

## **SECTION A**

### **BIDDER INSTRUCTIONS, INFORMATION AND CONDITIONS**

This request for proposal (RFP) is issued by Service Canada on behalf of Human Resources and Social Development Canada (HRSDC).

#### **ACCEPTANCE OF TERMS AND CONDITIONS**

A proposal indicates that the Bidder agrees to be bound by the instructions, information and conditions in their entirety as they appear in this RFP. No other terms and conditions included in the Bidder's proposal will be applicable to the resulting contract notwithstanding the fact that the Bidder's proposal may become part of the resulting contract.

In the event of a proposal submitted by a joint venture, the proposal shall either be signed by all members of the joint venture or a statement shall be provided to the effect that the signatory represents all parties of the joint venture.

#### **ENQUIRIES REGARDING THE BID SOLICITATION**

To ensure the integrity of the competitive bid process, enquiries and other communication regarding this procurement are to be directed **only** to the Contracting Authority. Enquiries and other communication are not to be directed to any other government official(s). Failure to comply with this condition during the solicitation period may (for that reason alone) result in the disqualification of the proposal.

Enquiries **MUST** be received **no later than five calendar days** prior to bid closing date to allow sufficient time to provide a response. Enquiries received after that time may not be answered prior to the bid closing date.

To ensure consistency and quality of information provided to Bidders, provision will be made to provide, simultaneously to all Bidders to which this RFP has been sent, any information with respect to significant inquiries received and the replies to such inquiries without revealing the sources of the enquiries.

#### **PROPOSAL COSTS**

No payment shall be made for costs incurred in the preparation and submission of a proposal in response to this RFP.

No costs incurred before receipt of a signed contract or specified written authorization from the Contracting Authority can be charged to any resultant contract.

## **REVISIONS**

After the RFP closing date, no revisions to the proposal will be accepted. During the evaluation, members of the Evaluation Team may, at their discretion, submit questions or conduct interviews with Bidders to obtain clarifications.

## **APPLICABLE LAWS**

Any resulting contract shall be interpreted and governed, and the relations between the Parties determined, by the laws in force in the Province of Ontario, Canada.

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

## **METHOD OF PAYMENT**

Payment shall be made within thirty (30) days following the date on which an invoice and substantiating documentation are received according to the terms of the contract.

## **INVOICING INSTRUCTIONS**

The invoice **MUST** clearly state the date, contract number and the description of work. Any amount to be levied against Her Majesty in respect of the GST/HST is to be shown separately on all invoices for goods supplied or services provided and will be paid by the Government of Canada. The Bidder agrees to remit any GST/HST paid or due to CRA.

## **SUBMISSION OF PROPOSALS**

All proposals to be submitted by e-mail: [robert.hayman@servicecanada.gc.ca](mailto:robert.hayman@servicecanada.gc.ca)

Proposals will be accepted up to **November 21, 2008** at 16:00 (local time)

Final awards will be decided by **November 28, 2008**, pending the completion of the external review process.

All bidders will be notified of the decision.

## **SECTION B**

### **Request for Proposal (RFP)**

#### **1. PROJECT TITLE:**

Episodic Disabilities in Canada: The Prevalence of Canadians with disabilities who have episodic absences from work and the Impact on Employment and Income

#### **2. PURPOSE**

This contract is to conduct quantitative analyses which will assist in understanding the prevalence of Canadians with disabilities who have episodic absences from work and/or work part time to accommodate their disability. This research will be used to assist in future knowledge development and research and may have policy implications with respect to this particular group of people with disabilities.

#### **3. BACKGROUND**

HRSDC provides a national focal point on disability within the Government of Canada, and promotes the full participation of people with disabilities in all aspects of society and community life. The Department is responsible for ensuring that the issues affecting people with disabilities are considered and reflected in all federal policy and program development.

In recent years, Canadian disability organizations, in particular the Canadian Working Group on HIV and Rehabilitation (CWGHR)<sup>1</sup>, have begun to study the issues associated with disabilities identified as episodic. An integral part of the work on episodic disabilities by the CWGHR has been its collaboration with the Episodic Disabilities Network (EDN), a forum for knowledge exchange and new knowledge development on episodic disabilities. The EDN is comprised of national disability organizations and health charities, as well as people living with episodic disabilities.<sup>2</sup> Disabilities identified by the CWGHR and the EDN as 'episodic' include multiple

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<sup>1</sup> For further information on CWGHR's episodic disability research, see the CWGHR web site at:

