performance

Sum of the duties that an employee must carry out according to the standards established by the supervisor, after consultation with the employee.

2.5.2 Troubled Employee

Employee experiencing personal problems but whose work performance is not necessarily affected.

2.5.3 Normal Supervisory Assistance

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

2.5.4 EAP Help

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

2.5.5 Emergency Operating Centre (EOC)

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

2.5.6 Family

Father, mother (or alternatively stepfather, stepmother, or foster parent), brother, sister, spouse (including common-law spouse), children, stepchild or ward of the employee, grandchild, father-in-law, mother-in-law, grandparent, and any other relative permanently residing in the household or with whom the employee permanently resides. Also to include children who do not reside directly with the employee under twenty-one (21) years of age, as well as those between the ages of twenty-one (21) and twenty-five (25) if in full time attendance at a recognized educational institution.

2.5.7 CFIA Management

Managers and supervisors of the CFIA, regardless of level, who have at least one direct-report.

2.6 Principles

2.6.1 The workplace can be an effective resource in identifying employees having health or behavioural problems, and motivate them to seek the appropriate help.

2.6.2 The CFIA promotes the concepts of prevention and early identification of problems as described in literature on Employee Assistance Programs.

2.6.3 EAP also provides guidance and support for many non-work-related family and/or social situations (e.g. Financial planning, nutritional advice, support in acquiring day care services, etc.)

2.6.4 Help is offered, never imposed. This means that an employee with a work performance problem will be offered access to professional and confidential help both informally and formally but will always have the final decision in terms of accepting or refusing it.

2.6.5 The employee receiving help from EAP is not relieved from his/her obligations towards the employer, nor protected against the consequences of any inappropriate/related actions.

3.0 CFIA ROLES AND RESPONSIBILITIES

The National Manager, Mental Health and Wellness, or other Manager as designated by the CFIA

The CFIA individual responsible to oversee the delivery and administration of the Employee Assistance Program nationally as well as monitoring the work of the EAP Provider. The National Manager will also perform trend analysis on the information reported from the EAP provider and highlight any areas of concern, as appropriate, to the Executive Director – Workplace Health and Diversity Directorate.

In the event of activation of an Emergency Operation Centre (EOC) or Incident Command Post (ICP), the Incident Commander or designate (Safety Officer) will immediately request that the National Manager, Mental Health and Wellness contact the EAP provider to activate EAP services in support of the emergency and provide the appropriate contact at the EOC for coordination and implementation of services.

The Immediate Supervisor

Refers the employee to the Employee Assistance Program when the supervisor becomes aware that assistance may be required or when the employee brings to the attention of the supervisor, any information that may warrant referral to the EAP.

The Bargaining Agents

- a) Support the objectives of the Program; and
- b) Encourage members to utilize the services provided under the EAP as required.

The Employee

- a) Voluntarily seeks help from the EAP counsellor or any other outside competent resource.

CFIA Procedures Directive

Self-Referrals

At all times, employees are encouraged to voluntarily seek confidential help from the EAP Contractor.

Third Party Referrals

There are two types of referrals:

- a) An informal referral where a supervisor, friend, family member or co-worker wishes to direct someone towards the Program. In this case, he/she should contact the Contractor in order to discuss the situation and ultimately determine the steps to be taken to achieve the agreed upon objective;

Supervisors are also encouraged to contact the Contractor to discuss situations of employees with a work performance problem, or simply to become acquainted with the Program's services and referral procedures;

- b) A formal referral is based on job performance and the supervisor recommends the EAP. This recommendation may or may not appear in the individual's personnel file depending on the situation. Often, no notation is made unless there is a need for formal disciplinary, performance or corrective action. What is discussed during the sessions, however, is not reported to the employer in either case.

Coverage

- a) Employees and their families (as defined under 2.5.6) including retirees and employees whose employment is terminated, with the exception of those who have resigned or are terminated for cause, are covered for one year post termination.
- b) The Contractor will provide services to individuals employed within the CFIA through student placement opportunities during their employment and this service will end following completion of their student employment with the CFIA

4.0 SCOPE OF WORK

4.1 The Contractor must provide all of the following services for the basic fee paid monthly:

- 4.1.1 Clinical Services
- 4.1.2 Short-Term Counselling Services and Advisory Services
- 4.1.3 EFAP Emergency Response
- 4.1.4 General Information/awareness sessions
- 4.1.5 Wellness Training Sessions

- 4.1.6 Workshops
- 4.1.7 Catalogue of Training and Awareness Sessions
- 4.1.8 Attendance at Meetings
- 4.1.9 Prevention, and Promotional Information Services
- 4.1.10 Critical Incident Stress Management (CISM)
- 4.1.11 Emergency Operating Centre (EOC)
- 4.1.12 Information Management, Program Evaluation and Statistical Reporting
- 4.1.13 Program Satisfaction Survey
- 4.1.14 Program Language Requirements
- 4.1.15 Contractor Operational Responsibilities
- 4.1.16 Contractor Support to CFIA Management

4.1.1 Clinical Services

- a) The Contractor must provide a short-term counselling service twenty-four (24) hours a day, seven (7) days a week with sufficient qualified personnel to serve all employees of the CFIA across Canada and their family for the purpose of assessment, short-term counselling, referral and follow-up. Follow-up, including the booking of appointments, must be done within 24 hours of receiving the call. Counselling services must be offered during normal working periods in each time zone (8:00 a.m. to 6:00 p.m. for all time zones, Monday to Friday, except for statutory holidays). The scheduling of appointments shall be arranged between the employee and the Contractor. Every possible effort must be made to accommodate those employees working shiftwork. A person-to-person service shall also be made available during normal working periods at an office location in communities with CFIA employees. The Contractor will also provide a 1-800 toll-free number, twenty-four (24) hours a day, seven (7) days a week;
- b) The Contractor must assist the employee to assess the problem(s) and, if the resolution to the problem requires more than short-term counselling (for the purposes of this activity, short-term is usually defined as 6 weeks), the Contractor shall assist the employee in finding the most appropriate community resource for ongoing help;
- c) The Contractor must provide follow-up on a monthly basis for all employees who have utilized the EAP services to determine if there are further needs identified and to ensure the services were rendered appropriately.
- d) The Contractor must provide the services in both official languages (English and/or French);
- e) Facilities which provide EAP services must be accessible to persons with disabilities;
- f) Face to face, E-counselling, on-line chats, and telephone services must be made available as determined by the employee or family member where applicable.

4.1.2 Short-Term Counselling and Advisory Services

Short-Term Counselling is to assist the employee to assess the problem(s). The Contractor shall assist the employee in finding the most appropriate community resource for ongoing help once it is determined that short-term assistance is inadequate. For the purposes of this activity, short-term is usually defined as 6 weeks.

