

REQUEST FOR STANDING OFFERS

**PSYCHOLOGICAL ASSESSMENT AND COUNSELLING SERVICES
FOR EXECUTIVE COUNSELLING OF THE PERSONNEL PSYCHOLOGY CENTRE
FOR THE NATIONAL CAPITAL REGION AND VARIOUS PROVINCES ACROSS CANADA**

THE PUBLIC SERVICE COMMISSION

SOLICITATION DATE : Wednesday, November 20, 2013

CLOSING DATE AND TIME MONDAY, January 20, 2014, at 2 :00 p.m. Eastern Standard Time

Standing Offer Authority: **Angèle Fortier-Renaud**
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(The Standing Offer Authority is responsible for establishing and administering the contract.)

Proposal Submission:

For delivery by mail, courier:

Bid Receiving
SOLICITATION NUMBER: **D1120-13-7000**
Public Service Commission
Procurement Services
300 Laurier Ave. W. – P3 Mailroom
Ottawa, Ontario, K1A 0M7
Attention: Angèle Fortier-Renaud

For in-person drop-off only:

Bid Receiving
SOLICITATION NUMBER: **D1120-13-7000**
Public Service Commission
Procurement Services
22 Eddy Street,
Gatineau, Québec

IMPORTANT:

Please call the contracting authority from the commissionaire's desk upon arrival.

Table of Contents

PART 1 - GENERAL INFORMATION.....	5
1. Summary	5
2. Security Requirement.....	5
3. Interpretation.....	5
PART 2 – BIDDER INSTRUCTIONS.....	6
1. Standard Instructions, Clauses and Conditions	6
2. Aboriginal Suppliers - Self-identification	6
3. Submission of Bids	6
3.1 Bid Preparation Instructions	6
3.2 Section I: Technical Bid	7
3.3 Section II: Financial Bid.....	8
4. Enquiries – Request for Standing Offers.....	9
5. Applicable Laws	9
PART 3 – EVALUATION PROCEDURES AND BASIS OF SELECTION	9
1. Evaluation Procedures.....	9
1.1 Mandatory Proposal Requirements for Psychological Assessment and Counselling Services:.....	10
1.2 Mandatory Technical Requirements for Psychological Assessment and Counselling Services:	11
1.3 Rated Requirements for Counselling and Psychological Assessment Services:.....	13
1.4 Financial Evaluation	16
2. Basis of Selection – Lowest Responsive Cost-per-Point.....	16
PART 4 – CERTIFICATIONS.....	17
1. Certifications Precedent to Issuance of a Standing Offer	17
1.1 Federal Contractors Program for Employment Equity - over \$25,000 and under \$1,000,000	17
1.2 Former Public Servant Certification	17
1.3 Status and Availability of Resources	19
1.4 Conflict of Interest.....	20
1.5 Certificate of Independent Bid Determination.....	20
PART 5 - STANDING OFFER AND RESULTING CONTRACT CLAUSES.....	22
A. STANDING OFFER	22
1. Bid.....	22
2. Standard Clauses and Conditions	22
3. Period of Standing Offer	22
4. Authorities.....	22
4.1 Standing Offer Authority	22

4.2 Project Authority	22
5. Call-up Procedures / Allocation of Work	22
6. Call-up Instrument	23
7. Limitation of Call-ups	23
8. Cancellation of Work Authorization	23
9. Priority of Documents	24
10. Status and Availability of Resources	24
11. Closure of Government Offices	24
B. RESULTING CONTRACT CLAUSES (FOR CALL-UP)	25
APPENDIX “A” - General Conditions of a Service Contract	25
APPENDIX “B” - Supplementary Conditions of a Service Contract	25
APPENDIX “C” - Terms of Payment of a Service Contract	25
APPENDIX “D” – STATEMENT OF WORK	26
STREAM 1- Psychologist professionally capable of providing Executive Counselling Services.....	26
STREAM 2- Psychologist professionally capable of providing Psychological Assessment Services.....	34
APPENDIX “E” - Standard Instructions – Request for Standing Offers – Goods or Services – Competitive Requirements	42
APPENDIX “F” - General Conditions - Standing Offers – Goods or Services.....	47
APPENDIX “G” - Basis of Payment	49
APPENDIX “H” - Resource Information Sheet	51
APPENDIX “I” - Security Requirements Check List (SRCL)	52
APPENDIX “J” - Confidentiality Policy and Agreement	55
APPENDIX “K” – Quality Assurance – STREAM 1 and STREAM 2.....	61

**Proposal to the Public Service Commission
Bidder Information and Authorization**

Bidder Name and Address:
Legal Status (incorporated, registered, etc.)
GST or HST Registration Number and/or Business Identification Number (The Canada Revenue Agency):

Name and Title of Person authorized to sign on behalf of Bidder:

Print Name	Title
Signature	Date

Central Point of Contact:

The Bidder has designated the following individual as a central point of contact for all matters pertaining to the proposed standing offer agreement, including the provision of all information that may be requested:

Name	Title
Telephone	Fax
E-Mail	

Each proposal must include a copy of this page properly completed and signed. The Bidder's signature indicates acceptance of the terms and conditions set out herein.

NOTE: It is the Bidder's responsibility to contact the Standing Offer Authority as soon as possible if there are any changes to the Bidder's contact information. The PSC's main method of communicating with Bidders is via email; therefore, it is the Bidder's responsibility to ensure that they verify their email account for important information during both the solicitation period, and the resulting standing offer period. The PSC is under no obligation to contact the Bidder via any other means (such as phone, fax or mail), and should the Bidder miss important deadlines sent to their email address identified above, it will be at no fault of the PSC (unless the Bidder has previously advised the Standing Offer Authority of a change in their email address).

PART 1 - GENERAL INFORMATION

1. Summary

This is a Request for Standing Offers (RFSO) for the establishment of multiple Standing Offers to satisfy the requirements of the Public Service Commission (PSC) for Psychological Assessment and Counselling Services **for the National Capital Region and various regions and provinces across Canada** on an “as and when requested” basis for a period commencing on the date of the Standing Offer Authorization and terminating **one** year later, with provisions to extend the period for three (3) additional one-year periods. Any extensions of the Standing Offer period will be done under the same terms and conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer. The PSC will consider entering into Standing Offers with Bidders offering the most acceptable proposals determined in regards to the evaluation factors set out in this RFSO.

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), and the Agreement on Internal Trade (AIT), the Canada –Chile Free Trade Agreement (CCFTA), the Canada-Peru Free Trade Agreement (CPFTA).

2. Security Requirement

Before issuance of a Standing Offer, the following conditions must be met:

- a) The Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Appendix D Statement of work.
- b) The Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
- c) The PSC will not delay the issuance of any Standing Offer to allow Bidders to obtain the required clearance.

Security requirements outlined in Appendix “D” – Statement of Work must also be satisfied on the day that a Standing Offer is awarded.

3. Interpretation

In this RFSO and any resulting Standing Offer or Call-up, unless the context otherwise requires:

1. "Call-up" means an order issued by the Call-up Authority duly authorized to issue a Call-up against a particular Standing Offer. Issuance of a Call-up to the Bidder constitutes acceptance of its Bid and results in the creation of a contract between Her Majesty the Queen in right of Canada and the Bidder for the goods, services or both described in the Call-up;
2. "Canada", "Crown", "Her Majesty" or "the Government" means Her Majesty the Queen in right of Canada as represented by the Public Service Commission.
3. "Bidder" or “Contractor” means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a Standing Offer to bid goods, services or both under a Call-up resulting from a Standing Offer. It also includes the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors;
4. "Standing Offer" means the written offer from the Bidder, the clauses and conditions, these general conditions, Appendixes and any other document specified or referred to as forming part of the Standing Offer;
5. "Standing Offer Authority" means the person designated as such in the Standing Offer, or by notice to the Bidder, to act as the representative of Canada in the management of the Standing Offer.

PART 2 – BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

The attached Appendix “A”, General Conditions, Appendix “B”, Supplementary Conditions, Appendix “C”, Terms of Payment, Appendix “D” Statement of Work, Appendix “E” - Standard Instructions – Request for Standing Offers Appendix “F” – General Conditions – Standing Offers, Appendix “G” – Basis of Payment, Appendix “H” – Resource Information Sheet, Appendix “I” - Security Requirements Check List, and Appendix “J” – Confidentiality Policy and Agreement, Appendix “K” – Quality Assurance – Stream 1 and Stream 2 are hereby incorporated into and form part of this solicitation. **Submission of a bid constitutes acknowledgement that the Bidder has read and agrees to be bound by such instructions for the duration of the Standing Offer including any exercised Option Period as well as the duration of each individual Call-up.**

All Bidders submitting proposals shall maintain the confidentiality of all information, documents, and material, whether in oral, written, or machine readable form furnished by the PSC and shall not communicate such information, documents or materials to any third party without the prior consent of the PSC.

2. Aboriginal Suppliers - Self-identification

The PSC has made a commitment to increase contracting actions between the federal government and Aboriginal businesses, in accordance with The Procurement Strategy for Aboriginal Business. In order to assist the PSC in reporting contracting activities with Aboriginal businesses, it is important that Aboriginal Bidders identify themselves as such by completing and providing appropriate Certification Requirements which have been developed by the Department of Indian and Northern Affairs Canada.

3. Submission of Bids

Bidders MUST submit **4 hard copies** of the **Technical Proposal** and **2 hard copies** of the **Financial Proposal** to the Public Service Commission (see page 1 for complete address) no later than **Monday, January 20, 2014 at 2:00 PM Eastern Standard Time**. It is the responsibility of the Bidder to ensure that proposals are received at the required address before the closing date and time, and are provided in accordance with Part 3.1 – Bid Preparation Instructions. **Proposals will not be accepted after 2:00 PM Eastern Standard Time and will be returned unopened to the sender.**

Proposals should be concise and should address, but not necessarily be limited to, the evaluation criteria and selection method. Bids will be evaluated solely on their content. Evaluation criteria not addressed will be given a score of zero. It is the responsibility of the Bidder to obtain clarification of the requirements contained, herein, if necessary prior to submitting a bid using the procedure described in Section 4.

Due to the high risk of technical difficulties and unsecured equipment, electronic transmission of proposals by such means as electronic mail, facsimile, or commercial telex is not considered to be practical and therefore **will not be accepted.**

3.1 Bid Preparation Instructions

The PSC requests that Bidders provide their Bid in separately bound sections and in separate envelopes as follows:

- Section I: Technical Bid (**4 hard copies**)
- Section II: Financial Bid (**2 hard copies**)

Prices must appear in the Financial Bid only. No prices must be indicated in any other section of the bid. Non-compliance with this condition (for that reason alone) may result in bid disqualification.

The PSC requests that Bidders follow the format instructions described below in the preparation of their bid.

- a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- b) use a numbering system that corresponds to that of the Request for Standing Offers;
- c) Include the certifications as a separate section of the Technical Bid.

3.2 Section I: Technical Bid

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

The Technical Proposal shall clearly address the following aspects:

- a) Mandatory Proposal Requirements
- b) Mandatory Technical Requirements
- c) Rated Requirements

The Technical Proposal must demonstrate compliance with all mandatory proposal requirements and must demonstrate how each proposed resource meets the mandatory technical requirements and the rated requirements set out in PART 3 – Evaluation Procedures and Basis of Selection. The Technical Proposal must respond to each of the Mandatory and Rated Requirements demonstrating how the qualifications including experience of the proposed resources satisfy the requirement. As outlined in PART 3 – Evaluation Procedures and Basis of Selection – bidders must use the tables provided in order to provide a structured response. Sufficient details including dates, titles, functions, activities, achievements, degrees, etc. must be provided to demonstrate that the requirement is met. Failure to provide sufficient details may result in a non-compliant proposal.

The PSC will award up to ten (10) Standing Offers per Stream for the NCR Ontario, NCR Québec and for each of the provinces identified.

A resource CAN BE proposed in MULTIPLE Streams. The Bidder should clearly indicate the Stream(s) of service and the region and/or the province for which it is bidding **on the first page of their proposal.**

The available streams under this standing offer are as follows:

National Capital Region (NCR ONTARIO)

Stream 1: Psychologists professionally capable of providing Executive Counselling services

Stream 2: Psychologists professionally capable of providing Psychological Assessment services

National Capital Region (NCR QUÉBEC)

Stream 1: Psychologists professionally capable of providing Executive Counselling services

Stream 2: Psychologists professionally capable of providing Psychological Assessment services

ONTARIO (excluding NCR)

Stream 1: Psychologists professionally capable of providing Executive Counselling services

Stream 2: Psychologists professionally capable of providing Psychological Assessment services

QUÉBEC (excluding NCR)

Stream 1: Psychologists professionally capable of providing Executive Counselling services

Stream 2: Psychologists professionally capable of providing Psychological Assessment services

BRITISH-COLUMBIA

Stream 1: Psychologists professionally capable of providing Executive Counselling services

Stream 2: Psychologists professionally capable of providing Psychological Assessment services

NEW BRUNSWICK

Stream 2: Psychologists professionally capable of providing Psychological Assessment services

NOVA SCOTIA

Stream 2: Psychologists professionally capable of providing Psychological Assessment services

NEWFOUNDLAND & LABRADOR

Stream 2: Psychologists professionally capable of providing Psychological Assessment services

ALBERTA

Stream 2: Psychologists professionally capable of providing Psychological Assessment services

SASKATCHEWAN

Stream 2: Psychologists professionally capable of providing Psychological Assessment services

MANITOBA

Stream 2: Psychologists professionally capable of providing Psychological Assessment services

Proposals should be structured so that responses for each proposed resource are separate from any other proposed resource.

Bidders **must** include a curriculum vitae (CV) or resume of a proposed resource to provide a summary of the qualifications and experience of the individual.

3.3 Section II: Financial Bid

Bidders must submit their Financial Bid in accordance with the Appendix “G” - Basis of Payment. The total amount of Goods and Services Tax or Harmonized Sales Tax is to be shown separately, if applicable.

Bidders **MUST** propose:

- a Firm All-inclusive Hourly Rate for Direct Client Services described in Section 5 that does not exceed the **Maximum** All-inclusive Hourly Rate of \$180.00, and
- a Firm All-inclusive Hourly Rate for Indirect Client Services described in Section 5 that does not exceed the **Maximum** All-inclusive Hourly Rate of \$100.00.

Attendance at the Orientation Session described in Appendix “D” – Statement of Work shall be at no expense to The Crown.

For ease of submission, Bidders may complete the table in Appendix “G” - Basis of Payment as part of its Financial Proposal.

During the bid evaluation period, Bidders may be required to clarify the details included in bids. Information shall be made available to the PSC within three (3) working days of receipt of a request. Information or clarifications submitted after the three (3) working day deadline will not be accepted.

4. Enquiries – Request for Standing Offers

All enquiries made during the solicitation period must be submitted in writing (either by regular mail or electronic mail) to the PSC Standing Offer Authority (identified on page 1 of the solicitation document) on or before **four (4) calendar days** before the RFSO closing date. All enquiries and other communications with government officials throughout the solicitation period are to be directed **ONLY** to the **Standing Offer Authority (or his or her Backup)** named on page one (1) of the solicitation. Non-compliance with this condition during the solicitation period may (for that reason alone) result in disqualification of bids.

Bidders should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable PSC 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 PSC determines that the enquiry is not of a proprietary nature. PSC may edit the questions or may request that Bidders do so, so that the proprietary nature of the question is eliminated, and the enquiry together with the response can be distributed to all Bidders through a posting on GETS. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by PSC.