[http://www.hivandrehab.ca/EN/episodic\\_disabilities/index.php](http://www.hivandrehab.ca/EN/episodic_disabilities/index.php)

<sup>2</sup> For a list of participating organizations in the EDN, and other information, see:

[http://www.hivandrehab.ca/EN/episodic\\_disabilities/episodic\\_disabilities\\_network.php](http://www.hivandrehab.ca/EN/episodic_disabilities/episodic_disabilities_network.php)

sclerosis, HIV/AIDS, lupus, Hepatitis C, some forms of mental illness, cancers and arthritis. Additional disabilities identified in the literature as 'episodic' include musculoskeletal disorders, migraine, and neurological disorders. The episodic nature of disabilities means that people alternate between periods in which they may be able to work full-time and periods in which they may be able to work part-time or not at all. The change between these states often arises unexpectedly.

HRSDC is pursuing research to promote a more detailed understanding of people with disabilities who have episodic absences from work and/or who work part time to accommodate their disability. This group could include people with and without episodic disabilities. We can describe three groups of people with disabilities who are able to work some of the time, but not all the time. The first group participates regularly in the labour market, but occasionally needs to take time off work. According to a study by Statistics Canada, 5.2 percent of employees (approximately 720,000 Canadians) experienced work interruptions of more than two weeks due to illness or disability and 3.7 percent experienced interruptions of over four weeks in 2003<sup>3</sup>. Some of these people have a disability that may manifest itself sporadically and unpredictably over many years. They may rely from time to time on disability income programs such as Short-Term disability coverage provided by employers either directly or through insurers, on Employment Insurance (EI) sickness benefits, and on provincial/territorial social assistance.

A second group of people with disabilities have a more marginal attachment to the work force. They may not be able to maintain permanent employment, and may work sporadically while relying from time to time on EI sickness benefits (if they have made sufficient contributions to qualify) or on social assistance (when assets are low enough) when they are not able to work sufficient hours.

A third group of people with disabilities may have the capacity to work part time, but feel restricted from doing so by the current structure of disability income and support programs. According to the Participation and Activity Limitation Survey 2001, 28 to 35 percent of people with disabilities who do not work indicated that they could work with suitable accommodations and flexible hours. People in this third group may receive Canada Pension Plan disability benefits, Long-Term Disability Insurance, and/or social assistance, if they can qualify under the disability definitions and other criteria in these programs. Others may be dependent upon financial support from their families. This group will be covered in a complementary RFP, *A Profile of People with Disabilities Not in the Labour Force in Canada, 2006*, and will not be addressed in this RFP.

#### **4. OBJECTIVES**

The research project will compile and analyze data from source(s) including but not limited to the Survey of Labour and Income Dynamics (SLID), 1999-2004 and 2002-

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<sup>3</sup> Marshall, Katherine, "On Sick Leave", in *Perspectives on Labour and Income*, Vol. 7, No. 4. The data bases relied on for this information are the Survey of Labour and Income Dynamics (SLID) and the Absence from Work Survey

2007 Panels, and from the Participation and Activity Limitation Survey 2006, to provide evidence-based answers to meet the following objectives:

- 1) Determine how many working age Canadians with disabilities have episodic absences from work and/or work part time to accommodate their disability. What proportion of working age Canadians with disabilities does this group represent?
- 2) Describe the frequency and duration of work interruptions.
- 3) Describe this group of people (and any sub-groups identified in 2) along the following dimensions and compare them to Canadians with disabilities who work full time (and do not have episodic absences) and Canadians without disabilities:
  - (a) Demographics including age, gender, aboriginal status, and multi-cultural status;
  - (b) employment income;
  - (c) eligibility for non-salary benefits, including health insurance and disability insurance;
  - (d) receipt of disability-related income (employer-provided sick leave, Employment Insurance sickness benefits, Canada Pension Plan disability, social assistance/welfare, and disability insurance);
  - (e) availability and use of job-related accommodations related to flexibility of work arrangements; and
  - (f) any other variables identified by the researcher (optional)
- 4) Suggest further research based on the outcomes of this project.

## **5. WORK DESCRIPTION AND PROJECT REQUIREMENTS**

In undertaking the project, the contractor must carry out several activities including the following:

- **Initial Meeting** —The contractor will participate with the project authority on the design of the project, timeline, and deliverables in an initial meeting at the commencement of the project. The meeting will be held either in-person or by conference call (or a combination of the two).