The Contractor must:

a) Short-Term Counselling

Provide short term counselling and, upon assessment, determine if a referral and follow-up services, including short term intervention, is appropriate for the employees seeking assistance;

EAP Short-Term Counselling Services may be required, but is not limited to, addressing the following types of issues:

- Personal Well-Being: personal stress, depression, physical or health problems, grief and loss, anxiety, aging/midlife issues, life transitions, managing anger, mental health and well-being, eating disorders, crisis situations, trauma
- Relationship and Family: communications, relationship conflict, separation/ divorce, parenting, domestic abuse, blended family issues, aging parent concerns
- Legal clarity: family law, custody, separation/divorce, bankruptcy, summons/warrants/subpoenas, consumer protection
- Financial clarity: credit/debt management, bankruptcy, early retirement, financial aspects of separation/divorce, financial emergencies
- Research Elder Care Resources: adult day programs, nursing/retirement homes, senior's accommodations, rehabilitation and home support programs, outreach and transportation services
- Workplace challenges: workplace conflict, workplace performance, career planning, violence, harassment, work-life balance, work-related stress
- Addictions: alcohol, drugs, tobacco, gambling, other addictions, post-recovery support

b) Advisory Services

Provide advice to management, supervisory staff and union representatives on how to deal with and resolve problems impacting the work environment;

4.1.3 EFAP Emergency Response

Provide EAP services in relation to emergency response to be available twenty-four (24) hours a day, seven (7) days a week when required.

For assessment, appropriate short-term counselling referral and follow-up services provided to the employees and their families seeking advice, guidance and support, the Contractor must ensure an appointment is confirmed within 24 hours of the call being received by the Contractor.

4.1.4 General Information/awareness sessions

Provide general information/awareness sessions describing the employee assistance program and its offerings as coordinated by the project authority. Sessions are to be, at a minimum, one (1) hour in length with no maximum participation whether in person or via webinars.

The Contractor must provide resourcing expertise for the delivery of information/awareness sessions describing the employee assistance program and its offerings in English and French.

4.1.5 Wellness Training Sessions

Provide upon request, and/or based on trend analysis of the statistical analysis and areas of potential concerns based on CFIA needs, one hundred (100) wellness training sessions annually on a wide variety of wellness topics as listed, but not limited to, the topics outlined in paragraph 4.1.2(a) above per contract year. Sessions are to be, at a minimum, one (1) hour in length via in-class, on-line webinars, etc. allowing a maximum participation of 40 persons for the in-class sessions. There will be no maximum participation for Webinars. Sessions are to be delivered in English, French or Bilingual format, as requested.

4.1.6 Workshops

Provide upon request, ten (10) free workshops annually on a wide variety of wellness topics as listed, but not limited to, the topics outlined in paragraph 4.2.1 (b) above per contract year. Workshops are to be, at a minimum, half days in length via in-class, on-line webinars, etc. as appropriate, allowing a maximum participation of 30 persons for the sessions. Sessions are to be delivered in English, French or Bilingual format, as requested.

4.1.7 Catalogue of Training and Awareness Sessions

The Contractor must provide a catalogue listing all of the sessions and workshops available, with a description for each. This Catalogue must be available and accessible either as a web link or in PDF to be hosted on the CFIA Intranet site. Upon request, the Contractor must provide a PDF copy of the catalogue to the EAP authority for use by the CFIA. An updated copy of the catalogue must be provided by the Contractor when sessions are added, modified or removed.

4.1.8 Attendance at Meetings

The Contractor must insure that all national, area, regional and/or local Occupational Health and Safety Committee or other meetings as required to discuss progress, issues and concerns related to the conduct of the work and/or specific details of deliverables are attended by individuals authorized to represent the Contractor when requested to do so.

4.1.9 Prevention and Promotional Information Services

The Contractor must, in collaboration with the CFIA, devise an effective promotional plan to keep all CFIA employees continuously aware of the services offered throughout the duration of the contract. This shall include requests received for special events throughout the Agency by Occupational Health and Safety Committees/Representatives and other such Committees via the CFIA EAP Project Authority. Appropriate promotional material must be made available in both official languages. This material will include a combination of posters, brochures, wallet-size cards displaying the 1-800 number. General information/awareness sessions on EAP services offered are considered as part of these services.

The Contractor will be responsible for printing, publishing and distributing hard copy promotional material to identified EFAP contacts in the CFIA locations. As required the Contractor will distribute material to individuals requesting it.

The Contractor must provide:

- a) Promotional material to national, area, regional and local committees;
- b) A promotion program shall be designed in a manner which will allow for an intensive information campaign shortly after the contract is awarded;
- c) An interactive website (e.g., self-assessment tools, on-line library) on various wellness and topics of special interest; and
- d) Information Booths manned by a company representative at special CFIA events providing promotional material and to promote EAP and the services available on an as required basis.

4.1.10 Critical Incident Stress Management (CISM)

Over the past three years, reports indicate that the average number of incidents is as follows: 18. Through Briefing/Debriefing Sessions, at the request of the CFIA, the Contractor must provide assistance to manage trauma or stress experienced as a result of a critical incident which might occur outside the normal course of events/activities at work. For example, an incident that evokes extraordinary emotion on the part of people and adversely affects their ability to cope at the scene of the event or at a later time. The duration of each session shall be approximately four (4) hours each.

4.1.11 Emergency Operating Centre (EOC)

During an emergency / crisis, make available a counselor twenty-four (24) hours a day, seven (7) days a week to the CFIA Emergency Operation Centre and deploy as necessary

The Contractor must dispatch a counsellor to an Emergency Operation Centre (EOC) when requested by the National Manager, Mental Health and Wellness, or its delegate.

4.1.12 Information Management, Program Evaluation and Statistical Reporting

Management of personal information

The Contractor must manage information shared with the EAP counsellor in accordance with the security requirements for Protected B information.

Personal information must not be released to anyone, CFIA/AAFC management or union representatives included, without the prior written and informed consent of the employee/family member who sought assistance, except in the following circumstances:

- A. Situations, where in the opinion of the counsellor, there is an immediate danger to the life of the employee involved in the Program or an immediate threat or danger to others;
- B. Situations where the EAP counsellor must comply with a subpoena/warrant issued or order made by a court; and
- C. Situations within the discretionary exceptions to confidentiality contained in section 8 of the Privacy Act which applies to Federal Government Personnel or exceptions to the protection of personal information found in the applicable federal and/or provincial privacy legislation.

The Contactor must:

- Create a database specifically for the CFIA EAP program and ensure that this database is segregated from any other databases and applications in use by the Contractor that are not required for the management of the CFIA EAP information
- Ensure that the CFIA EAP database is accessible solely by personnel authorised to do so
- Mark each new file as PROTECTED – EAP when the file is opened
- Enter all relevant information for each individual requesting assistance e.g. client's name, title and address into the database as a record specific to that individual
- Replace all personal information identifying an individual with an identifier (numeric/alpha numeric or other) determined by the Contractor to create a case file to be assigned to a Counsellor
- Ensure the identifiers of the case file are linked to the individual's record in the database
- Ensure each new file is marked PROTECTED – EAP when assigned to a Counsellor
- Record information relevant to the case provided by the Counsellor into the individual's record in the database

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

Reports

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

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

- a) Number of calls received
- b) Reason for the call
- c) Number of cases opened
- d) Type of cases
- e) Number of visits per case
- f) Provincial / Regional distributions

- g) Organizational/Branch distribution
- h) Consulting services provided
- i) Information sessions provided
- j) Training sessions provided
- k) Depression care services provided
- l) Satisfaction survey results provided
- m) Other services provided

The Contractor, in collaboration with the CFIA, will monitor/analyse the caseload during the contract period through the review of the above mentioned quarterly status reports and will provide recommendations to assist the CFIA in identifying areas of concern within the Agency so that proactive measures can be taken.