5. Applicable Laws

The Standing Offer and any call-up resulting from the Standing Offer must be interpreted and governed by the laws in force in the province or territory where the services are rendered.

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.

PART 3 – EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

Evaluation Process:

The evaluation will be conducted in four steps:

Step 1. Proposals will be reviewed for compliance with **mandatory proposal requirements**. These are mandatory requirements that a proposal **MUST** comply with to be considered but which are not associated with a proposed psychologist. These requirements are shown in Section 1.1.

After a proposal has been determined to have met the mandatory proposal requirements, each proposed resource will be evaluated individually following Steps 2, 3, and 4 independent of any other proposed resource included in the proposal.

Step 2. The responses for each proposed psychologist will be evaluated for compliance with Mandatory Technical Requirements MTR1-MTR4. These requirements are shown in Section 1.2. Where a response does not adequately respond to a Mandatory Technical Requirement, the individual proposed resource will not be considered further. Failure of one proposed resource offered in a proposal will not impact the evaluation of any of the other proposed resources.

Step 3. The responses for each Rated Requirement for a proposed psychologist will be evaluated and points awarded. These requirements are shown in Section 1.3. Proposed resources who do not achieve the minimum acceptable number of points will be deemed non-compliant and will not be considered further.

Step 4: The Total Point Rated Requirement for each compliant proposed resource will be calculated. The Total Bid Technical Score will be calculated by averaging the total technical score of each compliant proposed resource.

In the event that two or more bidders receive the same evaluated cost per point as determined using the calculation set out in the Basis of Selection section, the bidder having the highest technical score will be ranked higher.

Bidders are reminded that they must respond to each Mandatory and Rated Requirement sufficiently to demonstrate compliance or partial compliance. Requirements that are not addressed will not be awarded points. Dates, position titles, functions, organizations must be specified and described in sufficient detail.

Selection for Standing Offers: The Public Service Commission intends to award **ten (10) Standing Offers per Stream for the NCR Ontario, NCR Québec and for each province identified.**

The compliant proposals in each Stream (under the NCR Ontario, NCR Québec and/or province) achieving the lowest price per evaluated point will be awarded a Standing Offer in their respective Stream (under the NCR Ontario, NCR Québec and/or province).

1.1 Mandatory Proposal Requirements for Psychological Assessment and Counselling Services:

All bids will be evaluated against the following Mandatory Proposal Requirements. Proposals that do not meet ALL of the following Mandatory Proposal Requirements will be deemed non-compliant, will not be given further consideration, and the proposed resources will not be evaluated.

Table 1.1 – Mandatory Proposal Requirements

Item #	Mandatory Proposal Requirement	Cross-Reference to Proposal (Please indicate section and page # as appropriate)	Met/Not Met (Column for PSC use only)
MPR.1	<p>A completed and signed “Proposal to the Public Service Commission Bidder Information and Authorization” form as provided on Page 4 (page after Table of Contents) of this solicitation document MUST be included in the technical proposal portion of the proposal. The Bidder’s signature indicates acceptance of the terms and conditions set out herein.</p> <p>Bidders who do not submit the “Proposal to the Public Service Commission Bidder Information and Authorization” form with their proposals will have 72 hours (three business days) to provide it. If the copies are not provided within the 72 hours, the proposal will be deemed non-compliant.</p>		
MPR.2	<p>The Bidder MUST submit with its technical proposal, completed and signed copies of all certification clauses provided in PART 4 - CERTIFICATIONS.</p> <p>Bidders who do not submit the copies duly completed and signed with their proposals will have 72 hours (three business days) to provide them. If the copies are not provided within the 72 hours, the proposal will be deemed non-compliant.</p>		

<p>MPR.3</p>	<p>The Bidder MUST submit a completed Appendix “H” – Resource Information Sheet for each proposed resource.</p> <p>Bidders who do not submit the copies duly completed with their proposals will have 72 hours (three business days) to provide them. If the copies are not provided within the 72 hours, the proposal will be deemed non-compliant..</p>		
<p>MPR.4</p>	<p>The Bidder MUST <u>have for each proposed psychologist a completed and signed</u> copy of ANNEX J – Confidentiality Policy and Agreement.</p> <p>Bidders who do not submit duly completed and signed copy for each proposed psychologist with their proposals, will have 72 hours (three business days) to provide them. If the copies are not provided within the 72 hours, the proposal will be deemed non-compliant.</p>		

1.2 Mandatory Technical Requirements for Psychological Assessment and Counselling Services:

For a proposal/proposed psychologist(s) to be considered further, the following mandatory requirements **MUST** be met. Should the Bidder propose more than one resource, then each proposed resource **MUST** meet each mandatory requirement. **Details are to be provided by the Bidder using the table below:**

Item #	Mandatory Requirements	Details/Evidence	Met/Not Met (Column for PSC use only)
<p>MTR.1</p>	<p>The proposed psychologist(s) MUST have a Masters or Doctoral Degree in Psychology or academic equivalent in terms of psychology education conferred by a graduate school of recognized standing.</p> <p>The Bidder MUST identify the highest degree obtained, the university/graduate school that conferred the degree, the year the degree was conferred and the specializations /fields of psychology in which the degree was obtained.</p> <p>Bidders who do not submit the required information with their proposals will have 72 hours (three business days) to provide them. If the information is not provided within the 72 hours, the proposal will be deemed non-compliant.</p>		

<p>MTR.2</p>	<p>The proposed psychologist(s) MUST be registered as a Psychologist or as a Psychological Associate with the provincial regulatory body for psychologists in each location selected in Appendix “H”. The Bidder MUST provide the registration number and the year it was obtained.</p> <p>By submitting a proposal the Bidder and proposed psychologists agree that the Public Service Commission may confirm the good standing of the proposed psychologist(s) with the provincial regulatory body of Psychologists. *</p> <p>* Should a complaint be registered against a Psychologist or should the provincial regulatory body of Psychologists not confirm the Bidder’s good standing, the proposed psychologist will be deemed non-compliant.</p> <p>NOTE: Proposed psychologists or Psychological Associate under supervised practice will <u>not</u> be considered as fulfilling the registration criteria.</p>		
<p>MTR.3</p>	<p>The proposed psychologist(s) MUST have a minimum of three (3) cumulative years of experience within the last seven (7) years from the date of bid closing.</p> <p>For the Executive Counselling Stream: as a psychologist or psychological associate providing counselling services to adults, including administering and interpreting a range of psychological tests</p> <p>For the Psychological Assessment Stream: as a psychologist or psychological associate providing psychological assessments to adults, using a variety of psychological tools, including personality tests, careers interests, occupational stress and distress and clinical diagnosis.</p> <p>This requirement will also be rated in PR1.</p>		
<p>MTR.4</p>	<p>The curriculum vitae (CV) or resume of the proposed psychologist(s) MUST be included in the proposal. The CV SHOULD be detailed and chronological (ex.: June 1, 2009 to September 30, 2012).</p>		

NOTE: The Public Service Commission reserves the right to contact universities, graduate schools, associations, institutions, etc. cited in a proposal or ask the Bidder to provide documentation (such as a copy of diploma) to confirm information stated in a proposal.

Should a complaint be registered against a Psychologist or should the provincial regulatory body of Psychologists not confirm the Bidder’s good standing, the proposed psychologist will be deemed non-compliant. By submitting a proposal the Bidder and proposed psychologists agree that the Public Service Commission may confirm the Bidder’s good standing with appropriate references. Should a complaint be registered against a Psychologist (including regarding official languages) or should the reference not confirm the resources good standing (including in terms of use of the language of bidding) the resource, will be deemed non-compliant.

1.3 Rated Requirements for Counselling and Psychological Assessment Services:

Technical proposals will be evaluated and scored in accordance with the following Rated Requirements. Bidders are reminded that proposals **MUST** clearly demonstrate each requirement by providing of relevant information in the proposal. Only information included in the proposal will be considered. For a proposal to be considered further, at least one (1) proposed psychologist must obtain the minimum acceptable points required or pass points specified in the table below.

Each proposed psychologist will be independently evaluated in accordance with the evaluation criteria provided herein. The ratings assigned to one proposed resource in a proposal will not affect another; one proposed resource deemed non-responsive will not affect the evaluation of others in the same proposal.

Table 1.3 – Point-Rated Criteria

Item #	Rated Requirement	Scoring Guidelines	Points Achieved	Cross-Reference to Proposal (Please indicate section and page # as appropriate)
<p>Proposed resources will only be evaluated against the Stream or Streams they have identified in their Appendix “H” - Resource Information Sheet. A proposed resource’s failure to obtain the minimum pass mark for one Stream will not affect it’s score for the other Stream.</p> <p>Points will only be awarded for experience in each of the 5 categories if it is demonstrated that the experience was related to the Stream of Work.</p>				
<p>For each experience described, the Bidders must specify <u>THE DURATION (IN MONTHS)</u> of the work AND if it was performed on a <u>FULL TIME or PART TIME</u> basis. Any experience that is not identified as either Part Time or Full Time will be evaluated as Part Time.</p> <p>For evaluation purposes, “PART TIME” is defined as tasks representing at least 50% of a month.</p>				
<p>PR.1</p>	<p>Only resources proposed <u>FOR STREAM 1</u> will be evaluated against this criteria:</p> <p>Experience in Psychological Practice. For each of the following items, the Bidder should describe the professional work history as a psychologist or psychological associate of each proposed resource in sufficient detail to evaluate the following (each item should be explicitly addressed).</p> <p><u>Duration (in months) of FULL TIME or PART-TIME experience as a psychologist or psychological associate providing PSYCHOLOGICAL SERVICES TO ADULTS RELATED TO EXECUTIVE COUNSELLING SERVICES:</u></p> <p>1. <u>administering and interpreting a range of psychological tests;</u> this includes but is not limited to clinical personality, career interests, occupational stress and distress and clinical diagnosis; Bidders must list the psychological tests</p>	<p>Minimum: 16 points Maximum: 120 points</p> <p>Points are given for experience exceeding the minimum of three (3) cumulative years of experience demonstrated in MTR.3.</p> <p><u>Executive Counselling (Stream 1):</u></p> <p>1. Four (4) points for each year of experience</p> <p>2. Eight (8) points for each year of experience</p> <p>3. Three (3) points for each year of experience.</p> <p>4. Two (2) points for each year of experience</p>		

	<p>they have administered for the experience to be evaluated.</p> <p>2. <u>providing counselling to individuals</u>; this includes but is not limited to interviewing, making clinical analysis and drawing conclusions assessing risks, providing written reports.</p> <p>3. <u>in the workplace</u>; this includes but is not limited to industrial/organizational psychology, related to occupational health, workplace performance or career development. Bidders should describe:</p> <ul style="list-style-type: none"> - the type or organization, - type of clientele/beneficiaries, - types of I/O psychology tests being used (simulations, assessment centres, Career Achievement Records, 360s etc.), and - type of services/interventions performed. <p>4. <u>with executives, or related to leadership in management</u>; which includes but is not limited to management, executive competencies. Bidders should describe:</p> <ul style="list-style-type: none"> - the type or organization and - type of services provided; <p>5. <u>in a federal public service context</u>. Bidders should describe:</p> <ul style="list-style-type: none"> - the type of clientele/beneficiaries and - type of services/interventions performed; 	<p>5. One (1) points for each year of experience</p> <p>FULL-TIME - Years will not be rounded up and credit will only be given to a full year (12 months) completion of experience.</p> <p>PART-TIME - experience will be accounted for only if it represents 50% of the time for at least a year (12 months). Half the points will be awarded.</p> <p>For example, PART-TIME experience: for Item 2 - <u>providing counselling to individuals</u>; this includes but is not limited to interviewing, making clinical analysis and drawing conclusions assessing risks, providing written reports. for Stream 1, will be provided 4 points, if it represent 50% of the time for at least a year (12 months).</p>		
<p>PR.2</p>	<p>Only resources proposed <u>FOR STREAM 2</u> will be evaluated against this criteria:</p> <p>Experience in Psychological Practice.</p> <p>For each of the following items, the Bidder should describe the professional work history as a psychologist or psychological associate of each proposed resource in sufficient detail to evaluate the following (each item should be explicitly addressed).</p> <p><u>Duration (in months) of FULL TIME or PART-TIME experience as a psychologist or psychological associate providing PSYCHOLOGICAL SERVICES TO ADULTS RELATED TO PSYCHOLOGICAL ASSESSMENT SERVICES:</u></p>	<p>Minimum: 16 points</p> <p>Maximum: 120 points</p> <p>Points are given for experience exceeding the minimum of three (3) cumulative years of experience demonstrated in MTR.3.</p> <p><u>Executive Counselling (Stream 1):</u></p> <p>1. Four (4) points for each year of experience</p> <p>2. Eight (8) points for each year of experience</p>		

<p>1. <u>administering and interpreting a range of psychological tests</u>; this includes but is not limited to clinical personality, career interests, occupational stress and distress and clinical diagnosis; Bidders must list the psychological tests they have administered for the experience to be evaluated.</p> <p>2. <u>providing counselling to individuals</u>;this includes but is not limited to interviewing, making clinical analysis and drawing conclusions assessing risks, providing written reports.</p> <p>3. <u>in the workplace</u>; this includes but is not limited to industrial/organizational psychology, related to occupational health, workplace performance or career development. Bidders should describe:</p> <ul style="list-style-type: none"> - the type or organization, - type of clientele/beneficiaries, - types of I/O psychology tests being used (simulations, assessment centres, Career Achievement Records, 360s etc.), and - type of services/interventions performed. <p>4. <u>with executives, or related to leadership in management</u>; which includes but is not limited to management, executive competencies. Bidders should describe:</p> <ul style="list-style-type: none"> - the type or organization and - type of services provided; <p>5. <u>in a federal public service context</u>. Bidders should describe:</p> <ul style="list-style-type: none"> - the type of clientele/beneficiaries and - type of services/interventions performed; 	<p>3. Three (3) points for each year of experience.</p> <p>4. Two (2) points for each year of experience</p> <p>5. One (1) points for each year of experience</p> <p>FULL-TIME - Years will not be rounded up and credit will only be given to a full year (12 months) completion of experience.</p> <p>PART-TIME - experience will be accounted for only if it represents 50% of the time for at least a year (12 months). Half the points will be awarded.</p> <p>For example, PART-TIME experience: for Item 2 - <u>providing counselling to individuals</u>; this includes but is not limited to interviewing, making clinical analysis and drawing conclusions assessing risks, providing written reports. for Stream 2, will be provided 4 points, if it represent 50% of the time for at least a year (12 months).</p>		
<p><u>For resources proposed for Stream 1:</u> The proposed resource that DO NOT obtain the minimum acceptable score of 16 points required for Stream 1 for Point Rated Criteria PR1 will be deemed non-responsive and WILL NOT be considered further and WILL NOT be included in any resulting Standing Offer for STREAM 1.</p>			
<p><u>For resources proposed for Stream 2:</u> The proposed resource that DO NOT obtain the minimum acceptable score of 16 points required for Stream 1 for Point Rated Criteria PR1 will be deemed non-responsive and WILL NOT be considered further and WILL NOT be included in any resulting Standing Offer for STREAM 2.</p>			
<p>TOTAL POINT RATED CRITERIA SCORE (MAXIMUM POINTS 120) – STREAM 1</p>			
<p>TOTAL POINT RATED CRITERIA SCORE (MAXIMUM POINTS 120) – STREAM 2</p>			

1.4 Financial Evaluation

The Bidder must include a completed Appendix “G” – Basis of Payment in its proposal.