- **Monthly Reporting**-- The contractor will report progress to the project authority on a monthly basis throughout the duration of this project via e-mail, and respond to questions and comments as requested
- **Literature Review**—A literature review will be prepared by the project authority prior to the start of the project. The contractor will be provided with the literature review to be used as background information and will be encouraged to supplement the literature review as required.
- **Methodology for Choice of Data Set and Analysis of Data** -- The contractor will submit to the project authority for approval a rationale for the choice of data set(s) to conduct the research, and a description of the methodology to be used to develop the required analysis, together with a rationale for the choice of methodology. A brief rationale should be included for each variable chosen, and for the methods of segmenting the data.
- **Refinement of Research Questions** —The development and refinement of research questions, in consultation with the project authority, should be informed by the literature review and reflect the research questions outlined in the RFP for this project. The list of research questions must be submitted to the project authority for approval prior to the commencement of data analysis.
- **Data Analysis** — The contractor will carry out the required data analysis, working with the project authority to obtain all required approvals and ensure compliance with all applicable privacy and confidentiality standards.
- **Draft Report** — The contractor will submit a draft of the project report in WORD and ADOBE format (as described in Annex B), approximately 35 to 45 pages in length, which integrates the literature review with the key findings of the data analysis. The report must address all the research questions outlined in this RFP. The discussion should be written within a thematic framework and use the literature and data analysis as evidence. The Draft Report is expected to follow HRSDC Publication guidelines (see *Annex B*) and should be as close as possible to the final report to be published. The Draft Report will undergo an internal and/or external peer review. The contractor will make changes in the Draft Report in response to the comments made during the peer review, and in consultation with the project authority.
- **Presentation** -- The contractor will prepare a Power Point presentation of findings of the research based on the Draft Report, and submit it together with the Draft Report. The contractor will make a presentation of the findings to the project authority in the National Capital Region. The

presentation should include 15 to 25 slides, and should focus upon the key findings of the research.

- **Final Report** — The contractor will incorporate feedback from the internal/external peer reviewers and submit the final report in WORD and ADOBE format (as described in Annex B). The final report will be published as is with no further editing provided by HRSDC. Therefore, text editing and correctness of grammar and spelling will be the responsibility of the contractor. See *Annex B* for all style and format guidelines.

The proposal must describe how the bidders intend to meet the objectives set out in the RFP and how they will fulfill the various project requirements.

Detailed methodologies, work schedules, technical or user requirements, and quality standards will be the subject of the first meeting between the project authority and the successful bidders.

## **6. DELIVERABLES AND PAYMENT SCHEDULE**

<b>Date</b>	<b>Event/Deliverable</b>	<b>Percentage of total contract*</b>	<b>Payment</b>
Upon signing	<b>Initial meeting (in-person or by telephone, or combined) with the project authority</b>		
January 9, 2009	<b>Draft submission covering choice of data sets and rationale, choice of methodology and rationale, and refinement of questions</b>		
January 21, 2009	<b>Completion of submission covering choice of data sets and rationale, choice of methodology and rationale, and refinement of questions</b>	20%	
February 20, 2009	<b>Submission of preliminary data analysis, and review meeting (in-person or by telephone, or combined) with the project authority</b>	20%	
March 20, 2009	<b>Completion of data analysis as required</b>	20%	
April 20, 2009	<b>Completion of draft report and Power Point presentation</b>	20%	
May 18, 2009	<b>Completion of final report with revisions based on peer review according to guidelines</b>	20%	

\*i.e., total of professional service fees in contract

## **7. CONSTRAINTS**

The report must be produced in English or French.

All terms and conditions forming part of a potential contract may be obtained at the following URL: <http://www1.servicecanada.gc.ca/en/cs/fas/as/contracting/toc.shtml>

## **8. CONTRACT PERIOD**

The work to be performed by the contractor responsible for production of the research report shall commence upon signature of the contract and end on May 18, 2009.

## **9. BUDGET**

The maximum allocated budget for this project is \$50,000.00, including GST/HST. Bidders must submit a detailed statement of their estimated costs associated with the submission. The total cost includes all other related expenses incurred in completing this project, including office supplies.

A budget to a maximum value of \$2,000.00 for travel expenses to the National Capital Region to make the presentation described in Section 7 may be submitted separately from the main budget for the project.

Data access fees will be paid to the researcher upon receipt of an invoice from the Research Data Centre; the researcher will then be responsible to make payment to the Research Data Centre up to a maximum of \$4,000.00.

## **10. BASIS OF PAYMENT**

Payments will be based on the deliverables. Payment will be made within 30 days after receipt of an invoice and upon acceptance of each deliverable by the Project Authority after review and edits.