Program Evaluation

The Contractor must collect data on the program activities, prepare quarterly and annual reports, and provide trends analysis and recommended actions. The Contractor must submit these documents to the National Manager, Mental Health and Wellness (or the CFIA's designate) in such a manner or format as may be requested by the National Manager, Mental Health and Wellness (or the CFIA's designate).

On-Going CFIA Information Management Access

The Contractor must provide web-based interface that will permit only authorized personnel within the EAP to review the information compiled for the reporting purposes on an on-going basis.

The interface must have a bilingual login page that will permit authorized EAP personnel to enter a user ID and password to log in. The Contractor must provide the user ID and password for each individual identified as authorized to access the EAP information. The Contractor must delete access for any individual identified by the CFIA Project Authority as leaving the EAP

Access by the CFIA personnel must be read only with the capability to select and save information to their CFIA work computer.

Access must be available to authorized EFAP authorities 24 hours a day seven days a week, with the exclusion of scheduled maintenance. The EAP will require notification of scheduled maintenance or planned outages a minimum of two business days prior.

The Contractor must configure the interface to work with Microsoft Explorer, version compatible for use within CFIA. The CFIA may upgrade the browser version number over the term of the contract. The Contractor must ensure that the interface will continue to provide all required functionality regardless of the version number.

The Contractor must develop the interface and make it ready for use by authorized CFIA/EAP personnel within 60 days following contract award.

The CFIA will not permit any access by the Contractor to CFIA systems or servers nor will the CFIA consider the purchase or lease of proprietary hardware or software.

The Contractor must work with the EAP Project Authorities over the term of the contract to implement any expansions to the services offered by the EAP.

4.1.13 Program Satisfaction Survey

On a quarterly basis, the Contractor must conduct a user satisfaction survey jointly with the National Manager, Mental Health and Wellness while observing the program principles of confidentiality and anonymity. Questions will be determined by the Contractor and the CFIA.

The Contractor must provide a report detailing the survey results to the CFIA EAP Program Manager and the National Manager, Mental Health and Wellness, or a CFIA representative may be designated.

4.1.14 Program Language Requirements

The Contractor must prepare and conduct all necessary formal briefings and presentations in English and French as required by the CFIA.

The Contractor must prepare all reports, documentation and presentations in English and French as required by the CFIA.

4.1.15 Contractor Operational Responsibilities

The Contractor must ensure that offices providing services under the Contract are accessible to the disabled.

The Contractor must provide telephone TDD services for hearing-impaired individuals.

The Contractor must own or have access to all necessary counselling aids, equipment and tools of the profession to fully satisfy the needs of CFIA.

4.1.16 Contractor Support to CFIA Management

The Contractor must provide advice to CFIA management on how to deal with specific employee/group or team issues on matters identified over the term of the contract.

4.2 Services in addition to those included in the basic monthly fee:

4.2.1 Wellness Training Sessions

Provide upon request individual wellness training sessions in addition to the basic 100 sessions included in the basic monthly fee. Additional Wellness sessions, if required, will be invoiced on a per session basis.

4.2.2 Workshops

Provide upon request individual workshops in addition to the basic ten (10) workshops included in the basic monthly fee. Additional Workshops, if required, will be invoiced on a per workshop basis.

4.2.3 Training Sessions

Provide customized training sessions at the request of, and as coordinated by the National Manager, Mental Health and Wellness. The Sessions are to be delivered via in-class, on-line, webinars, etc. Training sessions, if required, will be invoiced on a per session basis.

4.2.5 Crisis Intervention

On an as required basis the Contractor must provide depression care services to help individuals who demonstrate symptoms of depression anywhere from moderate to severe.

Following an assessment by a Contractor counsellor, if an employee is deemed to demonstrate moderate or severe levels of depression, through signs and symptoms, the Contractor will assign a qualified individual to develop a recovery plan and reduce the risk of injury, as well as help the employee function more effectively at work.

Because interventions are required on an as needed basis the CFIA cannot state the number that may be required on an annual basis. Available data indicates the following annual averages:

Intervention cases opened – 26

Number of case sessions per employee – 10

These numbers of cases apply to a 6-month period.

The purpose of the information above is solely to provide context for the potential requirement for crisis intervention. It in no way represents a commitment by the CFIA that the same or any interventions may be required over the period of the contract.

4.2.6 Additional Services

4.2.6.1 Wellness Information Packages/Kits

The Contractor may provide information packages/kits it produces on a variety of health and wellness topics to CFIA employees, catered for self-directed support, on an as requested basis. The Contractor may provide information on the topics and subject matter covered as well as information concerning how individuals can order the package/kits; the cost for each; and the method of payment. The Contractor will provide this information to the EAP Project Authority for inclusion in the CFIA EAP intranet site.

CFIA reserves the right to add services as may be required during the term of the contract.

5.0 DELIVERABLES

5.1 No request for services shall be actioned without prior approval from the CFIA EAP Project Authority. All invoices shall be sent directly to the CFIA Project Authority. All deliverables shall be delivered within required time frames and in a manner satisfactory to the CFIA and be subject to approval and acceptance by the CFIA prior to the payment of invoices.

6.0 CFIA OBLIGATIONS

6.1 Provide access to the Agency library, government and policies and procedures, publications, reports and studies for meeting the requirements in the Statement of Work.

6.2 Make available Agency representatives for the coordination of activities, as approved by the CFIA EAP Program Manager.

7.0 WORK LOCATIONS

CFIA offices are located across Canada. There are employees in 597 facilities as such: in the Western Region, in the Ontario Region, in the National Capital Region, in the Quebec Region, in the Atlantic Region, laboratories, inspection stations, PWGSC leased accommodations, third party establishments and locations with other government department MOUs located in 236 towns and cities in five (5) areas across Canada.

See Annex G for a list of locations.

ANNEX “B” – FINANCIAL BID/PRICING SCHEDULE

The Bidder must provide firm, all-inclusive per prices, inclusive of overhead costs and profit, and including Canadian customs duties and excise taxes if applicable. The Bidder must also identify any estimated expenses, if applicable.

The total amount of Goods and Services Tax (GST) or Harmonized Sales Tax (HST) must be shown separately, if applicable.

Bidders must provide their Financial Bid in accordance with the table referenced in the Pricing Schedule below.

Exchange rate fluctuation protection is not offered.

Canada will not pay any travel costs incurred in delivering the services detailed in the Annex A Statement of Work.

Goods and Services Tax/Harmonized Sales Tax

Various items in the Financial Bid may be subject to GST/HST or custom duties, and this charge must be included in the prices submitted.

PRICING SCHEDULE

A) All-inclusive Services

The Bidder must submit a firm, all-inclusive monthly price to provide all services described in 4.1 of Section 4.0 of the Statement of Work. All prices are exclusive of applicable taxes.

Contract Period	All-inclusive monthly fee	Bid Price Fee x 24 months
Initial Period		
XXX to XXX	\$	\$
Option Period 1		
XXX to XXX	\$	\$
Option Period 2		
XXX to XXX	\$	\$
Option Period 3		
XXX to XXX	\$	\$

B) As and When Required Services

The Bidder must submit firm, all-inclusive unit prices to provide the services described in 4.2 of Section 4.0 of the Statement of Work. All prices are exclusive of applicable taxes.