The price of the bid will be evaluated in Canadian dollars, the Goods and Services Tax or the Harmonized Sales Tax excluded.

The bids that meet the minimum score as set out in section 1.3 – Point-Rated Criteria above will then be evaluated based on the financial evaluation of the prices/rates proposed in Appendix “G” – Basis of Payment. Should the Bidder submit different prices/rates for each of its compliant proposed resources, the average of the Bidder’s proposed All-inclusive Hourly Rate for Direct Psychological Services for Executive Counselling and the average of the Bidder’s proposed Firm All-inclusive Hourly Rate for Indirect Psychological Services for Executive Counselling will be used. A Bid Evaluation Value (BEV), which will be used for evaluation purposes only, will be calculated as follows (using the Bidder’s offered prices in Appendix “G” – Basis of Payment):

Bid Evaluation Value (BEV) =

((Bidder’s proposed Firm All-inclusive Hourly Rate for Direct Psychological Services for Executive Counselling + (Bidder’s proposed Firm All-inclusive Hourly Rate for Indirect Psychological Services for Executive Counselling)) x 10 hours (for evaluation purpose only)

2. Basis of Selection – Lowest Responsive Cost-per-Point

To be declared responsive, a bid must:

- a) comply with all the requirements of the RFSO;
- b) meet all mandatory technical evaluation criteria; and
- c) obtain the required minimum of points for the technical evaluation criteria which are subject to point rating.

Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bids with the lowest evaluated prices per point will be recommended for issuance of Standing Offers, as outlined below.

The Public Service Commission intends on awarding **ten (10) Standing Offers per Stream for the NCR Ontario, NCR Québec and for each provinces identified**. The recommendations for award will be determined using the evaluated cost-per-point methodology and by ranking responsive Bidders from lowest to highest evaluated cost-per-point. Fully responsive bidders with lower costs-per-point will be ranked higher on the Standing Offer list(s). Please see the example that follows.

Example:

Both Bidder A and Bidder B meet parts a), b), and c) above and have therefore been declared responsive.

If Bidder A has a Bid Evaluation Value (BEV) of \$1,600 and has 1,000 technical points, the cost-per-point of Bidder A will be $\$1,600 / 1,000 = \1.60 .

If Bidder B has a BEV of \$1,000 and has 1,200 technical points, the cost-per-point of Bidder B will be $\$1,000 / 1,200 = \0.83 .

Bidder B has the lower cost-per-point and would be ranked higher on any resulting Standing Offer list.

PART 4 – CERTIFICATIONS

Bidders must provide the required certifications to be issued a Standing Offer. The PSC will declare a bid non-responsive if the required certifications are not completed and submitted as requested.

Compliance with the certifications Bidders provide to the PSC is subject to verification by the PSC during the bid evaluation period (before issuance of a Standing Offer) and after issuance of a Standing Offer. The PSC Standing Offer Authority will have the right to ask for additional information to verify the Bidders' compliance with the certifications before issuance of a Standing Offer. The bid will be declared non-responsive if any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the PSC Standing Offer Authority for additional information will also render the bid non-responsive.

1. Certifications Precedent to Issuance of a Standing Offer

The certifications listed below should be completed and submitted with the bid, but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the PSC Standing Offer 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 PSC Standing Offer Authority and meet the requirements within that time period will render the bid non-responsive.

1.1 Federal Contractors Program for Employment Equity - over \$25,000 and under \$1,000,000

Organizations that are subject to the FCP-EE but that have been declared ineligible to receive government contracts of goods and services over the threshold for solicitation of bids as set out in the GCRs (currently \$25,000 including applicable taxes) by HRDC-Labour, either as a result of a finding of non-compliance by HRDC-Labour, or following their voluntary withdrawal from the FCP-EE for a reason other than a reduction in their workforce, have been advised by HRDC-Labour that as a consequence of this action they are no longer eligible to receive any government contract over this threshold. Consequently, their certificate numbers have been cancelled and their names have been placed on HRDC-Labour's List of Ineligible Contractors. Bids from such organizations will be considered non-responsive.

The bidder is required to certify that it has not been declared "ineligible" by HRDC-Labour to receive government contracts over the GCRs threshold for solicitation of bids (currently \$25,000 including applicable taxes) as a result of a finding of non-compliance, or as a result of having voluntarily withdrawn from the FCP-EE for a reason other than a reduction in their workforce.

Signature of authorized representative

Date

The bidder acknowledges that the PSC shall rely on this certification to award the contract. Should a verification by the PSC disclose a misrepresentation on the part of the bidder, the PSC shall have the right to treat any contract resulting from this bid as being in default.

1.2 Former Public Servant Certification

Contracts with 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 spending public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, Bidders must provide the information required below.

Definitions

For the purposes of this clause,

1. "Former public servant" means a 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 and includes:
 - a) an individual;
 - b) an individual who has incorporated;
 - c) a partnership made up of former public servants; or
 - d) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

2. "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 Public Service.

3. "pension" means a pension payable pursuant to the *Public Service Superannuation Act*, R.S., 1985, c. P-36 as indexed pursuant to the *Supplementary Retirement Benefits Act*, R.S., 1985, c. S-24.

Former Public Servant in Receipt of a Pension

Bidders who are former public servants in receipt of a pension must identify themselves as such by completing the following:

- () The bidder is a former public servant in receipt of a pension;
- () The bidder is a former public servant in receipt of a pension who has incorporated;
- () The bidder is a partnership made up of former public servant in receipt of a pension;
- () The bidder is a former public servant in receipt of a pension who his the sole proprietorship or has a major interested in the entity;
- () The bidder is a former public servant not in receipt of a pension.
- () The bidder is NOT a former public servant.

If the Bidder is a FPS in receipt of a pension, the Bidder must provide the following information:

- a) name of the former public servant _____
- b) date of termination of employment or retirement from the Public Service _____
- c) former maximum salary _____
- d) total annual (gross) pension _____

Work Force Reduction Program

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program?

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 reduction program_____

For all contracts awarded during the lump sum payment period, the total amount of fee that may be paid to a FPS who received a lump sum payment is \$5,000, including the Goods and Services Tax or Harmonized Sales Tax.

Certification

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

Signature of authorized representative

Date

1.3 Status and Availability of Resources

The Bidder certifies that, should it be issued a Standing Offer as a result of the Request for Standing Offers, every individual proposed in its bid will be available to perform the Work resulting from a Call-up against the Standing Offer as required by Canada's representatives and at the time specified in a Call-up or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with the same or better qualifications and experience. The Bidder must advise the Standing Offer Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Standing Offer Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability.

Signature of authorized representative

Date

1.4 Conflict of Interest

The Bidder acknowledges and agrees that it is a term of this RFSO that no person who is not in compliance with the provisions of Chapter 2 - Conflict and Interest Measures and Chapter 3 - Post-Employment Measures of the *Values and Ethics Code for the Public Service* (current version) shall derive any direct benefit from this RFSO, any resulting Standing Offer and/or Call-up. The Bidder further acknowledges and agrees that failure to comply with the provisions of chapters 2 and 3 referenced herein will render the Bidder ineligible to provide services under any Standing Offer or Call-up resulting from this RFSO.

The Bidder certifies that he has not accepted or received, directly or indirectly, advantage, benefit, preferential treatment or assistance of any kind through a member of his family or a friend in relation to this RFSO and any resulting Standing Offer or Call-up.

Signature of authorized representative

Date

1.5 Certificate of Independent Bid Determination

I, the undersigned, in submitting the accompanying bid or tender (hereinafter “bid”) to the Public Service Commission for this Request for Standing Offers do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of:

(Corporate Name of Bidder or Tenderer [hereinafter “Bidder”])

That:

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the Bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the Bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the Bidder to determine the terms of, and to sign, the bid, on behalf of the Bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word “competitor” shall include any individual or organization, other than the Bidder, whether or not affiliated with the Bidder, who:
 - (a) has been requested to submit a bid in response to this call for bids;
 - (b) could potentially submit a bid in response to this call for bids, based on their qualifications, abilities or experience;
6. The Bidder discloses that (check one of the following, as applicable):
 - (a) the Bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with, any competitor;

- (b) the Bidder has entered into consultations, communications, agreements or arrangements with one or more competitors regarding this call for bids, and the Bidder discloses, in the attached document(s), complete details thereof, including the names of the competitors and the nature of, and reasons for, such consultations, communications, agreements or arrangements;
7. In particular, without limiting the generality of paragraphs (6)(a) or (6)(b) above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
- (a) prices;
 - (b) methods, factors or formulas used to calculate prices;
 - (c) the intention or decision to submit, or not to submit, a bid; or
 - (d) the submission of a bid which does not meet the specifications of the call for bids; except as specifically disclosed pursuant to paragraph (6)(b) above;
8. In addition, there has been no consultation, communication, agreement or arrangement with any competitor regarding the quality, quantity, specifications or delivery particulars of the products or services to which this call for bids relates, except as specifically authorized by the Tendering Authority or as specifically disclosed pursuant to paragraph (6)(b) above;
9. The terms of the accompanying bid have not been, and will not be, knowingly disclosed by the Bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening, or of the awarding of the contract, whichever comes first, unless otherwise required by law or as specifically disclosed pursuant to paragraph (6)(b) above.

(Printed Name and Signature of Authorized Agent of Bidder)

Position Title

Date

1.6 Language Certification:

The Bidder certifies that, for the language identified for a proposed resource in Appendix "H" - Resource Information Sheet , the proposed resource has an advanced reading, oral interaction and writing proficiency in that language.

For the purpose of this RFSO and resulting Standing Offers, an individual who is "advanced" in a language can **as a minimum** perform the following tasks in that language:

Advanced Reading Proficiency:

Ability to understand texts dealing with a wide variety of work-related topics; ability to understand most complex details, interferences and fine points of meanings; ability to read with good comprehension specialized or less familiar material.

Advanced Oral Interaction Proficiency:

Ability to give detailed explanations and descriptions; ability to handle hypothetical questions; ability to support an opinion, defend a point of view, or justify an action; ability to counsel and give advice; ability to handle complex work-related situations.

Advanced Writing Proficiency:

Ability to write explanations or descriptions in a variety of informal and formal work-related situations; ability to write texts in which the ideas are developed and presented in which vocabulary, grammar and spelling are generally appropriate and require few corrections.

Signature of authorized representative

Date

PART 5 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

1. Bid

The Bidder offers to perform the Work in accordance with the Statement of Work at Appendix D.

2. Standard Clauses and Conditions

Appendices A, B, C, D, E, F, G, H, I, J and K are incorporated by reference into and form part of the Standing Offer or any resulting Call-up.

3. Period of Standing Offer

The period for making Call-ups against the Standing Offer is for a one (1)-year period beginning on the date of Standing Offer Authorization.

If the Standing Offer is authorized for use beyond the initial period, the Bidder offers to extend its bid for an additional three (3) one-year period(s), under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Bidder will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority. A revision to the Standing Offer will be issued by the Standing Offer Authority.

4. Authorities

4.1 Standing Offer Authority

The Standing Offer Authority (*to be confirmed in the resulting Standing Offer*) for the Standing Offer is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a Call-up, the Standing Offer Authority is responsible for any contractual issues relating to individual Call-ups made against the Standing Offer.

4.2 Project Authority

The Project Authority (*to be confirmed in there resulting Standing Offer*) for the Standing Offer is:

- identified in the Call-up against the Standing Offer.
- the representative of the Division for whom the Work will be carried out pursuant to a Call-up against the Standing Offer and is responsible for all the technical content of the Work under the resulting Call-up.

5. Call-up Procedures / Allocation of Work

The Work will be allocated on a rotational basis amongst Standing Offer Holders. The rotation list will be arranged in ascending order of cost per point and the Evaluation Procedures and Basis of Selection described in PART 3 – Evaluation Procedures and Basis of Selection.

For each Work request, the Project Authority will select the highest-ranked Standing Offer Holder on a rotational basis according to the following criteria:

- a) Specialization
- b) Sensitivity and diversity
- c) Availability
- d) Geographical proximity
- e) Official languages

For the purpose of this Standing Offer, the above criteria are defined as follows:

Specialization: A given Client request may require that the services be provided by a Psychologist or a Psychological Associate who possesses experience with the MMP1, MMP1-2 or with I/O Psychology assessment tools.

Sensitivity and diversity: A given Client may require that the Psychologist be a woman or a man, that he or she has a certain approach or certain characteristics (highly structured, less structured, formal or informal, concrete or abstract, etc.).

Availability: A given Client may require service during a specific period of time, or within a short time frame; the psychologist's availability may therefore influence work allocation. Should the highest ranked Psychologist meeting the requirements above be unable to perform the services within the required time frame, the Project Authority will request the services from the next ranked Psychologist who meets the same criteria, and so on.

Geographical proximity: A given Client request may require that the services be provided in a certain province. Should the highest ranked Psychologist meeting the requirements above be required to incur travel expenses to attend the work site, the Project Authority will request the services from the next ranked Psychologist who meets the same criteria, but incurs less travel costs. Services will also be requested in accordance with requirements of the relevant provincial body or bodies regulating the practice of psychology.

Official languages: In certain regions, a given service may require delivery to clients of both official languages simultaneously (for instance, to a group of candidates being tested at the same time). In these instances, and when available, the Project Authority will request the services from the highest ranked Psychologist who meets the criteria on **BOTH** the French and English lists.

Subject to the above, the PSC will make a best effort to evenly allocate Call-ups among the Standing Offer holders. Availability and other factors may limit the PSC's ability to allocate Call-ups evenly.

The Bidder acknowledges that a Standing Offer is not a contract and that the issuance of a Standing Offer and Call-up Authority does not oblige or commit Canada to procure or contract for any goods, services or both listed in the Standing Offer.

6. Call-up Instrument

The Project Authority will authorize work by phone or by email, based on the rotational list amongst Standing Offer Holders. Once the work has been carried out, the Standing Offer Holder will invoice the PSC for the services. Once approved by the Project Authority, a Call-up using form PWGSC-TPSGC 942, "Call-up against a Standing Offer", will be issued in accordance to the pre-authorize work and accepted invoice

7. Limitation of Call-ups

Individual Call-ups against the Standing Offer must not exceed \$25,000.00 (Goods and Services Tax or Harmonized Sales Tax included).

7.1 Needs Exceeding the Allowable Limit of \$25,000 for Call-ups:

The Project Authority must submit proposals from the Bidder exceeding the \$25,000 limit to the Standing Offer Authorities. Individual Call-ups exceeding \$25,000 can only be authorized using a PWGSC-TPSGC 942 form, "Call-up Against a Standing Offer", signed by the Standing Offer Holder or one of his or her representatives, awarded BEFORE the work is authorized.

8. Cancellation of Work Authorization

Without restricting any other terms and conditions, any Work Authorization may be cancelled in whole or in part by the Project Authority by giving a verbal or written notice to the Bidder, at least twenty four (24) hours prior to the Work Requirement scheduled date and time. There shall be no charges to The Crown for such cancellation.

Should the Project Authority cancel a Work Authorization without a notice to the Bidder of at least twenty four (24) hours prior to the Work Requirement schedules date and time, the Bidder may be paid a Cancellation Fee. The applicable instances where a payment will be made to the Bidder and the associated cancellation fees are specified under Appendix “G” - Basis of Payment of this Standing Offer.