All travel expenses must be supported by an invoice/receipt and approved by the Project Authority. Any travel or living expenses must be in accordance with the Treasury Board Travel Policy found at:

[http://www.tbs-sct.gc.ca/hr-rh/gtla-vgcl/index\\_f.asp](http://www.tbs-sct.gc.ca/hr-rh/gtla-vgcl/index_f.asp)

## **11. WORK LOCATION**

An office will **not** be provided to the contractor.

## **12. INTELLECTUAL PROPERTY**

The Crown has determined that any intellectual property arising from the performance of the work under any resulting contract will rest with the Government of Canada, on the following grounds;

- the main purpose of the Contract, or of the deliverables contracted for, is to generate knowledge and information for public dissemination.

### **13. SECURITY LEVEL**

Valid Reliability Status is required – private information is not being collected in the course of this work.

### **14. PREPARATION OF PROPOSALS**

Bidders shall prepare a proposal addressing all of the requirements of this statement of work. Once the successful proposal is accepted, it will be the basis of the contract.

Bidders must demonstrate:

- Sound knowledge and experience in the area of data regarding people with disabilities;
- Expertise in analyzing disability policy issues using databases;
- Expertise appropriate to the successful completion and execution of this project;
- Good writing skills and ability to write reports;
- Good communication and interpersonal skills appropriate for carrying out the research.

### **15. OTHER CONSIDERATIONS**

No supplementary information will be accepted after the deadline, unless requested by HRSDC in order to clarify a statement made in the proposal.

Any bidder who plans to use sub-contractors must identify the work that may be sub-contracted in their proposal, and provide names, qualifications and other pertinent information about the sub-contractor in the same manner as information submitted about its own employees. The qualification of sub-contractors will be used in the selection of the winning bid.

If there are to be changes in sub-contractors, HRSDC must be consulted and must approve the change.

### **16. EVALUATION CRITERIA**

The mandatory requirements listed will be evaluated on a pass/fail (i.e., compliant/non-compliant) basis. Proposals that fail to meet the mandatory requirements will be disqualified at this stage without further consideration.

Proposals must demonstrate compliance with all of the following requirements and must provide the necessary documentation to support compliance in order to be considered.

## **16.1 MANDATORY REQUIREMENTS**

- A curriculum vitae (CV) for each staff member involved in the project, and the estimated time spent by the staff on each component of the project.
- The maximum allocated budget for this project is \$50,000.00 including GST/HST. Bidders must submit a detailed statement of their estimated costs with the submission, including the per diem rates of all contractors who will be involved. This cost includes all other related expenses.

## **16.2 SELECTION METHOD**

To be considered responsive, a bid must:

- Meet all the mandatory requirements specified above; and
- Obtain the specified minimum points for each rated criteria (technical and contractor characteristics sections).

The highest rated proposal meeting minimum point requirements within the stated budget constraints will be recommended for contract award.

A minimum score of seventy (70) percent is required in each of the technical and contractor characteristics sections of the proposal ratings. Proposals not meeting the minimum 70 percent in one or both of the two sections will not be considered for contract award.

- The compliant bidder with the highest combined rating of technical merit (combination of technical sections and contractor qualifications sections) (**weighted at 80%**) and price (**weighted at 20%**) shall be selected as the preferred researcher(s) to implement the project. See the table below for the methodology to be applied to obtain final ratings.

Example of Best Value Determination			
	Bidder 1	Bidder 2	Bidder 3
Technical Merit Points	91	88	80
Price Quoted	\$50,000	\$40,000	\$47,000
<b>CALCULATION</b>			
	Technical Points	Rated Price Points	Total Points
Bidder 1	$\frac{91}{* 91} \times 80 = 80.00$	$\frac{**40}{50} \times 20 = 16.00$	96.00
Bidder 2	$\frac{88}{* 91} \times 80 = 77.36$	$\frac{**40}{40} \times 20 = 20.00$	97.36
Bidder 3	$\frac{80}{* 91} \times 80 = 70.32$	$\frac{**40}{47} \times 20 = 17.02$	87.34
* Represents the highest technical score ** Represents the lowest priced proposal			

**Assumption:** Three valid bids have been received. The maximum technical score that can be obtained is 100 points. The highest technical score and lowest price proposal received “full rated” percentage and other proposals are pro-rated accordingly.

The winner is the bidder scoring the highest total points established by adding the technical and rated price points. Based on the above calculation, a contract would be awarded to Bidder 2, who attained the highest total score taking into consideration the technical merit and proposed price.