Weighting factors included in the following table are included solely for the purpose of evaluating financial proposals. They are based on data available at the time of this solicitation and do not represent a firm commitment that the quantities shown will be required.

Contract Period	All-inclusive Cost per session/case	Weighting Factor for Evaluation	Bid Price
Initial Period			
Wellness Training Sessions	\$	5	\$
Workshops	\$	3	\$

Training Sessions	\$	1	\$
Crisis Intervention Average 10 sessions per case	\$	20	\$
Option Period 1			
Wellness Training Sessions	\$	5	\$
Workshops	\$	3	\$
Training Sessions	\$	1	\$
Crisis Intervention Average 10 sessions per case	\$	20	\$
Option Period 2			
Wellness Training Sessions	\$	5	\$
Workshops	\$	3	\$
Training Sessions	\$	1	\$
Crisis Intervention Average 10 sessions per case	\$	20	\$
Option Period 3			
Wellness Training Sessions	\$	5	\$
Workshops	\$	3	\$
Training Sessions	\$	1	\$
Crisis Intervention Average 10 sessions per case	\$	20	\$

C) Optional Information Packages/Kits, delivery and applicable taxes included \$____/Kit (price averaged for evaluation)

Financial Evaluation

The evaluation of financial proposals will be conducted as follows:

A) All-inclusive Services

The Bidder's all-inclusive monthly fee will be multiplied by the number of months for the initial contract period and each option period. The resulting price for each of the four periods will be added to obtain the total bid price for the all-inclusive services.

B) As and When Required Services

The Bidder's all-inclusive cost per session/case will be multiplied by the weighting factors in the table for the initial contract period and each option period. The resulting price for each of the four periods will be added to obtain the total bid price for the as and when required services.

The total bid price for A) and B) and C) will be added to obtain the final bid price for the financial evaluation.

ANNEX "C" SECURITY REQUIREMENTS CHECK LIST

Government
of CanadaGouvernement
du Canada

Contract Number / Numéro du contrat

E0108

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		2. Branch or Directorate / Direction générale ou Direction	
CFIA		WDHDD	
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Employee + Family Assistance Program			
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"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>	
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>	
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>	
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	
SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	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

Canada



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

E0108

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

☒ No ☐ Yes
Non Oui

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?

☒ No ☐ Yes
Non Oui

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

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

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

☒ RELIABILITY STATUS
COTE DE FIABILITE ☐ CONFIDENTIAL
CONFIDENTIEL ☐ SECRET
SECRET ☐ TOP SECRET
TRÈS SECRET ☐ NATO CONFIDENTIAL
NATO CONFIDENTIEL ☐ NATO SECRET
NATO SECRET ☐ COSMIC TOP SECRET
COSMIC TRÈS SECRET ☐ SITE ACCESS
ACCÈS AUX EMPLACEMENTS

Special comments:

Commentaires spéciaux :

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

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

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans certification sécuritaire peut-on voir confier des parties du travail?
If Yes, will unscreened personnel be screened?
Dans l'affirmative, le personnel en question sera-t-il sécurisé?

☒ No ☐ Yes
Non Oui

☒ No ☐ Yes
Non Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?

☐ No ☒ Yes
Non Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?

☒ No ☐ Yes
Non Oui

PRODUCTION

11. c) Will the production (manufacture, vendor repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?

☒ No ☐ Yes
Non Oui

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

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?

☐ No ☒ Yes
Non Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Existera-t-il un lien électronique entre les systèmes informatiques du fournisseur et celui du ministère ou de l'agence gouvernementale?

☒ No ☐ Yes
Non Oui



Government
of Canada

Gouvernement
du Canada

Contract Number / Numéro du contrat

E0108

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 complètent 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	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
				CONFIDENTIEL		TRÈS SECRET	NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL		COSMIC TRÈS SECRET	A	B	C	CONFIDENTIEL		TRÈS SECRET
Information / Assets Renseignements / Biens Production		<input checked="" type="checkbox"/>														
IT Media / Support TI		<input checked="" type="checkbox"/>														
IT Link / Lien électronique																

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

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



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 LVER sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?



If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

ANNEX “D” ELECTRONIC PAYMENT INSTRUMENTS

Canada requests that Bidders complete option 1 or 2 below:

1. ☐ Electronic Payment Instruments will be accepted for payment of invoices.

The following Electronic Payment Instrument(s) are accepted:

- ☐ VISA Acquisition Card;
- ☐ MasterCard Acquisition Card;
- ☐ Direct Deposit (Domestic and International);
- ☐ Electronic Data Interchange (EDI);
- ☐ Wire Transfer (International Only);
- ☐ Large Value Transfer System (LVTS) (Over \$25M)

2. ☐ Electronic Payment Instruments will not be accepted for payment of invoices.

The Bidder is not obligated to accept payment by Electronic Payment Instruments.

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

ANNEX “E” INSURANCE REQUIREMENTS

Commercial General Liability

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, in any case, for a limit of liability NOT LESS THAN \$2,000,000 per accident or occurrence.

The Commercial General Liability policy must include the following:

(A) “Additional Named Insured: Canada is named as an Additional Names Insured under any liability insurance policies for Canada’s respective rights and interests under the Contract.”

(B) “Cross Liability: Any act or omission by one or another of the Insured hereunder shall not prejudice the rights or interests of any other Insured. This policy, subject to its limits of liability, shall apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each. The inclusion herein of more than one Insured shall not operate to increase the limits of the Insurers’ liability.”

(C) “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.

Senior General Counsel,
Civil Litigation Section
Department of Justice Canada
Kent and Wellington Streets
Ottawa ON
K1A 0H8

The notification must be followed, within a reasonable period, by an information copy to the Contracting Authority. The Insurer also agrees that Canada reserves the right to co-defend any action brought against Canada. However, all expenses incurred by Canada to co-defend such actions would be at the Canada’s expense.”

(D) “Notice of Cancellation or Amendments of Insurance Coverage: The insurer agrees to give the Contracting Authority at least fifteen (15) days’ prior written notice of any policy cancellation or any changes in the policy coverage.”

Errors and Omissions Liability

Errors and Omissions Liability insurance shall be effected by the Contractor and maintained in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but, in any case, for a limit of liability NOT LESS THAN \$2,000,000. per accident or occurrence but LIMITED IN THE ANNUAL AGGREGATE TO A MINIMUM OF \$5,000,000.

The Contractor’s Errors and Omissions Liability insurance policy must incorporate the following Liability Clauses in order to protect the interests of Canada:

(A) “Litigation Rights: It is understood and agreed that where any suit is instituted for or against Canada which the insurer, or insurers would, but for this clause, have the right to pursue or defend on behalf of Canada under this insurance policy, the insurer shall promptly contact the Attorney General of Canada to agree on the legal strategies by sending a registered letter to:

Senior General Counsel,

Civil Litigation Section
Department of Justice Canada
Kent and Wellington Streets
Ottawa ON
K1A 0H8

The notification must be followed, with a reasonable period, by an information copy to the Contracting Authority. The insurer also agrees that Canada reserves the right to co-defend any action brought against Canada. However, all expenses incurred by Canada to co-defend such actions would be at the Canada's expense."