9. Priority of Documents

If there is a discrepancy between the wordings 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.

- 9.1 The Call-up against the Standing Offer, including any Appendixes;
- 9.2 Appendix “A” – General Conditions of a Service Contract;
- 9.3 Appendix “B” – Supplementary Conditions of a Service Contract;
- 9.4 Appendix “C” - Terms of Payment of a Service Contract;
- 9.5 Appendix “D” – Statement of Work;
- 9.6 The articles of the Standing Offer;
- 9.7 Appendix “E” – Standard Instructions – Request for Standing Offers – Goods or Services – Competitive Requirements;
- 9.8 Appendix “F” – General Conditions – Standing Offers – Goods or Services;
- 9.9 Appendix “G” – Basis of Payment;
- 9.10 Appendix “H” – Resource Information Sheet; and
- 9.11 The Bidder's bid _____ “, as clarified on _____” *or* “, as amended _____.

10. Status and Availability of Resources

If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Standing Offer Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. The Standing Offer Authority will provide its approval for the substitution prior to a call-up issuance.

If the Bidder is unable to provide a substitute with the equal or superior qualifications and experience, Canada may set aside the Standing Offer.

11. Closure of Government Offices

Where the Bidder’s employees are providing services on government premises pursuant to any Call-up resulting from this Standing Offer and the premises become non-accessible due to evacuation or closure of government offices, and consequently no work is being performed as a result of the closure, the PSC will not be liable for payment to the Bidder for the period of closure.

B. RESULTING CONTRACT CLAUSES (FOR CALL-UP)

APPENDIX “A”- General Conditions of a Service Contract

APPENDIX “B” - Supplementary Conditions of a Service Contract

APPENDIX “C” - Terms of Payment of a Service Contract

The above documents are available at the following Web site:

<http://www.psc-cfp.gc.ca/abt-aps/bus-aff/index-eng.htm>

APPENDIX “D” – STATEMENT OF WORK

STREAM 1- Psychologist professionally capable of providing Executive Counselling Services

1.0 Objective

The objective of this Standing Offer is to obtain the professional services of a contractor able to deliver Executive Counselling Services (ECS) on behalf of the Personnel psychology Centre (PPC) of the Public Service Commission of Canada (PSC). The ECS group of the PSC provides career counselling and coaching services to the EX and equivalent groups within the public service and to employees planning to reach the EX level, such as senior professionals and middle managers. Individual counselling is provided in the following areas: developmental assessment, career planning, coaching services, preparation for selection interviews, career challenges and transitions. ECS wishes to obtain the services of experienced psychologists through Standing Offers on an “as and when required basis” to strengthen its ability to respond consistently and efficiently to client demand for psychological assessment and counselling services.

2.0 Background

The ECS provides career assessment and counselling, and coaching services to members of the EX and equivalent groups, and to senior professionals and managers who may soon attain entry to the EX group.

Services are individually tailored and provided in one-on-one meetings with clients. Services provided in the context of the IPEX assessment package include career assessment and counselling, leadership assessment and interpretation of competency-based assessment tools, planning for leadership learning and management skill development, report-writing, and collaboration with ECS staff who will provide project management and quality control.

3.0 The PSC-ECS Mandate and Approach

The PSC and specifically the ECS of the PPC assist Departments and Federal government organizations in offering counselling and coaching services to public servants with regards to their ability to perform at work. Furthermore, ECS offers competency-focused services, aiming at preparing them for management challenges, career transition, assessment boards, etc.

4.0 Tasks & Deliverables

The contractor shall provide confidential career assessment and counselling services to clients of the PSC's Executive Counselling Services on an "as requested" basis. In providing this service, the contracted psychologist will determine an appropriate short term counselling plan and, when relevant, test package to meet the career objectives and needs of clients. The contractor will also ensure that clients will receive suitable executive coaching, when and as required.

4.1 Tasks and deliverables are summarized below:

- 4.1.1 Provide availability to ECS' coordination in order to schedule one-on-one appointments with clients. The contractor shall be available to begin services and to follow-up within the timeframe required by the client of the PSC. The contractor shall provide prompt responses to inquiries and date preparation.
- 4.1.2 Provide counselling services which respond to the range of client psychological and emotional needs within the organizational context. Provide referrals to appropriate professional services for client needs which are not appropriately addressed in the ECS service context;
 - a. Conduct intake interviews with new clients, determine an appropriate service package that best meets the client's short term needs within budgetary constraints, select a suitable Executive consultant and determine the approximate length of service required;
 - b. When required, provide or rent premises suitable for testing and conduct of interviews. When required, costs for rental of a suitable testing location shall be the responsibility of PSC. The Project Authority shall approve the location and costs prior to their use;
 - c. Monitor all active cases, with respect to appropriate provision of service, and with respect to allocated budget;
 - d. Work in conjunction with coaches and ensure follow-up of client files. Supervise and ensure the quality of the services provided to clients by regional executive consultants. Meet with Executive Consultants to a maximum of one hour per ten hours of referred work;
 - e. Draft and revise, as required, a written report using the Identification of Paths to EX Development (IPEX) format and standards, report which meets quality standards as determined by ECS. A written report is to be provided to the IPEX Project Manager in timely fashion at the end of the IPEX assessment process. The array of tests approved for use in the IPEX context will be determined by the Project Manager or by the Manager, ECS. Any exceptions must be approved by the Manager, ECS;
 - f. On occasion provide PSC's 360 degree assessment feedbacks; and
 - g. Perform specialized career and leadership assessments (values, interests, personality, etc.), either in autonomous fashion or with the assistance of a PSC test administrator. This includes the selection of relevant instruments, administration, scoring and interpretation of instruments. Provide feedback on assessment results, incorporating results of commercial psychological tests as well as assessment tools that may have been administered by other units in the Personnel Psychology Centre (e.g., 360 degree feedback, leadership simulations and assessment centres, Career Achievement Records). Assist clients in applying assessment data in a meaningful way to enhance career decisions and/or career planning, as per client needs.

- 4.2 Maintain confidential client files, including up-to-date, accurate progress notes for each client contact and/or meeting, and an accurate record of all billable hours of service provided to clients.
- a. Maintain up-to-date and accurate intake reports, progress notes, and referral briefs for all clients;
 - b. Ensure that the Executive Consultants have provided written documentation for all client contacts (i.e., appointments, e-mail correspondence, telephone calls);
 - c. Maintain a current listing of all active files;
 - d. Close files once services are no longer required by the client; and
 - e. Maintain an accurate record of all billable hours of service provided to clients;
- 4.3 At the end of a Call-Up period, Psychologists must provide to the ECS, all written reports, notes, referral briefs, tests and other documentation appropriate for the assigned task and established practice in the psychological profession unless the Public Service Commission has agreed otherwise. The quality of any such documentation shall meet or exceed recognized standards in the profession. The Contractor MAY NOT save or copy any of the information, including working copies, on his/her computer hard drives. He/she must save all information, including working copies and all deliverables, in a PSC approved encrypted format on a USB key or a CD-ROM, which will then be sent to the PSC.
- 4.4 Participate, when requested, in activities which contribute to effective team functioning and sharing of professional expertise within the Executive Counselling Services, and the Personnel Psychology Centre (Indirect Services), including:
- a. Attending required training at the request of the PSC (beyond mandatory initial orientation session);
 - b. Participating in work groups, task forces, and service development teams particularly when capable of providing specific professional expertise at the request of the PSC;
 - c. When authorized in advance by the Project Authority, travel to and (or) from a remote work site; and
 - d. Providing other services mutually agreed with the Project Authority and approved by the Project Authority as Indirect Services.
- 4.5 Participate in delivering other miscellaneous related services, such as workshops and presentations, for ECS only or jointly with other sectors of the PPC, for instance in the context of the Integrated Leadership Assessment Model (ILAM).

5.0 Revocation of standing offer

In order for future work to be called-up, a Psychologist Consultant **MUST** satisfactorily meet the applicable Quality Assurance criteria each time work is monitored. Should performance be found to be unsatisfactory for any applicable criteria, corrective measures will be recommended and sufficient time will be given to remedy the situation. Should the corrective measures not remedy the situation within the given period; the Psychologist Consultant will no longer be requested to provide services. In any case where the Project Authority finds that a Consultant Psychologist does not comply with ECS' standards, a written notice will be sent to the Consultant Psychologist. Depending on the Project Authority's assessment of the risks or impact of the non-compliance, the Consultant Psychologist might be revoked his or her involvement with a client, a type of client, or with counselling all together. Compliance with standards, as well as assessment of risks and impact will be assessed based on the Quality Assurance process (as determined by the "Quality Assurance Record"). The Project Authority can also proceed with revocation for non-compliance with the provincial college's regulations and policies.

The Project Authority can also proceed with revocation for non-compliance to the provincial college regulations.

6.0 Constraints

6.1 Standards

Services are to be provided in a manner consistent with professional standards for psychologists, according to provincial regulations, according to the requirements of the PSC-ECS and according to the agreement established within this context.

6.2 Availability

The Consulting Psychologist must be available during the period of the Standing Offer. The agreement may be extended if demand justifies an extension. For Counselling Services, psychologists **MUST** be available to provide services in person to a particular client within 48 hours of receiving a service request, unless otherwise approved by the Project Authority. If a Consultant is not available within 48 hours, the Project Authority will proceed with the next Standing Offer holder.

6.3 Training

Before a first call-up is placed, a Psychologist Consultant must attend an "Orientation Session for Executive Consultants". The orientation will consist of an overview of the services required by ECS, the roles of the supervising psychologists and the expectations associated. Attendance at an "Orientation Session" shall be at the Psychologist Consultant sole expense and at no cost to The Crown. The Psychologist consultant must participate in a "Client Progress Review" with each ECS executive consultant to whom they assign work for a duration of up to one hour for approximately every ten hours of work assigned, where the executive consultant will provide clarifications or explanations about the work performed or the notes written. Attendance at the "Client Progress Review" meetings shall be at the Psychologist's sole expense and at no cost to The Crown.

6.4 Location

Location of work under this Standing Offer will be delivered in accordance to the stream(s) for which the bidder will make a submission. Psychological Assessment or Counselling Services shall be provided on PSC premises, or in another specified location, as agreed upon with the Project Authority. On an occasional basis, psychologists may be asked to travel to other regions or provinces.

6.5 Quality Assurance

In order for future work to be called-up, the Psychologist MUST satisfactorily meet the applicable Quality Assurance criteria described on the “Quality Assurance Monitoring Record” each time work is monitored. Should performance be found to be unsatisfactory for any applicable criteria, corrective measures will be recommended and sufficient time will be given to remedy the situation. Should the corrective measures not remedy the situation within the given period, the Psychologist will no longer be requested to provide services. See Appendix “A” - General Conditions GC 9 “Replacement Personnel”.

7.0 Office Space and Administration Support

In the NCR, the Psychologist shall be provided office space equipped with such furniture and equipment, together with such other services as may be necessary for carrying out the services required under this standing offer. Meetings or appointments elsewhere in Canada should take place in office space suitable for meetings with ECS clients (including privacy, sound buffering, light and seating) and conducive to counselling activities. Alternatively, and as determined in consultation with ECS, client meetings may be held in offices identified and approved by ECS.

In the NCR only, called-up Psychologists are authorized to use Executive Counselling Services materials, supplies, information services, tools, instruments and machines under the following conditions:

- a. They must agree to use the material, supplies, information services, tools, instruments and machines solely for the purposes of providing professional psychological services for ECS; and
- b. Any departure from these conditions without the prior agreement of the Public Service Commission by the Called-up Psychologists could result in the cancellation of the Standing Off.

8.0 Protected Material

The Contractor shall keep confidential all information provided to the Contractor by or on behalf of The Crown in connection with the Work, including any information that is confidential or proprietary to third parties. The Contractor shall not disclose any such information to any person without the written permission of the PSC, except that the Contractor may disclose to a sub-contractor authorized by the PSC, information necessary for the performance of the Subcontract, on the condition that the sub-contractor agrees that it will be used solely for the purposes of such Subcontract. Information provided to the Contractor by or on behalf of The Crown shall be used solely for the purpose of the Standing Offer and shall remain the property of The Crown or the third party, as the case may be. Unless the Standing Offer otherwise expressly provides, the Contractor shall deliver to The Crown all such information, together with every copy, draft, working paper and note thereof that contains such information, upon completion or termination of the Standing Offer or at such earlier time.

- a. Confidentiality: Confidentiality is a cornerstone of the commitment that the Executive Counselling Services group makes to its client. The Confidentiality at the Psychological Services for Executive Counselling agreement provides the policy of the group on confidentiality and includes a “Confidentiality Pledge” that Psychologist shall be required to sign prior to Standing Offer award. All information acquired in the context of Psychological Assessment for the PSC shall be treated in a manner that will safeguard the confidentiality of the information and the integrity of both the PSC and any standardized tests involved. The PSC shall provide the necessary testing materials, unless otherwise agreed upon with the Project Authority. These shall be returned to the Project Authority when requested.

- b. Crown’s protected material: When information is identified as PROTECTED by The Crown, the Contractor shall at all times take all measures reasonably necessary for the safeguarding of the material so identified, including those set out in the PWGSC Industrial Security Manual and its supplements and any other instructions issued by the PSC. These materials and information include but are not limited to assessment tools, materials provided to assist in the administration of the assessment tools, test simulation binders, documentation (e.g. handouts, sample questions, competency profiles) used as aids to coaching clients, as well as information and materials provided to the contractor by the PSC as part of training sessions given in support of this Standing Offer and its resulting work. The contractor acknowledges and agrees that any and all materials and information provided by the Crown to the contractor in the context of this Standing Offer and its resulting work, are the exclusive property of the Crown and cannot be shared with any third party (private or public) or used outside the context of this Standing Offer and its resulting work without the express written permission of the Public Service Commission (PSC). The PSC shall be entitled to inspect the Contractor's premises and the premises of a sub-contractor for security purposes at any time during the term of the Standing Offer, and the Contractor shall comply with, and ensure that any such sub-contractor complies with, all written instructions issued by the PSC dealing with the material so identified, including any requirement that employees of the Contractor or of any such sub-contractor execute and deliver declarations relating to reliability screenings, security clearances and other procedures.

- c. Copyright: If material is protected by the Copyright Act or is a PSC Protected document, the Psychologists **MUST** comply with the Act or appropriate PSC Security Policy. Called-up Psychologists **MUST** agree not to insert, reproduce or adapt any materials, in whole or in part, with any other material.

9.0 The ECS Project Authority shall be informed of any potential conflict of interest.

10.0 The ECS Project Authority shall be contacted immediately in the event of any inquiry related to access to information pertaining to a client, access to client notes, legal action, or any other request of a legal nature.

11.0 Security Requirements

Personnel from the Contractor/Offeror requiring access to PROTECTED information or assets, or to restricted work sites, must EACH hold a valid Reliability Status, granted or approved by the PSC.

All protected information must be submitted in person or sent by mail, in a double envelope, with the required security level specified on the inside envelope and only the addresses of the addressee and the sender showing on the outside envelope.

The Contractor may not transmit Protected B data by e-mail or any other alternative method of electronic delivery, unless it complies with the encryption standards approved by the Public Service Commission (PSC). The PSC will provide an encryption solution using the Government of Canada's MyKey (Entrust). Once the Standing Offer has been assigned the PPC will assist the contractor in contacting, the PSC Helpdesk to start the enrollment process for a MyKey certificate. Once the contractor has their MyKey certificate the PSC Helpdesk will provide the "client software" along with instructions on the installation and use. The MyKey solution is the only approved encryption solution for the electronic transmission of the PROTECTED information.