(B) "Notice of Cancellation: The insurer agrees to give the Contracting Authority at least thirty (30) days' prior written notice of any policy cancellation or any changes in the policy coverage."

ANNEX F – MANDATORY AND POINT RATED TECHNICAL EVALUATION CRITERIA

1.0 TECHNICAL PROPOSAL

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

1.1 MANDATORY EVALUATION CRITERIA:

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

1.2 POINT RATED EVALUATION CRITERIA:

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

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

2.0 EVALUATION CRITERIA

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

3.0 MANDATORY EVALUATION CRITERIA

The mandatory evaluation criteria of this RFP are:

Criteria Number	Mandatory Criteria	Cross Reference to Supporting Information in Bid	COMPLIANT YES/NO
M1	<p>The Bidder must demonstrate experience in the delivery of Employee Assistance Programs relevant to the requirements described in the Statement of Work.</p> <p>The Bidder must demonstrate the required experience through descriptions of contracts, undertaken during the five (5) years preceding the date of bid closing, that collectively demonstrate the Bidder has provided all of the following:</p> <ol style="list-style-type: none"> 1. Service to private or public sector organizations having a minimum of 1,000 employees; 2. Service in multiple work locations distributed nationally; 3. Services in both English and French; 4. Short Term Counseling and Advisory Services as described in the SOW; 5. Critical Incident Stress Management Services as described in the SOW; <p>The description of each contract should include the following</p>		

Criteria Number	Mandatory Criteria	Cross Reference to Supporting Information in Bid	COMPLIANT YES/NO
	information: <ul style="list-style-type: none"> • Client Contact name • Client Contact Position Title • Client Contact telephone number and/or email 		
M2	The Bidder must provide proof of EAP Accreditation from the Council on Accreditation by providing a copy of the accreditation current at the date of bid submission.		
M3	<p>The Bidder must demonstrate its capacity to provide confidential EAP counseling services in the official language of choice of the client in locations across Canada where the CFIA workforce is located.</p> <p>The Bidder must demonstrate the service structure to be employed in each province that lists:</p> <ul style="list-style-type: none"> • Bidder offices, the geographic area served by each and the language of service provided; • Bidder affiliates, the geographic area served by each and the language of service provided; • Bidder partner organizations, geographic area served by each and the language of service provided; • Bidder sub-contractors, the geographic area served by each and the language of service provided. <p>Annex G to the RFP provides a list of the CFIA locations.</p> <p>The Bidder's response to M3 will be further evaluated under point rated criteria RP5.</p>		
M4	The Bidder must demonstrate experience in providing Wellness Sessions on a wide variety of topics by providing a catalogue of available wellness sessions provided by the Bidder.		

4.0 POINT RATED EVALUATION CRITERIA

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

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

PR2 Employee Assistance Program Promotion and Communication Strategy for CFIA employees	Maximum Points Possible	Cross-Reference in bid (indicate page #)
<p>The Bidder should describe the Promotion and Communication Strategy it proposes to implement. The strategy should address:</p> <ol style="list-style-type: none"> 1. Proposed areas of initial consultation with CFIA EAP authorities, 2. Proposed strategies intended to introduce and continuously promote the program to the CFIA and its employees. 3. Proposed methods for communicating information over the period of the contract, 4. Proposed customization of base strategy to address requirements of: <ul style="list-style-type: none"> • employees • families • managers • bargaining agents 	15	
PR2 will be evaluated and points awarded based on how clearly and comprehensively the Bidder addresses criteria 1 to 5.		Allocation of Points
Information not provided or not relevant to stated criteria		0 Points
Information provided lacks detail; some elements necessary to complete the requirements may be missing or require significant clarification; does not adequately demonstrate how the Bidder will manage the program communications requirements over the period of the contract.		5 Points
Information provided has sufficient detail; any elements missing or requiring clarification are considered manageable; proposal adequately demonstrates a capability to manage the program communications requirements over the period of the contract.		10 Points
Information provided is detailed; any elements necessary to complete the requirement identified as missing or requiring clarification are considered minor and easily managed; proposal demonstrates a good capability to manage the program communications requirements over the period of the contract.		15 Points

PR3 Case management capabilities and knowledge of community and health resources in major centres and remote locations		
PR3.1 The Bidder should describe its capability to provide case management services to the locations where CFIA employees are located as listed in ANNEX B to the Statement of Work.	Maximum Points Possible	Cross-Reference in bid (indicate page #)
	15	
PR3.1 will be evaluated and points awarded based on how clearly and comprehensively the Bidder demonstrates capability of providing case management services to the locations where CFIA employees are located in both metropolitan and rural areas. The Bidder should identify factors that could negatively impact service delivery and describe strategies it would employ to mitigate the impacts.		Allocation of Points
Information not provided or not relevant to stated criteria		0 Points
Information provided lacks detail relating to how services would be provided for either metropolitan or for rural areas; does not describe factors that could negatively impact service delivery and related mitigation strategies for either metropolitan or rural locations may be missing or require significant clarification; does not adequately demonstrate how the Bidder will adequately provide the services.		5 points
Information provided lacks detail relating to how services would be provided for either metropolitan or for rural areas; factors that could negatively impact service delivery and related mitigation strategies for either metropolitan or rural locations may require significant clarification; does not adequately demonstrate how the Bidder will adequately provide the services.		7.5 Points
Information provided has sufficient detail relating to how services would be provided for both metropolitan and rural areas; factors that could negatively impact service delivery and related mitigation strategies for both metropolitan and rural locations may require some clarification; proposal demonstrates capability to adequately provide the required services.		10 Points

Information provided relating to how services would be provided for both metropolitan and rural areas is detailed; factors that could negatively impact service delivery and related mitigation strategies for both metropolitan and rural locations are described and any clarifications required are considered minor; proposal clearly demonstrates capability to provide the required services.		15 Points
PR3.2 The Bidder should demonstrate its knowledge of community and health resources in the provinces where CFIA employees are located as listed in ANNEX B to the Statement of Work.	Maximum Points Possible 15	Cross-Reference in bid (indicate page #)
PR3.2 will be evaluated and points awarded based on how clearly and comprehensively the Bidder demonstrates knowledge of community and health resources in the provinces where CFIA employees are located.		Allocation of Points
Information not provided or not relevant to stated criteria		0 Points
Information provided lacks detail relating to the extent of the Bidder's knowledge of either metropolitan or rural areas community and health resources in the provinces where CFIA employees are located; may require significant clarification concerning how the Bidder would identify and/or interact with resources to adequately provide the required services.		5 Points
Information provided provides sufficient detail relating to the extent of the Bidder's knowledge of either metropolitan or rural areas community and health resources in the provinces where CFIA employees are located; may require some clarification concerning how the Bidder would identify and/or interact with resources; demonstrates capability to adequately provide the required services.		10 Points
Information provided relating to the extent of the Bidder's knowledge of metropolitan and rural areas community and health resources in the provinces where CFIA employees are located is detailed; any clarifications concerning how the Bidder would identify and/or interact with resources are considered minor; proposal clearly demonstrates capability to provide the required services.		15 Points

PR4 On-going follow-up with employees The Bidder should describe its procedures for monthly follow-up with employees to determine if there are further needs identified and to ensure the services were rendered appropriately. The description should describe the procedures for: 1. short term counseling, 2. referrals to other appropriate longer term counseling providers	Maximum Points Possible 10	Cross-Reference in bid (indicate page #)
PR4 will be evaluated and points awarded based on the Bidder's description of its procedures for short term counseling and referrals.		Allocation of Points
Information not provided or not relevant for either, or both, of short term counseling and referrals		0 Points
Information provided for either of short term counseling or referrals lacks detail; some elements related to criterions 1 or 2 may require significant clarification; does not adequately demonstrate how the Bidder will manage the requirement for monthly follow-up with employees.		2 Points
Information provided for both short term counseling and referrals has sufficient detail; any elements requiring clarification are considered manageable; proposal adequately demonstrates a capability to manage the requirement for monthly follow-up with employees		5 Points
Information provided is detailed; any elements necessary to complete the requirement identified as missing or requiring clarification are considered minor and easily managed; proposal demonstrates a good capability to manage the requirement for monthly follow-up with employees		10 Points

PR5 Capacity to provide confidential EAP counseling services in the official language of choice of the client in locations across Canada where the CFIA workforce is located.	Maximum Points Possible 20	Cross-Reference in bid (indicate page #)
The Bidder's response to M3 will be evaluated on the extent of the service coverage described in the service structure to be employed in each province where the CFIA workforce is located as demonstrated through: <ul style="list-style-type: none"> • Bidder offices, the geographic area served by each, and the language of service provided; • Bidder affiliates, the geographic area served by each, and the language of service provided; • Bidder partner organizations, geographic area served by each, and the language of service provided; 		

Bidder sub-contractors, the geographic area served by each, and the language of service provided.	
PR5 will be evaluated and points awarded for the extent of the service coverage provided through Bidder offices, affiliates and sub-contractors as follows.	Allocation of Points
Information not provided, does not address the required criteria, or response demonstrates coverage for less than 25 % of the locations listed in Annex B	0 Points
Information provided demonstrates coverage for 25% to 50% of the locations listed in Annex B	5 Points
Information provided demonstrates coverage for over 50% to 75% of the locations listed in Annex B	10 Points
Information provided demonstrates coverage for over 75% to 90% of the locations listed in Annex B	15 Points
Information provided demonstrates coverage for over 90% of the locations listed in Annex B	20 Points

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

PR6 will be evaluated and points will be awarded as follows	Allocation of Points
Information not provided or not relevant to the criterion(s)	0 Points
Information provided lacks detail; some elements necessary to complete the requirements may be missing or require significant clarification; the proposal does not clearly identify limitations associated with the approach and methodology and describe mitigation strategies to address them; does not adequately demonstrate how the Bidder will manage the project and meet the requirements over the period of the contract.	5 Points
Information provided has sufficient detail; any elements missing or requiring clarification are considered manageable; the proposal identifies limitations associated with the approach and methodology and describes mitigation strategies to address them; proposal adequately demonstrates a capability to manage the project and meet the requirements over the period of the contract.	15 Points
Information provided is detailed; any elements necessary to complete the requirement identified as missing or requiring clarification are considered minor and easily managed; the proposal identifies limitations associated with the approach and methodology and clearly describes mitigation strategies to address them; proposal demonstrates a good capability to manage the project and meet the requirements over the period of the contract.	20 Points

PR7 Health and Wellness Support Information Packages/Kits	Maximum Points Possible 5	Cross-Reference in bid (indicate page #)
<p>The Bidder should describe what health and wellness information packages/kits it develops and makes available to clients. In its proposal the Bidder should:</p> <ul style="list-style-type: none"> • identify the topics covered by the information packages/kits (e.g. career, parenting, relationships). • describe the subjects covered under the topics • Describe the types of information products available for each subject (e.g. books, pamphlets, worksheets). 		
PR7 will be evaluated and points awarded based on the number of information kit topics, to a maximum of three that the Bidder makes available.	Allocation of Points	
Bidder does not make information kits available	0 Points	
Bidder makes a maximum of two (2) information kits available	1.5 Points	
Bidder makes a three (3) to a maximum of five (5) information kits available	4 points	
Bidder makes more than five (5) information kits available	5 Points	

Total Points Possible PR1 – PR7	110
Minimum Points Required for Pass: 70% of 110	77

ANNEX G – LIST OF CFIA LOCATIONS

 National Portfolio Summary					
Asset Name	Street Name	City	Office Type	# of FTE	# of Fleet
AB					
Custodial QIS	2				
Coutts Animal Inspection Station	Hwy 14	Coutts	QIS		
Sweetgrass Inspection Station	Hwy 15	Sweetgrass	QIS		
Leased	8				
Big Sky Industrial Center	49 Veiner Rd.	Brooks			
Bisma Centre	110 Country Hills Landing NW	Calgary	Regional		
Megasys Phase II	1115 57 Ave. NE (Megasys)	Calgary	Area		
Neufeld Two Bldg	9021 46 St NW	Edmonton	Storage/Warehouse		
Coronet Bldg.	8403 Coronet Road NW	Edmonton	Regional/ District		
214 Place	9902 102 St.	Grande Prairie	District		
Vault Building	3605 14 Ave. N	Lethbridge	District		
Building	6503 67 St.	Red Deer	District		

Asset Name	Street Name	City	Office Type	# of FTE	# of Fleet
BC					
1					
	457 Stanford Ave E	Parksville	District		
Custodial QIS 2					
Huntingdon Animal Inspection Station	2 Sumas Way	Huntingdon	QIS	0	0
Kingsgate Animal Inspection Station	Hwy 95	Kingsgate	QIS		
GOCB 2					
Oxford Building	280 Victoria St.	Prince George	District		
Ocean Centre	309 2nd Ave W	Prince Rupert	Field		
Leased 13					
Building B	30585 Progressive Way	Abbotsford	District		
3001 Wayburne Dr.	3001 Wayburne Dr.	Burnaby	District		
4321 Still Creek Dr.	4321 Still Creek Dr.	Burnaby	Area		
535 Victoria Ave N	535 Victoria Ave N., 300A	Cranbrook	District		
Building	12008 8th St., Unit 2	Dawson Creek	District		
Asset Name	Street Name	City	Office Type	# of FTE	# of Fleet
Post Office	475 73rd Ave, Box 1488	Grand Forks	District		
1853 Bredin Rd.	1853 Bredin Rd.	Kelowna	District		
Sawmill Rd Commercial Building	5889 Sawmill Rd.	Oliver	District		
Building	4831 Miller Rd.	Richmond	District		
17735 1st Ave	17735 1st Ave	Surrey			
Building	4708 34th St.	Vernon	District		
Penn bridge Medical Centre	103-4475 Viewmont Ave	Victoria	District		
Bank of Montreal Building	307 - 35 2nd Ave S	Williams Lake	District		
MB					
Custodial QIS 2					
Boissevain Animal Inspection Corral	Hwy 10	Boissevain	QIS	0	0
Emerson Inspection Station	65 6th St.	Emerson	QIS		
GOCB 1					
Victory Building	269 Main St.	Winnipeg	Regional		
Leased 6					