The Contractor MAY NOT save or copy any of the information, including working copies, on his/her computer hard drives. He/she must save all information, including working copies and all deliverables, in an encrypted format on a USB key or a CD-ROM, which will then be sent to the PSC.

The Contractor must have the appropriate capacity and equipment to safeguard protected information in accordance with the Operational Security Standard on Physical Security of the TBS. <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12329§ion=text>.

NO subcontracts with security requirements may be awarded without the prior written consent of the PSC.

The Contractor/Offeror and his/her personnel shall comply with the directives of:

- a. Security of Information - Justice Canada (latest version);
- b. Industrial Security Manual (latest version).

12.0 Financial Aspects, Invoicing and Payment

1. The contracting Consulting Psychologist shall be paid the agreed hourly or per diem rate.
2. The contracting consulting psychologist's hourly rates are of a maximum of \$180 for direct time with clients and a maximum of \$100 for indirect time.
3. Timesheets and invoices will be sent to the ECS Project Authority (contact to be provided) no later than the first 5 business days of the following month. The Project Authority shall provide a template for invoicing. Payment will be made by the PSC, 30 days subsequent to receiving the complete and accurate invoice at PSC premises.
4. The Consulting Psychologist is authorised to invoice for time spent in consultation with ECS or with clients, whether by phone or in person, for time spent administering tests to candidates, for time spent interviewing, for time spent being available for interview (as approved by the Project Manager), for time spent writing and editing reports, and for time

spent travelling to and from the testing location when such locations are in another city.

5. Cancellation fees (direct time) may apply for individual appointments cancelled after the Psychologist arrival on-site, when clients do not show up to a scheduled individual appointment, or for any scheduled individual time which was not cancelled at least 48 hours prior to the appointment. Cancellation fees will not apply if cancellation occurs earlier than 48 hours in advance of the appointment.
6. The contracting consulting psychologist shall keep a log of the project, logging date, activity and time spent.

13.0 Travel

If travel is required, travel **MUST** receive prior written approval from the Project Authority. The Contractor shall have his expenses reimbursed in accordance with the Travel Directive of the Treasury Board Secretariat, which is available at the following URL: http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/tbm_113/td-dv-eng.asp.

14.0 Project Authority:

The Project Authority (*to be confirmed upon resulting Standing Offer*) for the Standing Offer is:

- identified in the Call-up against the Standing Offer.
- the representative of the Division for whom the Work will be carried out pursuant to a Call-up against the Standing Offer and is responsible for all the technical content of the Work under the resulting Call-up.

STREAM 2- Psychologist professionally capable of providing Psychological Assessment Services

1.0 Objective

The objective of this Standing Offer is to obtain the professional services of a contractor clinical psychologist able to deliver psychological assessment services on behalf of the Personnel Psychology Centre (PPC) of the Public Service Commission of Canada (PSC). The Executive Counselling Services (ECS) group of the PSC provides career counselling and coaching services to the EX and equivalent groups within the public service and to employees planning to reach the EX level, such as senior professionals and middle managers. Services of psychological assessment are also being done for the purpose of staffing positions which are not necessarily EX positions. ECS wishes to obtain the services of experienced psychologists through Standing Offers on an “as and when required basis” to strengthen its ability to respond consistently and efficiently to client demand for psychological assessment services.

2.0 Background

In 2012, the PPC successfully completed a pilot for delivering psychological assessment to select candidates to correctional officer positions. In addition to avoiding having clinically unsuitable candidates selected for these positions, the approach is aimed at ensuring an optimal fit between the individual selected and the employment requirements. ECS have developed the following rationale around the benefits of using a “psychological suitability” assessment:

- a. Psychological suitability assessments highlight personality strengths/weaknesses of candidates relative to the demands of the job and the competencies required.
- b. Psychological assessments provide objective assessments of personality traits that may have been skewed or faked by a candidate who may have intentionally manipulated responses in an interview setting.
- c. Psychological assessments provide an objective reporting of a candidate and remove some of the subjective influences from the decision-making selection process.
- d. Testing and interviews will help eliminate those who exhibit unhelpful behaviour styles. The process represents potential significant cost savings by addressing one root of potential staff turnover.

2.1 The PSC-ECS Mandate and Approach

The PSC and specifically the PPC assist Departments and Federal government organizations in achieving efficient assessment in a context of staffing. Personality assessment in a context of staffing aims at providing an optimal fit between candidates and the position’s psychological requirements.

3.0 Tasks & Deliverables

3.1 Use of Assessment Instruments

The following tests are being used by ECS for the psychological assessment of federal public service candidate who apply to enforcement positions.

- a. *The Minnesota Multi-Phasic Personality Inventory-2 (MMPI-2)*: The MMPI is a comprehensive setting specific report designed to assist in the identification of individuals who may be emotionally unsuited for high-risk, high-stress positions.

For example, the work of the Correctional Officer at CSC was deemed to be suited to the Law Enforcement population.

- b. The NEO Personality Inventory 3 (NEO-PI-3) is a revision of the NEO Personality Inventory (NEO PI-R). It is a concise measure of the five major domains of personality (Neuroticism, Extraversion, Openness, Agreeableness, and Conscientiousness) and the six facets that define each domain. Taken together, the five domain scales and the 30 facet scales facilitate a comprehensive and detailed assessment of general personality. Thirty-eight items from the NEO PI-R have been revised or edited to lower the reading level and make the instrument more appropriate for younger examinees or adults with lower educational levels.
- c. The Personality Assessment Inventory - (PAI) provides information relevant for clinical diagnosis, treatment planning and screening for psychopathology. The PAI consists of 22 non-overlapping full scales covering the constructs most relevant to a broad-based assessment of mental disorders: 4 validity scales, 11 clinical scales, 5 treatment scales, and 2 interpersonal scales. To facilitate interpretation and cover the full range of complex clinical constructs, 10 full scales contain conceptually derived subscales.
- d. Other options are currently being explored in ECS's commitment to innovation.

3.2 Assessment and Reporting of Psychological Suitability:

Assessment for staffing across Canada requires a high level of consistency across assessors. For this reason, all Consultant Psychologists must refer to the project Authority to ensure consistency of their training, methods, approaches and output with the overall process. Regular communication with and monitoring of the Consultant Psychologist will be done with regards to test administration and scoring, interview process, report writing and information management. Agreements with ECS's clients, made between client-organizations and the PSC, covers the following:

- a. Administration and scoring of psychological tests should follow the Provincial College regulations as well as the Project Authority's approach;
- b. The interview questions should be determined with the help of the Project Authority in order to ensure consistent approach as well as to ensure that it reflects the client-organization's requirements; and
- c. A written report, consistent with the template provided, will be required 1 week after a candidate has been interviewed. The report must meet format and quality standards determined by ECS. Any exceptions must be approved by the Project Authority.

3.3 Maintain confidential client files

This includes up-to-date, accurate progress notes for each client contact and/or meeting, and an accurate record of all billable hours of service provided to clients.

- a. Maintain up-to-date and accurate intake reports, progress notes, and referral briefs for all clients.

- b. Maintain a current listing of all active files.
 - c. Close files once services are no longer required by the client.
 - d. Maintain an accurate record of all billable hours of service provided to clients; At the end of a Call-Up period, Psychologists must provide to the ECS, all written reports, notes, referral briefs, tests and other documentation appropriate for the assigned task and established practice in the psychological profession unless the PSC has agreed otherwise. The quality of any such documentation shall meet or exceed recognized standards in the profession. The Contractor MAY NOT save or copy any of the information, including working copies, on his/her computer hard drives. He/she must save all information, including working copies and all deliverables, in a PSC approved encrypted format on a USB key or a CD-ROM, which will then be sent to the PSC.
- 3.4 Participate, when requested, in activities which contribute to effective team functioning and sharing of professional expertise within the Executive Counselling Services, and the Personnel Psychology Centre (Indirect Services), including:
- a. Attending required training at the request of the PSC (beyond mandatory initial orientation session);
 - b. Participating in work groups, task forces, and service development teams particularly when capable of providing specific professional expertise at the request of the PSC;
 - c. When authorized in advance by the Project Authority, travel to and (or) from a remote work site; and
 - d. Providing other services mutually agreed with the Project Authority and approved by the Project Authority as Indirect Services.
- 3.5 On request by the Project Authority, the Consulting Psychologist may provide feedback to candidates on their psychological assessment. This will be arranged by the PSC-ECS and the nature of the content exchanged with candidates must be discussed with the project Authority before the feedback occurs.
- 3.6 Participate in delivering other miscellaneous related services, such as workshops and presentations, for ECS only or jointly with other sectors of the PPC.

4.0 Revocation of standing offer

In order for future work to be called-up, a Psychologist Consultant MUST satisfactorily meet the applicable Quality Assurance criteria each time work is monitored. Should performance be found to be unsatisfactory for any applicable criteria, corrective measures will be recommended and sufficient time will be given to remedy the situation. Should the corrective measures not remedy the situation within the given period; the Psychologist Consultant will no longer be requested to provide services. In any case where the Project Authority finds that a Consultant Psychologist does not comply with ECS' standards, a written notice will be sent to the Consultant Psychologist. Depending on the Project Authority's assessment of the risks or impact of the non-compliance, the Consultant Psychologist might be revoked his or her involvement in performing

certain tasks, in a specific project or in assessment for staffing all together. Compliance to standards, as well as assessment of risks and impact will be assessed based on the Quality Assurance process (as determined by the “Quality Assurance Record”). The Project Authority can also proceed with revocation for non-compliance to the provincial college’s regulations and policies.

The Project Authority may also proceed with revocation for non-compliance to the provincial college regulations.

5.0 Constraints

5.1 Standards

Services are to be provided in a manner consistent with professional standards for psychologists, according to provincial regulations, according to the requirements of the PSC-ECS and according to the agreement established within this context.

5.2 Availability

The Consulting Psychologist must be available during the period of the Standing Offer. The agreement may be extended if demand. Work will be assigned based on ranking as well as other variables identified in the RFSO such as official languages and geographic location. The Project Authority will proceed with the next Standing Offer holder if the first ranked holder cannot meet the client-organization’s availability requirements.

5.3 Training

Before a first call-up is placed, a Psychologist Consultant must attend an Orientation Session. The orientation will consist of an overview of the approach in using personality tests for staffing in the public service of Canada, the roles of the supervising psychologists and the expectations associated. Attendance at an “Orientation Session” shall be at the Executive Consultant’s sole expense and at no cost to The Crown. The Psychologist consultant must remain in communication with the project supervisor for clarifications or explanations about the work performed and consistency with other assessors across Canada.

5.4 Location

Location of work under this Standing Offer will be delivered in accordance to the stream(s) for which the bidder will make a submission. Psychological Assessment shall be provided on PSC premises, or in another specified location, as agreed upon with the Project Authority. On an occasional basis, psychologists may be asked to travel to other regions or provinces.

5.5 Travel

If travel is required, travel **MUST** receive prior written approval from the Project Authority. The Contractor shall have his expenses reimbursed in accordance with the Travel Directive of the Treasury Board Secretariat, which is available at the following URL: http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/tbm_113/td-dv-eng.asp.

5.6 Office Space and Administration Support

In the NCR, the Psychologist shall be provided office space equipped with such furniture and equipment, together with such other services as may be necessary for carrying out the services required under this Contract. Meetings or appointments elsewhere in Canada should take place in office space suitable for meetings with ECS clients (including privacy, sound buffering, light and seating) and conducive to assessment activities. Alternatively,

and as determined in consultation with ECS, client meetings may be held in offices identified and approved by ECS. In the NCR only, called-up Psychologists are authorized to use Executive Counselling Services materials, supplies, information services, tools, instruments and machines under the following conditions:

- a. They must agree to use the material, supplies, information services, tools, instruments and machines solely for the purposes of providing professional psychological services for ECS;
- b. Any departure from these conditions without the prior agreement of the Public Service Commission by the Called-up Psychologists could result in the cancellation of the Standing Off.

5.7 Quality Assurance

In order for future work to be called-up, the Psychologist MUST satisfactorily meet the applicable Quality Assurance criteria described on the “Quality Assurance Monitoring Record” each time work is monitored. Should performance be found to be unsatisfactory for any applicable criteria, corrective measures will be recommended and sufficient time will be given to remedy the situation. Should the corrective measures not remedy the situation within the given period, the Psychologist will no longer be requested to provide services. See Appendix “A” - General Conditions GC 9 “Replacement Personnel”.

6.0 Protected Material

The Contractor shall keep confidential all information provided to the Contractor by or on behalf of The Crown in connection with the Work, including any information that is confidential or proprietary to third parties. The Contractor shall not disclose any such information to any person without the written permission of the PSC, except that the Contractor may disclose to a sub-contractor authorized by the PSC, information necessary for the performance of the Subcontract, on the condition that the sub-contractor agrees that it will be used solely for the purposes of such Subcontract. Information provided to the Contractor by or on behalf of The Crown shall be used solely for the purpose of the Standing Offer and shall remain the property of The Crown or the third party, as the case may be. Unless the Standing Offer otherwise expressly provides, the Contractor shall deliver to The Crown all such information, together with every copy, draft, working paper and note thereof that contains such information, upon completion or termination of the Standing Offer or at such earlier time.

- a. **Confidentiality:** Confidentiality is a cornerstone of the commitment that the Executive Counselling Services group makes to its client. The Confidentiality at the Psychological Services for Executive Counselling agreement provides the policy of the group on confidentiality and includes a “Confidentiality Pledge” that Psychologist shall be required to sign prior to Standing Offer award. All information acquired in the context of Psychological Assessment for the PSC shall be treated in a manner that will safeguard the confidentiality of the information and the integrity of both the PSC and any standardized tests involved. The PSC shall provide the necessary testing materials, unless otherwise agreed upon with the Project Authority. These shall be returned to the Project Authority when requested.
- b. **Crown’s protected material:** When information is identified as PROTECTED by The Crown, the Contractor shall at all times take all measures reasonably necessary for the safeguarding of the material so identified, including those set out in the PWGSC Industrial Security Manual and its supplements and any other instructions issued by the PSC. These materials and information include but are not limited to assessment tools, materials provided

to assist in the administration of the assessment tools, test simulation binders, documentation (e.g. handouts, sample questions, competency profiles) used as aids to coaching clients, as well as information and materials provided to the contractor by the PSC as part of training sessions given in support of this Standing Offer and its resulting work. The contractor acknowledges and agrees that any and all materials and information provided by the Crown to the contractor in the context of this Standing Offer and its resulting work, are the exclusive property of the Crown and cannot be shared with any third party (private or public) or used outside the context of this Standing Offer and its resulting work without the express written permission of the Public Service Commission (PSC). The PSC shall be entitled to inspect the Contractor's premises and the premises of a sub-contractor for security purposes at any time during the term of the Standing Offer, and the Contractor shall comply with, and ensure that any such sub-contractor complies with, all written instructions issued by the PSC dealing with the material so identified, including any requirement that employees of the Contractor or of any such sub-contractor execute and deliver declarations relating to reliability screenings, security clearances and other procedures.

- c. Copyright: If material is protected by the Copyright Act or is a PSC Protected document, the Psychologists **MUST** comply with the Act or appropriate PSC Security Policy. Called-up Psychologists **MUST** agree not to insert, reproduce or adapt any materials, in whole or in part, with any other material.

7.0 The ECS Project Authority shall be informed of any potential conflict of interest.

8.0 The ECS Project Authority shall be contacted immediately in the event of any inquiry related to access to information pertaining to a client, access to client notes, legal action, or any other request of a legal nature.

9.0 Security Requirements

Personnel from the Contractor/Offeror requiring access to PROTECTED information or assets, or to restricted work sites, must EACH hold a valid Reliability Status, granted or approved by the PSC.

All protected information must be submitted in person or sent by mail, in a double envelope, with the required security level specified on the inside envelope and only the addresses of the addressee and the sender showing on the outside envelope.

The Contractor may not transmit Protected B data by e-mail or any other alternative method of electronic delivery, unless it complies with the encryption standards approved by the Public Service Commission (PSC). The PSC will provide an encryption solution using the Government of Canada's MyKey (Entrust). Once the Standing Offer has been assigned the PPC will assist the contractor in contacting, the PSC Helpdesk to start the enrollment process for a MyKey certificate. Once the contractor has their MyKey certificate the PSC Helpdesk will provide the "client software" along with instructions on the installation and use. The MyKey solution is the only approved encryption solution for the electronic transmission of the PROTECTED information.

The Contractor MAY NOT save or copy any of the information, including working copies, on his/her computer hard drives. He/she must save all information, including working copies and all deliverables, in an encrypted format on a USB key or a CD-ROM, which will then be sent to the PSC.

The Contractor must have the appropriate capacity and equipment to safeguard protected information in accordance with the Operational Security Standard on Physical Security of the TBS. <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12329§ion=text>.

NO subcontracts with security requirements may be awarded without the prior written consent of the PSC.

The Contractor/Offeror and his/her personnel shall comply with the directives of:

- a. Security of Information - Justice Canada (latest version);
- b. Industrial Security Manual (latest version).

10.0 Financial Aspects, Invoicing and Payment

1. The contracting Consulting Psychologist shall be paid the agreed hourly or per diem rate.
2. The contracting consulting psychologist's hourly rates are of a maximum of \$180 for direct time with clients and a maximum of \$100 for indirect time.
3. Timesheets and invoices will be sent to the ECS Project Authority (contact to be provided) no later than the first 5 business days of the following month. The Project Authority shall provide a template for invoicing. Payment will be made by the PSC, 30 days subsequent to receiving the complete and accurate invoice at PSC premises.
4. The Consulting Psychologist is authorised to invoice for time spent in consultation with ECS or with clients, whether by phone or in person, for time spent administering tests to candidates, for time spent interviewing, for time spent being available for interview (as approved by the Project Manager), for time spent writing and editing reports, and for time spent travelling to from the testing location when such locations are in another city.
5. Cancellation fees (direct time) can apply for individual appointments cancelled after the Psychologist arrival on-site, when clients do not show up to a scheduled individual appointment, or for any scheduled individual time which was not cancelled at least 48 hours prior to the appointment. Cancellation fees will not apply if cancellation occurs earlier than 48 hours in advance of the appointment.
6. The contracting consulting psychologist shall keep a log of the project, logging date, activity and time spent.

10.1 Cancellation fees (direct time) may apply for:

- a. Individual appointments cancelled after the Psychologist arrival on-site, when clients do not show up to a scheduled individual appointment, or for any scheduled individual time which was not cancelled at least 48 hours prior to the scheduled test administration;

- b. Group assessment when the entire group testing administration has been cancelled within less than 48 hours notice; and
- c. Cancellation fees will not apply if a single candidate of a group being assessed cancels. The Consultant Psychologist will then be paid for the hours actually performed doing the remaining candidates' assessments.

11.0 Project Authority:

The Project Authority (*to be confirmed upon resulting Standing Offer*) for the Standing Offer is:

- identified in the Call-up against the Standing Offer.
- the representative of the Division for whom the Work will be carried out pursuant to a Call-up against the Standing Offer and is responsible for all the technical content of the Work under the resulting Call-up.

**APPENDIX “E” - Standard Instructions – Request for Standing Offers – Goods or Services –
Competitive Requirements**

Code of Conduct for Procurement

- 01 Standard Instructions, Clauses and Conditions
- 02 Definition of Bidder
- 03 Submission of Bids
- 04 Late Bids
- 05 Legal Capacity
- 06 Rights of Canada
- 07 Vendor Performance
- 08 Price Justification
- 09 Bid Costs
- 10 Conduct of Evaluation
- 11 Joint Venture
- 12 Conflict of Interest - Unfair Advantage
- 13 Entire Requirement
- 14 Further Information

Code of Conduct for Procurement

To comply with the [Code of Conduct for Procurement](#), Bidders must respond to Requests for Standing Offers (RFSOs) in an honest, fair and comprehensive manner, accurately reflect their capacity to satisfy the requirements stipulated in the RFSO and resulting contract, submit bids and enter into contracts only if they will fulfill all obligations of the contract.

To ensure fairness, openness and transparency in the bidding process, payment of a contingency fee by any party to a contract to a person to whom the *Lobbyists Registration Act*, R.S. 1985, c. 44 (4th Supplement) applies is prohibited.

By submitting a bid, the Bidder certifies that it meets the above requirements.

Bidders further understand that the commission of certain offences may render them ineligible to be awarded a contract. By submitting a bid, the Bidder declares that it has never been convicted of an offence under Section 121 (*Frauds on the government and Contractor subscribing to election fund*), Section 124 (Selling or Purchasing Office), Section 380 (*Fraud committed against Her Majesty*) or Section 418 (*Selling defective stores to Her Majesty*) of the Criminal Code of Canada, or under paragraph 80(1)(d) (*False entry, certificate or return*) subsection 80(2) (*Fraud against Her Majesty*) or Section 154.01 (*Fraud against Her Majesty*) of the *Financial Administration Act*.

01 Standard Instructions, Clauses and Conditions

Pursuant to the *Department of Public Works and Government Services Act*, S.C. 1996, c.16, the instructions, clauses and conditions identified in the RFSO, Standing Offer and resulting contract(s) by number, date and title are incorporated by reference into and form part of the RFSO, Standing Offer and resulting contract(s) as though expressly set out in the RFSO, the Standing Offer and the resulting contract(s).

02 Definition of Bidder

"Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a Standing Offer to bid goods, services or both under a Call-up resulting from a Standing Offer. It also includes the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.

03 Submission of Bids

1. Canada requires that each bid, at closing date and time or upon request from the Standing Offer Authority, be signed by the Bidder or by an authorized representative of the Bidder. If a bid is submitted by a joint venture, it must be in accordance with section 15.
2. It is the Bidder's responsibility to:
 - (a) obtain clarification of the requirements contained in the RFSO, if necessary, before submitting a bid;
 - (b) prepare its bid in accordance with the instructions contained in the RFSO;
 - (c) submit by closing date and time a complete bid;
 - (d) send its bid only to the PSC as specified on page 1 of the RFSO or to the address specified in the RFSO;
 - (e) ensure that the Bidder's name, return address, and RFSO number are clearly visible on the envelope or the parcel(s) containing the bid; and,
 - (f) provide a comprehensible and sufficiently detailed bid, including all requested pricing details, that will permit a complete evaluation in accordance with the criteria set out in the RFSO.
3. If Canada has provided Bidders with multiple formats of a document (for example, a document may be downloaded through the Government Electronic Tendering Service (GETS) but may also be made available on CD-ROM through GETS), the format downloaded through GETS will take precedence. If Canada posts an amendment to the RFSO revising any documents provided to Bidders in multiple formats, Canada will not necessarily update all formats to reflect these revisions. It is the Bidder's responsibility to ensure that revisions made through any RFSO amendment issued through GETS are taken into account in the alternate formats it uses of RFSO documents.
4. Bids will remain open for acceptance for a period of not less than ninety (90) days from the closing date of the RFSO, unless specified otherwise in the RFSO. Canada reserves the right to seek an extension of the bid validity period from all responsive Bidders in writing. If the extension is accepted by all responsive Bidders, Canada will continue with the evaluation of the bids. If the extension is not accepted by all responsive Bidders, Canada will, at its sole discretion, either continue with the evaluation of the bids of those who have accepted the extension or cancel the RFSO.
5. Bids and supporting information may be submitted in either English or French.
6. Bids received on or before the stipulated RFSO closing date and time will become the property of Canada and will not be returned. All bids will be treated as confidential, subject to the provisions of the *Access to Information Act*, R.S. 1985, c. A-1 and the *Privacy Act*, R.S. 1985, c. P-21.
7. Unless specified otherwise in the RFSO, Canada will evaluate only the documentation provided with a Bidder's bid. Canada will not evaluate information such as references to Website addresses where additional information can be found, or technical manuals or brochures not submitted with the bid.

04 Late Bids

The PSC will return bids delivered after the stipulated RFSO closing date and time.

05 Legal Capacity

The Bidder must have the legal capacity to contract. If the Bidder is a sole proprietorship, a partnership or a corporate body, the Bidder must provide, if requested by the Standing Offer Authority, a statement and any requested supporting documentation indicating the laws under which it is registered or incorporated together with the registered or corporate name and place of business. This also applies to Bidders submitting a bid as a joint venture.

06 Rights of Canada

Canada reserves the right to:

- (a) reject any or all bids received in response to the RFSO;
- (b) enter into negotiations with Bidders on any or all aspects of their bids;
- (c) authorize for utilization any bid in whole or in part without negotiations;
- (d) cancel the RFSO at any time;
- (e) reissue the RFSO;
- (f) if no responsive bids are received and the requirement is not substantially modified, reissue the RFSO by inviting only the Bidders who submitted a bid to resubmit bids within a period designated by Canada; and,
- (g) negotiate with the sole responsive Bidder to ensure best value to Canada.

07 Vendor Performance

1. Other than has already been specified herein, Canada may reject a bid where any of the following circumstances is present:
 - (a) the Bidder, or any employee or subcontractor included as part of the bid, has been convicted under Section 121 (*Frauds on the government & Contractor subscribing to election fund*), Section 124 (*Selling or purchasing office*), Section 380 (*Fraud committed against Her Majesty*) or Section 418 (*Selling defective stores to Her Majesty*) of the Criminal Code or under paragraph 80(1)(d) (*False entry, certificate or return*) subsection 80(2) (*Fraud against Her Majesty*) or Section 154.01 (*Fraud against Her Majesty*) of the *Financial Administration Act*.
 - (b) the Bidder is subject to a Vendor Performance Corrective Measure, under the Vendor Performance Policy, which renders the Bidder ineligible to submit a bid for the requirement;
 - (c) an employee, or subcontractor included as part of the bid, is subject to a Vendor Performance Corrective Measure, under the Vendor Performance Policy, which would render that employee or subcontractor ineligible to submit an bid for the requirement, or the portion of the requirement the employee or subcontractor is to perform;
 - (d) with respect to current or prior transactions with the Government of Canada:
 - (i) the Bidder is bankrupt or where, for whatever reason, its activities are rendered inoperable for an extended period;
 - (ii) evidence, satisfactory to Canada, of fraud, bribery, fraudulent misrepresentation or failure to comply with any law protecting individuals against any manner of discrimination, has been received with respect to the Bidder, any of its employees or any subcontractor included as part of the bid;
 - (iii) Canada has exercised its contractual remedies of suspension or termination for default with respect to a contract with the Bidder, any of its employees or any subcontractor included as part of the bid;
 - (iv) Canada determines that the Bidder's performance on other contracts, including the efficiency and workmanship as well as the extent to which the Bidder performed the Work in accordance with contractual clauses and conditions, is sufficiently poor to jeopardize the successful completion of the requirement being bid on.

2. Where Canada intends to reject a bid pursuant to a provision of subsection 1, other than 1.(b), the Standing Offer Authority will so inform the Bidder and provide the Bidder ten (10) days within which to make representations, before making a final decision on the bid rejection.

08 Price Justification

In the event that the Bidder's bid is the sole responsive bid received, the Bidder must provide, on Canada's request, one or more of the following price justifications:

- (a) a current published price list indicating the percentage discount available to Canada; or
- (b) a copy of paid invoices for the like quality and quantity of the goods, services or both sold to other customers; or
- (c) a price breakdown showing the cost of direct labour, direct materials, purchased items, engineering and plant overheads, general and administrative overhead, transportation, etc., and profit; or
- (d) price or rate certifications; or
- (e) any other supporting documentation as requested by Canada.

09 Bid Costs

No payment will be made for costs incurred in the preparation and submission of a bid in response to the RFSO. Costs associated with preparing and submitting a bid, as well as any costs incurred by the Bidder associated with the evaluation of the bid, are the sole responsibility of the Bidder.

10 Conduct of Evaluation

1. In conducting its evaluation of the bids, Canada may, but will have no obligation to, do the following:
 - (a) seek clarification or verification from Bidders regarding any or all information provided by them with respect to the RFSO;
 - (b) contact any or all references supplied by Bidders to verify and validate any information submitted by them;
 - (c) request, before issuance of any Standing Offer, specific information with respect to Bidders' legal status;
 - (d) conduct a survey of Bidders' facilities and/or examine their technical, managerial, and financial capabilities to determine if they are adequate to meet the requirements of the RFSO;
 - (e) correct any error in the extended pricing of bids by using unit pricing and any error in quantities in bids to reflect the quantities stated in the RFSO; in the case of error in the extension of prices, the unit price will govern.
 - (f) verify any information provided by Bidders through independent research, use of any government resources or by contacting third parties;
 - (g) interview, at the sole costs of Bidders, any Bidder and/or any or all of the resources proposed by Bidders to fulfill the requirement of the RFSO.

11 Joint Venture

1. A joint venture is an association of two or more parties who combine their money, property, knowledge, expertise or other resources in a single joint business enterprise, sometimes referred as a consortium, to submit a bid together on a requirement. Bidders who submit a bid as a joint venture must indicate clearly that it is a joint venture and provide the following information:
 - (a) the name of each member of the joint venture;
 - (b) the name of the representative of the joint venture, i.e. the member chosen by the other members to act on their behalf, if applicable;
 - (c) the name of the joint venture, if applicable.

2. If the information is not clearly provided in the bid, the Bidder must provide the information on request from the Standing Offer Authority.
3. The bid and any resulting Standing Offer must be signed by all the members of the joint venture unless one member has been appointed to act on behalf of all members of the joint venture. The Standing Offer Authority may, at any time, require each member of the joint venture to confirm that the representative has been appointed with full authority to act as its representative for the purposes of the RFSO and any resulting Standing Offer. If a Standing Offer is issued to a joint venture, all members of the joint venture will be jointly and severally or solidarity liable for the performance of any contract resulting from a Call-up against the Standing Offer.

12 Conflict of Interest - Unfair Advantage

1. In order to protect the integrity of the procurement process, Bidders are advised that Canada may reject a bid in the following circumstances:
 - (a) if the Bidder, any of its subcontractors, any of their respective employees or former employees was involved in any manner in the preparation of the RFSO;
 - (b) if the Bidder, any of its subcontractors, any of their respective employees or former employees had access to information related to the RFSO that was not available to other Bidders and that would, in Canada's opinion, give the Bidder an unfair advantage.
2. The experience acquired by an Bidder who is providing or has provided the goods and services described in the RFSO (or similar goods or services) will not, in itself, be considered by Canada as conferring an unfair advantage or creating a conflict of interest. This Bidder remains however subject to the criteria established above.
3. Where Canada intends to reject a bid under this section, the Standing Offer Authority will inform the Bidder and provide the Bidder an opportunity to make representations before making a final decision. Bidders who are in doubt about a particular situation should contact the Standing Offer Authority before the RFSO closing. By submitting a bid, the Bidder represents that it does not consider itself to be in conflict of interest nor to have an unfair advantage. The Bidder acknowledges that it is within Canada's sole discretion to determine whether a conflict of interest or unfair advantage exists.