Asset Name	Street Name	City	Office Type	# of FTE	# of Fleet
Post Office	19 Main St.	Carman	District		
302 Main St S.	302 Main St. S	Dauphin	District		
302 Main St S.	302 Main St. S	Dauphin			
302 Main St S.	302 Main St. S	Dauphin			
309 Saskatchewan Ave	309 Saskatchewan Ave	Portage La Prairie	District		
32 Pth 52 West Hwy	Highway 52 West	Steinbach	District		
M.O.U 3					
AAFC's Brandon Research Centre		Brandon			
Canada Post		Carman			
AAFC	302 Main St	dauphin		1	
NB					
Custodial QIS 1					
Woodstock Animal Inspection Inspection	1403 Hwy 95	Woodstock	QIS	0	0
GOCB 7					
CBSA Complex – Border Crossing	66 St. Francois St	Edmundston	Field		
Asset Name	Street Name	City	Office Type	# of FTE	# of Fleet
GoC	273–275 Main St	Florenceville	Field		
GOCB	310 Baig Blvd	Moncton	District		
Dominion Public Bldg.	1081 Main St.	Moncton	Area		
GoC Building	196 Gauthier Blvd	Shippagan	Field		
GoC Building	99 Mount Pleasant St	St. George	Field		
GoC Building	680 Main St	Woodstock	Field		
Leased 6					
Bayside GOCB (Trailer on Leased Land)	100 Champlain Dr	Bayside	Field		
Beaverbrook Court	500 Beaverbrook Crt	Fredericton	Regional		
52 Ouellette St	52 Ouellette St	Grand Falls	Field		
33 Weldon St.	33 Weldon St.	Moncton	Regional		
Customs Building	189 Prince William St	Saint John	Field		
Place Beaubassin Inc.	620 Main St	Shediac	Field		
M.O.U 1					
AAFC Centre	850 Lincoln Rd	Fredericton		8	

Asset Name	Street Name	City	Office Type	# of FTE	# of Fleet
NL					
Custodial QIS	2				
Argentia Vehicle Inspection Station	PO Box 160 Freshwater	Argentia	QIS		
PAB Vehicle Inspection Station	Marine Atlantic Terminal	Port aux Basques	N/A	17	2
GOCB	4				
Joseph R. Smallwood Building	1 Regent Sq.	Corner Brook	Field		
GoC Building	2 Church St	Grand Bank	Field		
The John Cabot Building	10 Barters Hill	St. John's	Regional		
GoC Building	229-235 Southern Shore Hwy	Witless Bay	Field		
Leased	13				
Goobie Building	8 Myers Pl	Clarenville	Sub-District	7	
Former Bank of Nova Scotia Bldg.	49-53 Conception Bay Hwy	Clarke's Beach	District		
Warren Building	122 Trinity South Hwy	Dildo	Sub-District		
Kean Building	73A Main St	Glovertown	Field		
Bayley Building	4 Bayley St	Grand Falls-Windsor	District		
Asset Name	Street Name	City	Office Type	# of FTE	# of Fleet
Jackman Building	64-66 Canada Dr.	Harbour Breton	Field		
Manuel Building	390-392 Main St West	Lewisporte	Sub-District		
Northern Office Building	Main Rd.	Plum Point	Field		
Dobbin Building	Route 430	Port Saunders	Storage		
Brett Building	383 Little Bay Rd	Springdale	Field		
B&B Enterprise Limited	8 Murray's PT	St. Anthony	Field		
Hallett Crescent Building	21 Hallett Cres.	St. John's	District		
McDonald Bldg.	74 O'Leary Ave.	St. John's	Storage		
M.O.U	4				
DFO Blackstock Building	Lot 1 White's lake rd	Corner Brook			
DFO SAR Station		Port aux Choix	N/A	2	2
DFO Coast Guard Base	Coast Guard Base	Stephenville		3	3
Town of West St. Modeste	193 Main St	West St. Modeste		2	2
NS					
Custodial Lab	1				

Asset Name	Street Name	City	Office Type	# of FTE	# of Fleet
1992 Agency Dr.	1992 Agency Dr	Dartmouth	Regional		
GOCB	1				
GoC	162 Mowatt St	Shelburne	Field		
Leased	9				
1675 King St	1675 King St	Bridgewater	Sub-District		
17 Thorne Avenue	17 Thorne Ave	Dartmouth	Sub-District		
1000 Windmill Rd	1000 Windmill Rd	Dartmouth	District		
CFIA Building	172 –303 Highway	Digby	Sub-District		
Meteghan CFIA Bldg	404 Peter Leblanc Rd	Meteghan	Field		
Port Hawkesbury Town Center	811 Reeves St	Port Hawkesbury	Field		
Brown's Cresting Bldg	1080 Upper Prince St	Sydney	District		
CFIA Building	373 Pictou Rd	Truro	Sub-District		
Yarmouth CFIA Bldg	23 Industry Ave	Yarmouth	District		
M.O.U	1				
AAFC Centre	32 Main St	Kentville	Sub District/Field		
Asset Name	Street Name	City	Office Type	# of FTE	# of Fleet
ON					
	2				
Office	500 Huronia Rd.	Barrie	Regional		
Auriga Corporate Centre	38 Auriga Dr.	Nepean	District		
Custodial QIS	3				
Queenston Animal Inspection Station	River Rd	Queenston/Niagara	QIS		
Sarnia Animal Inspection Station	1 Bridge St	Sarnia/Point Edward	QIS	5	
Windsor Animal/Plant Quarantine Station	2000 Continental Ave	Windsor	QIS		
GOCB	2				
Tucumseh Building	120 Wellington St W	Chatham			
GoC	301 Scott St	Fort Frances	Field		
Leased	42				
Office	345 College St E	Belleville	Field		
627 Park Rd N	627 Park Rd N	Brantford	District		
300 Park St	300 Park St	Brockville	Field		

Asset Name	Street Name	City	Office Type	# of FTE	# of Flee
875 Notre Dame Ave	875 Notre Dame Ave	Greater Sudbury	Field		
TBD	TBD	Guelph			
A-259 Woodlawn Rd W	Unit A-259 Woodlawn Rd W	Guelph	Regional		
Woodlawn Square	255 Woodlawn Rd W	Guelph	District		
University of Guelph Research Park	174 Stone Rd W	Guelph	Area		
University of Guelph Research Park	174 Stone Rd W	Guelph			
University of Guelph Research Park	174 Stone Rd W	Guelph			
University of Guelph Research Park	174 Stone Rd W	Guelph			
709 Main St W	709 Main St W	Hamilton	District		
106 Wigle Rd.	106 Wigle Rd.	Kingsville	Field		
7-700 Strasburg Rd.	7-700 Strasburg Rd.	Kitchener	Field		
1200 Commissioners Rd E	1200 Commissioners Rd E	London	District Office		
145 Renfrew Dr.	145 Renfrew Dr., Unit 160	Markham	District		
140 Renfrew Dr.	140 Renfrew Dr.	Markham	District		
1050 Courtney Park Dr.	1050 Courtney Park Dr.	Mississauga			
1050 Courtney Park Dr.	1050 Courtney Park Dr.	Mississauga			