13 Entire Requirement

The RFSO contains all the requirements relating to the solicitation. Any other information or documentation provided to or obtained by a Bidder from any source are not relevant. Bidders should not assume that practices used under previous contracts will continue, unless they are described in the RFSO. Bidders should also not assume that their existing capabilities meet the requirements of the RFSO simply because they have met previous requirements.

14 Further Information

For further information, Bidders may contact the Standing Offer Authority identified in the RFSO.

APPENDIX "F" - General Conditions - Standing Offers – Goods or Services

- 01 Interpretation
- 02 General
- 03 Standard Clauses and Conditions
- 04 Bid
- 05 Call-ups
- 06 Withdrawal
- 07 Revision
- 08 Disclosure of Information

01 Interpretation

In the Standing Offer, unless the context otherwise requires,

"Call-up" means an order issued by the Call-up Authority duly authorized to issue a Call-up against a particular Standing Offer. Issuance of a Call-up to the Bidder constitutes acceptance of its Bid and results in the creation of a contract between Her Majesty the Queen in right of Canada and the Bidder for the goods, services or both described in the Call-up;

"Canada", "Crown", "Her Majesty" or "the Government" means Her Majesty the Queen in right of Canada as represented by the Public Service Commission.

"Bidder" means the person or entity whose name appears on the signature page of the Standing Offer and who bids to provide goods, services or both to Canada under the Standing Offer;

"Standing Offer" means the written bid from the Bidder, the clauses and conditions, these general conditions, Appendixes and any other document specified or referred to as forming part of the Standing Offer;

"Standing Offer Authority" means the person designated as such in the Standing Offer, or by notice to the Bidder, to act as the representative of Canada in the management of the Standing Offer.

02 General

The Bidder acknowledges that a Standing Offer is not a contract and that the issuance of a Standing Offer and Call-up Authority does not oblige or commit Canada to procure or contract for any goods, services or both listed in the Standing Offer. The Bidder understands and agrees that Canada has the right to procure the goods, services or both specified in the Standing Offer by means of any other contract, Standing Offer or contracting method.

03 Standard Conditions and Clauses

Pursuant to the *Department of Public Works and Government Services Act*, S.C. 1996, c.16, the clauses and conditions identified in the Standing Offer by number, date and title are incorporated by reference and form part of the Standing Offer and any contract resulting from the Standing Offer as though expressly set out in the Standing Offer and resulting contract.

04 Bid

1. The Bidder offers to provide and deliver to Canada the goods, services or both described in the Standing Offer, in accordance with the pricing set out in the Standing Offer as and when the PSC may request such goods, services or both, in accordance with the conditions listed at sub-section 2 below.
2. The Bidder understands and agrees that:
 - (a) a Call-up against the Standing Offer will form a contract only for those goods, services, or both, which have been called-up, provided that such Call-up is made in accordance with the provisions of the Standing Offer;
 - (b) Canada's liability is limited to that which arises from Call-ups against the Standing Offer made within the period specified in the Standing Offer;
 - (c) the Standing Offer cannot be assigned or transferred in whole or in part;
 - (d) the Standing Offer may be set aside by Canada at any time.

05 Call-ups

If applicable, the PSC will use the form specified in the Standing Offer to order goods, services or both. Goods, services or both may also be ordered by other methods such as telephone, facsimile or electronic means. With the exception of Call-ups paid for with a Government of Canada acquisition card (credit card), Call-ups made by telephone must be confirmed in writing on the document specified in the Standing Offer.

Call-ups against the Standing Offer paid for with the Government of Canada acquisition card (credit card) at point of sale must be accorded the same prices and conditions as any other Call-up.

06 Withdrawal

In the event that the Bidder wishes to withdraw the Standing Offer after authority to Call-up against the Standing Offer has been given, the Bidder must provide no less than thirty (30) days written notice to the Standing Offer Authority, unless specified otherwise in the Standing Offer. The thirty (30) day period will start upon receipt of the notification by the Standing Offer Authority and the withdrawal will be effective at the expiry of that period. The Bidder must fulfill any and all Call-ups which are made before the expiry of that period.

07 Revision

The period of the Standing Offer may only be extended, or its usage increased, by the Standing Offer Authority issuing a revision to the Standing Offer in writing.

08 Disclosure of Information

The Bidder agrees to the disclosure of its Standing Offer unit prices or rates by Canada, and further agrees that it will have no right to claim against Canada, the PSC, their employees, agents or servants, or any of them, in relation to such disclosure.

APPENDIX “G” - Basis of Payment

PSYCHOLOGICAL ASSESSMENT AND COUNSELLING SERVICES FOR THE PERSONNEL PSYCHOLOGY CENTRE

FOR EASE OF SUBMISSION, THE BIDDER IS INVITED TO COMPLETE AND SUBMIT THIS APPENDIX AS PART OF ITS FINANCIAL PROPOSAL.

A separate Appendix “G” “Basis of Payment” is required for each proposed resource.

The Bidder **MUST NOT** propose a firm all-inclusive hourly rate higher than the maximum rate specified.

<p>Psychological Services for Executive Counselling</p> <p><u>Name of Proposed Resource:</u></p> <p><u>Stream(s):</u></p>	<p>FIRM OFFERED ALL-INCLUSIVE HOURLY RATE FOR <u>DIRECT CLIENT SERVICES</u></p> <p><u>(Excluding taxes)</u></p>	<p>FIRM OFFERED ALL-INCLUSIVE HOURLY RATE FOR <u>INDIRECT SERVICES</u></p> <p><u>(Excluding taxes)</u></p>
<p>Applicable to the initial period, to the first, second and third option periods.</p>	<p>\$ _____</p> <p>Maximum \$180</p>	<p>\$ _____</p> <p>Maximum \$100</p>

The Bidder should indicate which tax it will be charging the PSC:

Tax: _____ (%)

Where not otherwise specified, maximum acceptable times for each billable activity are subject to prior approval by ECS management. What constitutes appropriate maximum acceptable times for each billable activity will be further discussed at the mandatory Orientation Session.

<p>For a Proposal to be financially responsive, a Bidder must propose Firm All-inclusive Hourly Rates for Direct and Indirect Psychological Services for Executive Counselling that do not exceed the Maximum Rates shown above.</p>	
<p>Other Associated Services specified in Appendix “D” - Statement of Work of the RFSO shall be provided at no additional cost to The Crown.</p>	
<p>Attendance at the Orientation Session specified in Appendix “D” – Statement of Work of the RFSO shall be at the Bidder’s sole expense and at no cost to The Crown.</p>	
<p>Attendance at the “quality assurance review and feedback sessions” specified in Appendix “D” – Statement of Work of the RFSO shall be at the Bidder’s sole expense and at no cost to The Crown.</p>	
<p>Psychological Services for Executive Counselling</p>	<p>Cancellation Fees charged to Project Authority</p>
<p>For appointments cancelled by the client or candidate at least 48 hours prior to the scheduled appointment or assessment session</p>	<p>Not applicable</p>
<p>For appointments or testing sessions cancelled by the candidate(s) or client(s) less than 48 hours before the scheduled appointment</p>	<p>“Direct Counselling” Rate for the numbers of hours scheduled, in agreement with the Project Authority</p>

Solicitation Number: D1120-13-7000

If a client does not show up for an interview simulation (Mock Board)	One hour of Direct Psychological Services for Executive Counselling at the “Direct Counselling” Rate
If one candidate for psychological assessment does not show up, but other candidates did	No cancellation fee applies; direct time will be paid for the time actually performed related to the assessment of remaining candidates

The rates stated within this RFSO are subject to increase at anytime following Standing Offer award. Only the PSC can determine if the rates should be increased. In the event of a rate increase the changes shall be effected by a standing offer amendment and the rates proposed by the Bidder will be prorated accordingly.

Travel and Living

- The PSC will not pay for travel and living expenses for services or assignments located within 100KM of the Contractor’s place of business indicated in their proposal.
- Should specific circumstances dictate that travel to a location in excess of 100KM from the Contractor’s place of business, , the Contractor may be reimbursed its pre-authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the Treasury Board Travel Directive, and with the other provisions of the directive referring to "travellers", rather than those referring to "employees".
- Requests for Psychological Services for EX Counselling including travel will be requested only by the project Authority.
- All travel must have the prior written authorization of the Project Authority.

Reimbursable Cost

Location of work under this Standing Offer will be delivered in accordance to the stream(s) for which the bidder will make a submission. Psychological Assessment or Counselling Services shall be provided on PSC premises, or in another specified location, as agreed upon with the Project Authority. When required, premises suitable for testing and conduct of interviews may need to be rented by the Consultant. The Project Authority shall approve in writing, the location and costs prior to their use.

The Contractor will be reimbursed at cost, with no allowance for profit, should specific circumstances dictate that the rental of a location is required for testing and conduct of interviews. The contractor **MUST** submit a proof of payment for the rental of the location with their service invoice.

APPENDIX “H” - Resource Information Sheet

The Bidder MUST include a completed Resource Information Sheet **for every proposed resource in its’ Technical Proposal.**

Name of Proposed Resource: _____

- STREAM 1** – Psychologist professionally capable of providing Executive Counselling Services
 - STREAM 2** – Psychologist professionally capable of providing Psychological Assessment Services
-

Identify the locations in which the proposed resource wishes to offer its services, according to the terms and conditions of this Request for Standing Offer (check all that apply):

National Capital Region:

- NCR Ontario
- NCR Québec

Province:

- Ontario (excluding NCR)
 - Quebec (excluding NCR)
 - British-Columbia
 - New-Brunswick
 - Nova Scotia
 - Newfoundland & Labrador
 - Alberta
 - Saskatchewan
 - Manitoba
-

Identify in which language(s) the proposed resource wishes to offer its services, as per the Language Certification (section 1.6 of Part 4) signed by the Bidder:

- English
 - French
-

Identify the gender of the proposed resource (OPTIONAL - For the purpose of compatibility with counselling client’s needs):

- Male
 - Female
-

APPENDIX "I" - Security Requirements Check List (SRCL)



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat D1120-13-7000
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 SASB	
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 Psychologists for counselling or psychological assessment			
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"/> Specify country(ies): / Préciser le(s) pays:		Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input type="checkbox"/>		NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>		NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>		NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>		NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>		COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>			TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>			TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat D1120-13-7000
Security Classification / Classification de sécurité UNCLASSIFIED

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :
9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? No / Non Yes / Oui
- Short Title(s) of material / Titre(s) abrégé(s) du matériel :
Document Number / Numéro du document :

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

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis
- | | | | |
|---|---|---|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET - SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | | | |
- Special comments:
Commentaires spéciaux : _____
- NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No / Non Yes / Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

PRODUCTION

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

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

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? No / Non Yes / Oui

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité UNCLASSIFIED
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Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat D1120-13-7000
Security Classification / Classification de sécurité UNCLASSIFIED

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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

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

APPENDIX “J” - Confidentiality Policy and Agreement

Proposed Psychologist Confidentiality pledge

I have read the *Confidentiality Policy and Agreement* and the *Privacy Policy* of the Public Service Commission’s Executive Counselling Services, and I understand my role in upholding the commitment to clients described therein. I will treat all information acquired in the context of the Executive Counselling Services in a manner which safeguards confidential information and the privacy of individual clients, and upholds the integrity of the Executive Counselling Services.

I will immediately contact the Manager, Executive Counselling Services in the event of any occurrence or inquiry related to access to information, access to client notes, legal action, or any other request of a legal nature pertaining to a client.

I understand that the assessment data will be stored at the Public Service Commission for a period of 10 years as required by the standards of professional conduct of the College of Psychologists. I will also retain the information relative to structured interviews I have conducted, if an interview took place. I understand that Provincial and Federal Privacy Acts permit candidates to access their personal information via a written request.

I understand that there are situations involving harm to self or others that must be reported by law. Specifically, these include actual or suspected child or elder abuse and implied or stated threats of violence or dangerous actions toward others or towards myself. Additionally, I understand that it is my, the Psychologist’s, duty to report to the appropriate regulatory body any instance of sexual misconduct on the part of a member of any of the Regulated Health Professions. I also understand that if the results of a candidate’s psychological assessment are subpoenaed by the court system, I have the legal obligation to comply with the request.

I will immediately contact the Manager, Executive Counselling Services in the event of any occurrence or inquiry related to access to information, access to client notes, legal action, or any other request of a legal nature pertaining to a client.

Signature

Name (print) / Nom (en lettres moulées)

Date

**CONFIDENTIALITY at the PSYCHOLOGICAL SERVICES
FOR EXECUTIVE COUNSELLING (Stream 1)**

Our policy

At Executive Counselling Services, confidentiality is one of the cornerstones of our commitment to clients. We provide an environment which encourages open discussion of your aspirations, opinions, concerns, reactions coloured by emotion, sensitive issues. We realize that the issues which you entrust to your ECS Consultant(s) contain personal information which you alone should decide to share or not to share. We therefore assure you that no information about your discussion with an ECS psychologist or Executive Consultant will be released to anyone outside your service team without your signed consent. We are committed to protecting your privacy in every possible way.

The Role of the ECS Psychologist

The ECS Psychologist is responsible for the client's services and accountable to the College of Psychologists of his or her province of work for the provision of all ECS services provided to clients. The psychologist monitors with the client the relevance and efficacy of services provided by the Psychologist. When a client is referred to a Psychologist, the ECS Psychologist determines a good fit based on a host of factors such as, but not limited to, the Psychologist background, knowledge, expertise, and the client's personal style and needs. The ECS Psychologist provides support for the client such that they can feel free to express any concerns about the process at ECS, related to either Psychologist Consultant or Psychologist services. ECS Psychologists ensure that the process unfolds properly with respect to confidentiality, privacy, respect, and client service. They contribute to developing collaborative and mutually respectful relationships with the Psychologist Consultants and discuss any concerns that arise.

Information provided to departments

Some types of information do need to be exchanged in the course of offering services funded by your department or sector. We would like to clarify those which may involve some personal information about you.

- Invoices for the cost of services are sent to departments on a monthly basis. The invoice contains no names. It identifies the number of clients seen during that month, the hours of services provided, and three categories of service: individual coaching/counselling, group service (for mock interview), and test materials.
- Departments with which we have established an MOU receive a monthly invoice for the cost of services provided to clients covered by the MOU. Some departments require that the invoice list services by branch, so as to properly direct invoices. We make every effort to determine with the department if any branch is so small that an individual could be identified. In this case, we propose to combine branches to ensure discretion.
- If you access services on the basis of an individual Billing Authorization, a monthly invoice will be sent to the individual identified on the signed authorization. The invoice contains no name, but it identifies a reference (budget) code which is usually unique to you. If we receive an inquiry from either of two individuals named on the Authorization—the individual who approved funding, or the individual receiving the invoice—we will provide confirmation of that reference code and the invoice amounts.
- If an individual from your department calls with questions about invoicing, we provide no names, nor will we indicate whether a given individual named by the department is accessing or has accessed services. We will, however, provide financial information such as how many hours were invoiced in total and how many clients were seen.
- Building security at l'Esplanade Laurier requires that all visitors be registered in the security database. We will provide your name to building security, unless you specifically request that alternative arrangements be made.

Limits to confidentiality

- There are also some limits to confidentiality which are prescribed by law. In the situations described below, we would be, by law, obliged to break confidentiality.
- If we feel, in our judgment, that you are at risk of harming yourself or someone else, we shall inform a responsible person, preferably someone of your own choice. This is known as the “duty to warn”.
- If we have reasonable grounds to suspect or are made aware of any act of abuse towards a child under 16, there is a legal obligation to report this to the Children’s Aid Society. It is their mandate to investigate the situation and to determine the severity and nature of the abuse. You will always be given the initial option of reporting it yourself - but it is our duty to ensure that this is done.
- If our files are subpoenaed by the court system, we have no option but to comply or to face contempt of court charges.
- It is also our duty to report to the appropriate College any instance of sexual misconduct on the part of a member of any of the Regulated Health Professions, including our own.

If you wish to know more about the practices associated with our confidentiality policy, or discuss any of the provisions, please feel free to bring your comments to the psychologist responsible for your services, or to the Manager.

Confidentiality pledge / Engagement à la confidentialité

I have read the *Confidentiality Policy and Agreement* and the *Privacy Policy* of the Public Service Commission’s Executive Counselling Services, and I understand my role in upholding the commitment to clients described therein. I will treat all information acquired in the context of the Executive Counselling Services in a manner which safeguards confidential information and the privacy of individual clients, and upholds the integrity of the Executive Counselling Services.

I will immediately contact the Manager, Executive Counselling Services in the event of any occurrence or inquiry related to access to information, access to client notes, legal action, or any other request of a legal nature pertaining to a client.

Signature

Name (print) / Nom (en lettres moulées)

Date

**CONFIDENTIALITY
FOR PSYCHOLOGICAL ASSESSMENT SERVICES (Stream 2)**

Our policy

The purpose of psychological assessment for staffing is to assess candidates' suitability to function adequately under the work conditions encountered by the specific position they applied to. When assessing candidates for staffing, contract psychologists act on behalf of the Personnel Psychology Centre (PPC) of the Public Service Commission. The personal information collected from the evaluation, including the psychological inventory results and, if required, interview results, should strictly be used to determine the candidates' suitability to a position or groups of positions. Results of the psychologist's analysis will be shared with PPC, and later on with the organization proceeding with the assessment, in the form of a recommendation. The organization will consider this recommendation in their final decision for the positions considered.

The Role of the ECS Psychologist

The ECS Psychologist, including consultants acting on ECS' behalf, is responsible for the client's services and accountable to the College of Psychologists of his or her province of work for the provision of all ECS services provided to clients/candidates. The psychologist monitors the consistency of his/her work with the other psychologists, through the project authority. Psychologists performing psychological assessments may plan the testing sessions, proceed with the test administration, develop interview questions when appropriate and issue a recommendation report which will be sent to the project authority (PPC psychologist). ECS Psychologists ensure that the process unfolds properly with respect to confidentiality, privacy, consistency and client service to the client-organization. They contribute to developing collaborative and mutually respectful relationships with fellow Psychologist Consultants and discuss any concerns that arise with the Project Authority.

Information provided to departments

Some types of information need to be exchanged with the organization in order for the candidate's candidacy to be considered and evaluated. Candidates may refuse to have any information shared with the staffing organization. Should they choose this option, no information collected by the psychologist will be shared with the organization proceeding with the staffing action (unless qualifying under the limits to confidentiality below). However, since this candidate's evaluation will remain incomplete, it will be considered as a withdrawal from the staffing process.

Limits to confidentiality

There are limits to confidentiality which are prescribed by law. In the situations described below, we would be, by law, obliged to break confidentiality.

- If we feel, in our judgment, that the candidate is at risk of harming himself or herself, or someone else, we shall inform a responsible person, preferably someone of the candidate's own choice. This is known as the "duty to warn".
- If we have reasonable grounds to suspect or are made aware of any act of abuse towards a child under 16, there is a legal obligation to report this to the Children's Aid Society. It is their mandate to investigate the situation and to determine the severity and nature of the abuse. The candidate will always be given the initial option of reporting it him or herself - but it is our duty to ensure that this is done.
- If our files are subpoenaed by the court system, we have no option but to comply or to face contempt of court charges.
- It is also our duty to report to the appropriate College any instance of sexual misconduct on the part of a member of any of the Regulated Health Professions, including our own.

Solicitation Number: D1120-13-7000

- All information generated or collected by contract psychologists on behalf of the Project Authority shall be shared with ECS' Project Authority or one of its representatives.

Feedback provided to candidates

Given that the purpose of the assessment is not clinical in nature, and since candidates are able to apply repeatedly to competitions using the same standardized psychological tests, providing them with detailed feedback might jeopardise the validity of their subsequent assessment. Consequently, the results obtained through the administration of one or more psychological inventories or a structured interview will not be shared in specific terms. A candidate shall request and receive general feedback on the overall interpretation of the assessment results, insofar as it does not compromise the integrity of the selection process or future processes.

**Candidate Consent to Psychological Evaluation and to Communication of Results to the Client Department
(EXAMPLE)**

I understand Correctional Service Canada requires that candidates applying for Correctional Officer positions complete a psychological evaluation for the purpose of assessing their suitability to function adequately under the various work conditions encountered by correctional officers in the execution of their duties.

I understand that Correctional Service Canada has asked the Public Service Commission, Personnel Psychology Centre (PPC) and associates who may be acting on their behalf, to conduct a psychological evaluation. I understand that the personal information collected from the evaluation, including the psychological inventory results and if required, interview results, will be used to determine my suitability in the form of a recommendation made to Correctional Service Canada and that Correctional Service Canada will consider this recommendation in their final decision for the positions considered.

I understand that the assessment will involve the administration of one or more psychological inventories, and possibly a structured interview with a Psychologist employed by or under contract with the PPC. I understand that I will not receive specific feedback on the psychological inventory results or on the interview results. However, should I choose, I may request and receive general feedback on the overall interpretation of the assessment results, insofar as it does not compromise the integrity of the selection process.

I understand that I may withdraw from the evaluation at any time and I may request that no information about my evaluation be communicated to Correctional Service Canada. However, should I choose to withdraw, I accept that I will be disqualified from the selection process.

I understand that the assessment data will be stored at the Public Service Commission for a period of 10 years as required by the standards of professional conduct of the College of Psychologists of the province of Quebec (Ordre des psychologues du Québec). It will also be retained by the Psychologist who conducted the structured interview, if an interview took place. I understand that Provincial and Federal Privacy Acts permit me to access my personal information via a written request.

I understand that there are situations involving harm to self or others that the Psychologist must report by law. Specifically, these include actual or suspected child or elder abuse and implied or stated threats of violence or dangerous actions toward others or towards myself. Additionally, I understand that it is the Psychologist's duty to report to the appropriate regulatory body any instance of sexual misconduct on the part of a member of any of the Regulated Health Professions. I also understand that if the results of my psychological assessment are subpoenaed by the court system that the Psychologist has the legal obligation to comply with the request.

The purpose and methods used to conduct the evaluation have been explained to me and I have been given the opportunity to ask questions and to have them answered.

I, _____ agree to participate in the psychological evaluation under the conditions specified above and consent to the Psychologist communicating to Correctional Service Canada a report based on the results of the evaluation.

Name _____

Address _____

Signature _____

Administrator _____

Administrator's Signature _____

Evaluating Psychologist _____

Evaluating Psychologist's Signature _____

Date _____ / _____ / _____ Time of day : _____
 day month year

APPENDIX “K” – Quality Assurance – STREAM 1 and STREAM 2

STREAM 1 – Psychologist professionally capable of providing Executive Counselling Services

Project Lead or Authority:	
Consultant Psychologist:	
Date (yy / mm / dd):	

ACTIVITIES	RATING	NOTES RISKS (High, Med, Low) IMPACTS (Describe)
Test Administration and Scoring <ul style="list-style-type: none"> • Uses testing when appropriate • Tests are administered, scored and used as prescribed by standardized process • Outcome of the assessment consistent with ECS approach 	Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/>	
Counselling Technique and Approach <ul style="list-style-type: none"> • Takes appropriate time for the interview • Focuses on relevant verbal or non-verbal cues • Provides an appropriate balance between structure and openness to clients’ needs 	Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/>	
Client Contact <ul style="list-style-type: none"> • Demonstrates sensitivity, empathy, attention, respect • Adjusts to client level • Provides a balance between support and challenge • Ensures proper follow-up 	Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/>	
Confidential Information Management <ul style="list-style-type: none"> • Takes appropriate verbatim notes • Keeps, stores and maintains and shares confidential information appropriately • Provides the Project Authority with all appropriate and necessary information when requested 	Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/>	

<p>Analytical Output & Report Writing (when relevant)</p> <ul style="list-style-type: none"> • Provides relevant examples and information to the Project Authority • Provides the appropriate level of details in the report • Information provided is unbiased and supported by the information collected (tests and/or interview) • Uses templates appropriately when required • Output is free of spelling errors and language is clear and concise 	<p>Satisfactory <input type="checkbox"/></p> <p>Unsatisfactory <input type="checkbox"/></p> <p>N/A <input type="checkbox"/></p>	
<p>Feedback to Candidates</p> <ul style="list-style-type: none"> • Provides appropriate level of detail and demonstrates a level of sensitivity to candidates • Provides a amount of information as recommended by the project Authority • Provides constructive critique to clients • Adjusts to client’s interest and needs • Elicit appropriate solutions 	<p>Satisfactory <input type="checkbox"/></p> <p>Unsatisfactory <input type="checkbox"/></p> <p>N/A <input type="checkbox"/></p>	
<p>Interpersonal Relations</p> <ul style="list-style-type: none"> • Works with peers, colleagues and Project Authority to achieve end in a co-operative fashion • Is open to and considerate of a diversity of opinions, views, needs and aspirations • Is constructive and positive in comments, questions and responses to others. • He/she reacts constructively to criticism or feedback • Is sensitive and listens attentively and actively to the needs of clients • Reacts appropriately to delicate situations, or situations of crisis. • Is opened to perform administrative tasks associated with own work 	<p>Satisfactory <input type="checkbox"/></p> <p>Unsatisfactory <input type="checkbox"/></p> <p>N/A <input type="checkbox"/></p>	
<p>Professionalism and Professional Autonomy</p> <ul style="list-style-type: none"> • Takes initiative to ensure knowledge is up to date in aspects relevant to work • Shares knowledge with peers when prescribed • Is opened to fair guidance by ECS/PPC staff • Can act autonomously when required • Demonstrates professional demeanour by being on time, discrete and collegiate • Works in accordance to professional standards as prescribed by the provincial college as well as ECS’ Project Authority 	<p>Satisfactory <input type="checkbox"/></p> <p>Unsatisfactory <input type="checkbox"/></p> <p>N/A <input type="checkbox"/></p>	

Solicitation Number: D1120-13-7000

Communications in the Official Language of work <ul style="list-style-type: none">• Uses appropriate vocabulary• Uses clear and concise style• Makes at the most, few grammatical errors• Uses proper level for abstraction and concepts• When speaking orally, is easily understood	Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/>	
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Psychologist(s): _____

Date: _____

Feedback given by (initials): _____

Date: _____

Note: Performance must be satisfactory on all applicable criteria for Bidders and proposed resources to continue to receive work. If a proposed resource's performance is unsatisfactory for any given criteria, corrective measures will be recommended and sufficient time given to remedy the situation. Should the proposed corrective measures not remedy the situation within the given period, the proposed resource will no longer be asked to work for the instrument or service for which the performance was unsatisfactory.

STREAM 2 – Psychologist professionally capable of providing Psychological Assessment Services

Project Lead or Authority:	
Consultant Psychologist:	
Date (yy / mm / dd):	

ACTIVITIES	RATING	NOTES RISKS (High, Med, Low) IMPACTS (Describe)
Personality Test Administration and Scoring <ul style="list-style-type: none"> • Tests administered as prescribed by standardized process • Scoring in accordance to ECS’ critical items approach • Outcome of the assessment consistent with ECS approach 	Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/>	
Interview Technique and Approach <ul style="list-style-type: none"> • Determines questions based on ECS’ critical items approach • Takes appropriate time for the interview • Focuses on relevant verbal or non-verbal cues 	Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/>	
Confidential Information Management <ul style="list-style-type: none"> • Takes appropriate verbatim notes • Keeps, stores and maintains and shares confidential information appropriately • Provides the Project Authority with all appropriate and necessary information 	Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/>	
Analytical Output & Report Writing <ul style="list-style-type: none"> • Provides relevant examples and information to the Project Authority • Provides the appropriate level of details in the report • Information provided is unbiased and supported by the information collected (tests and/or interview) • Uses templates appropriately when required • Output is free of spelling errors and language is clear and concise 	Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/>	

<p>Feedback to Candidates</p> <ul style="list-style-type: none"> • Provides appropriate level of detail and demonstrates a level of sensitivity to candidates • Provides a amount of information as recommended by the project Authority • Understands and shares with candidates the nature of a feedback in a context of staffing 	<p>Satisfactory <input type="checkbox"/></p> <p>Unsatisfactory <input type="checkbox"/></p> <p>N/A <input type="checkbox"/></p>	
<p>Interpersonal Relations</p> <ul style="list-style-type: none"> • Works with peers, colleagues and Project Authority to achieve end in a co-operative fashion • Is open to and considerate of a diversity of opinions, views, needs and aspirations • Is constructive and positive in comments, questions and responses to others. • He/she reacts constructively to criticism or feedback • Is sensitive and listens attentively and actively to the needs of candidates • Reacts appropriately to delicate situations, or situations of crisis. 	<p>Satisfactory <input type="checkbox"/></p> <p>Unsatisfactory <input type="checkbox"/></p> <p>N/A <input type="checkbox"/></p>	
<p>Professionalism and Professional Autonomy</p> <ul style="list-style-type: none"> • Takes initiative to ensure knowledge is up to date in aspects relevant to work • Shares knowledge with peers when prescribed • Is opened to fair guidance by ECS/PPC staff • Can act autonomously when required • Demonstrates professional demeanour by being on time, discrete and collegiate • Works in accordance to professional standards as prescribed by the provincial college as well as ECS' Project Authority 	<p>Satisfactory <input type="checkbox"/></p> <p>Unsatisfactory <input type="checkbox"/></p> <p>N/A <input type="checkbox"/></p>	
<p>Communications in the Official Language of work</p> <ul style="list-style-type: none"> • Uses appropriate vocabulary • Uses clear and concise style • Makes at the most, few grammatical errors • Uses proper level for abstraction and concepts • When speaking orally, is easily understood 	<p>Satisfactory <input type="checkbox"/></p> <p>Unsatisfactory <input type="checkbox"/></p> <p>N/A <input type="checkbox"/></p>	

Psychologist(s): _____ Date: _____

Feedback given by (initials): _____ Date: _____

Note: Performance must be satisfactory on all applicable criteria for Bidders and proposed resources to continue to receive work. If a proposed resource's performance is unsatisfactory for any given criteria, corrective measures will be recommended and sufficient time given to remedy the situation. Should the proposed corrective measures not remedy the situation within the given period; the proposed resource will no longer be asked to work for the instrument or service for which the performance was unsatisfactory.