Asset Name	Street Name	City	Office Type	# of FTE	# of Fleet
1050 Courtney Park Dr.	1050 Courtney Park Dr.	Mississauga			
1050 Courtney Park Dr.	1050 Courtney Park Dr.	Mississauga			
1050 Courtney Park Dr.	1050 Courtney Park Dr.	Mississauga			
1050 Courtney Park Dr.	1050 Courtney Park Dr.	Mississauga			
1050 Courtney Park Dr.	1050 Courtney Park Dr.	Mississauga	Field		
154 Ontario Rd	154 Ontario Rd	Mitchell	Field		
Canada Place	107 Shirreff Ave	North Bay	Field		
Camelot Court	59 Camelot Dr.	Ottawa	National Capital (HQ)		
49 camelot	49 Camelot Dr.	Ottawa	National Capital (HQ)		
Skyline	TOWER VII 339 Baseline Rd.	Ottawa	National Capital (HQ)		
Skyline	TOWER VI 305 Baseline Rd,	Ottawa	National Capital (HQ)		
Skyline	TOWER III-IV 1285 & 1303 Bas	Ottawa	National Capital (HQ)		
Skyline	TOWER I-III 1400 Merivale Rd.	Ottawa	National Capital (HQ)		
163 Simcoe St	163 Simcoe St	Peterborough	Field		
60 Vanedward Dr.	60 Vanedward Dr.	Port Perry	Field		
Great Lakes Forestry Centre	1219 Queen St E	Sault Ste. Marie	Field		

Asset Name	Street Name	City	Office Type	# of FTE	# of Fleet
350 Ontario St.	350 Ontario St.	St. Catharines	District		
395-397 Ontario St	395-397 Ontario St	St. Catharines	Regional		
977 Alloy Dr.	977 Alloy Dr.	Thunder Bay	Field		
CFIA Consolidation	1122 - 24 Finch Ave W	Toronto			
Agriculture Canada	165 The Queensway	Toronto	Field		
	19 Ontario Rd.	Walkerton			
1401 Dundas St E	1401 Dundas St E	Woodstock	Field		

M.O.U 1

University of Guelph

Exeter

PE**Leased** 7

690 University Avenue	690 University Ave	Charlottetown	Regional
14 MacAleer Drive	14 MacAleer Dr.	Charlottetown	Storage
GoC Building	551 Main St	Montague	Field
Baker Building	7788 St. Peter's Rd	Morell	Field

Asset Name	Street Name	City	Office Type	# of FTE	# of Fleet
371 Main Street	371 Main St	O'Leary	Field		
Main Street Plaza	175 Main St	Souris	Field		
The Learning Centre	57 Central St	Summerside	Sub-District		
M.O.U 1					
PEI Potato Board	20 Dickie rd	Borden-Carleton		0	0
QC					
1					
SNBS Laboratoire	1001 Rue Saint Laurent O	Longueuil	Area		
Custodial QIS 1					
Lacolle Animal Inspection Station	Hwy 15	Lacolle	QIS	4	
GOCB 9					
Edifice federal	235 Rue Principale	Cap-aux-Meules	Field		
Edifice federal	75 Rene Levesque Blvd E	Chandler	Field		
Edifice federal	100 Lafontaine St	Chicoutimi	District		
Edifice federal	98 de la Reine	Gaspé	District		
Asset Name	Street Name	City	Office Type	# of FTE	# of Fleet
Stat Jeanne Sauve	1575 Boul Chomedey	Laval	Area		
Gamison Montreal	6560 Rue Hochelaga	Montreal	Area		
Edifice Réal-Caouette	151 du Lac Ave	Rouyn-Noranda	District		
Edifice Jos- Hébert	701 Blvd Laure	Sept-Îles	Field		
Edifice federal	50 De la Cité Pl	Sherbrooke	District		
Leased 12					
Carrefour Baie-Comeau	337 Boul Lasalle	Baie-Comeau	Field		
	700 Place Leigh-Capreol	Dorval	District		
	1642 de la Ferme	La Pocatière	Field		
Immeuble Proservin	17660 Charles St	Mirabel	District		
2021 Union St	2021 Union St	Montréal	Area		
2001 Boul Robert-Bourassa	2001 Boul Robert-Bourassa	Montréal	Area		
715 Square Victoria	715 Square Victoria	Montréal	Regional		
Edifice federal	180 Av De la Cathédrale	Rimouski			
	26-42 Du Parc Rd	Sainte-Anne-des-M	Field		
Tour Iberville IV	2954 Laurier Blvd	Sainte-Foy	Regional		

Asset Name	Street Name	City	Office Type	# of FTE	# of Fleet
Les Galeries St. Hyacinthe	3225 Rue Cusson	Saint-Hyacinthe	Regional		
Places St-Georges	184 Boul Bois-Francis N	Victoriaville	District		
M.O.U 1					
University of Montreal		St. Hyacinthe	N/A	8	
SK					
Custodial QIS 1					
North Portal Quarantine Station	Hwy 39 Bowell Ave and 3d St	North Portal	QIS	4	
Leased 13					
Old RCMP Building	401 27 St W	Battleford			
200 Railway Ave	200 Railway Ave	Nipawin	District		
GoCB Prince Albert	1288 Central Ave	Prince Albert			
Broad Street Crossing	1800 11th Avenue	Regina			
Innovation Place	421 Downey Rd	Saskatoon			
Innovation Place	421 Downey Rd	Saskatoon			
Innovation Place	421 Downey Rd	Saskatoon			
Asset Name Street Name City Office Type # of FTE # of Fleet					
Innovation Place	421 Downey Rd	Saskatoon			
Innovation Place	421 Downey Rd	Saskatoon			
Innovation Place	421 Downey Rd	Saskatoon			
Innovation Place	421 Downey Rd	Saskatoon	District Office		
Office Building	1677 Sidney St	Swift Current	District		
Re/Max Blue Chip Realty	80 Palliser Way	Yorkton	District		
M.O.U 3					
Agriculture Knowledge Centre					
Health Canada	421 Downey Rd	Saskatoon		1	
University of Saskatchewan		Saskatoon			
Total # of Government of Canada (GOCB):					26
Total # of Leased Facilities:					129
Total # of M.O.U:					15
Total # of Custodial QIS:					14
Total # of Custodial Lab:					1
Total # of sites:					189

Legend:

GOCB= Government of Canada Buildings

Leased= Lease space through a landlord (non-GOCB)

Custodial QIS=Quarantine Inspection Stations

M.O.U= CFIA employees sitting within another government department's space.

CFIA laboratory addresses:

3650 36 ST NW, CALGARY ALBERTA

8801 SANNICH RD E, SIDNEY BC

3155 WILLINGDON GREEN ST, VANCOUVER BC

225090 TOWNSHIP ROAD 9-1, LETHBRIDGE MB

1015 ARLINGTON ST, WINNIPEG MB

1992 AGENCY DR, HALIFAX-DARTMOUTH NS

3851 FALLOWFIELD RD, OTTAWA ON

960 CARLING AVENUE BLDG # 22, OTTAWA ON

2301 MIDLAND AVE, TORONTO ON

11430 BOUL ALBERT HUDON, MONTREAL QC

116 VETERINARY RD, SASKATOON SK

1677 SYDNEY ST, SWIFT CURRENT SK

3400 BOUL CASAVANT, ST HYACINTHE QC