- Final awards will be decided by HRSDC upon completion of the review process. All bidders will be informed of the decision.

A further breakdown of how points will be awarded is provided in Section 18.3 and in Annex A.

### **16.3 RATED REQUIREMENTS**

<b>Criteria</b>	<b>Total Points</b>	<b>Min. Points Required</b>
<b>TECHNICAL PROPOSAL</b>		
<p><i>Demonstrated understanding of the project requirements and objectives</i></p> <p>Bidders must ensure to provide enough detail to demonstrate an understanding of the work.</p>	10	7
<p><i>Proposed work feasibility</i></p> <p>Bidders must provide comprehensive plan that demonstrates how they intend to successfully complete all elements of this project.</p>	20	14
<p><i>Adequacy of proposed work plan and schedule</i></p> <p>Proposals will be rated on the level of work allocated to each individual and the schedule upon which they have determined major components of the project will be completed. The proposal must be sure to outline dates for completion of major components of the project.</p>	20	14
<b>TOTAL TECHNICAL</b>	<b>50</b>	<b>35</b>
<b>CHARACTERISTICS OF THE CONTRACTOR</b>		
<ul style="list-style-type: none"> <li>• Relevant experience in the area of data analysis relating to people with disabilities.</li> </ul>	20	14
<ul style="list-style-type: none"> <li>• Bidders must provide evidence of expertise in analysis and synthesis of information, particularly as it pertains to the subject area, including three examples of their work.</li> <li>• Bidders must provide details of relevant experience and competencies that clearly demonstrate the bidder's ability to complete the project requirements in terms of</li> </ul>	10	7

research quality and time.	20	14
<b>TOTAL CONTRACTOR CHARACTERISTICS</b>	<b>50</b>	<b>35</b>
<b>Total</b>	<b>100</b>	<b>70</b>

## ANNEX A

### SELECTION CRITERIA POINTS

#### Technical Proposal

**a) Demonstrated understanding of the project requirements & objectives:  
(maximum 30 points)**

Not addressed	(0 pts);
Fair demonstration of understanding	(7 pts);
Good demonstration of understanding	(14 pts);
Very good demonstration of the understanding	(23 pts);
Excellent demonstration of understanding	(30 pts).

**Subjective Rating Criteria for Requirement**

- **Not addressed**: information is missing
- **Fair demonstration of understanding**: Basic understanding of project requirements and objectives. Some information presented contains a significant error (i.e. inaccurate, outdated and/or irrelevant).
- **Good demonstration of understanding**: Satisfactory understanding of project requirements and objectives. The majority of the information is accurate and current and only a small amount of information contains an error. Almost all of the information provided is relevant.
- **Very good demonstration of understanding**: A good understanding of the project requirements and objectives is demonstrated. All of the information is accurate and current and contains no significant errors. A small amount of irrelevant information is included in the proposal.
- **Excellent demonstration of understanding**: Sophisticated, knowledgeable and insightful understanding of project requirements and objectives. All information presented is accurate, current and relevant.

**b) Proposed work feasibility:  
(maximum 30 points)**

Not addressed	(0 pts);
Fair	(7 pts);
Good	(14 pts)
Very Good	(23 pts);
Excellent	(30 pts).

**Subjective Rating Criteria for Feasibility**

- **Not addressed**: information is missing
- **Fair**: Limited understanding of analysis required. Some information presented contains a significant error (i.e. inaccurate, outdated and/or irrelevant).
- **Good**: Satisfactory understanding of analysis required for each questions. None of the information presented contains a significant error (i.e. inaccurate, outdated and/or irrelevant).
- **Very Good**: Comprehensive understanding of analysis demands demonstrated for each question. The majority of information is accurate and current, and does not contain significant errors.
- **Excellent**: Sophisticated understanding of analysis required for each question. The plan provides a thorough and in depth description of how to meet the objectives. All information presented is accurate, current and relevant.

**c) Adequacy of proposed work plan and schedule:  
(maximum 20 points):**

Not addressed	(0 pts);
Fair	(5 pts);
Good	(10 pts);
Very Good	(15 pts);
Excellent	(20 pts).

**Subjective Rating Criteria for Work plan and Schedule**

- **Not addressed**: information is missing.
- **Fair**: lacking on most minor areas, and/or at least one major deficiency.
- **Good**: missing some minor areas, and/or at least one major deficiency.
- **Very Good**: missing some minor areas, and no major deficiencies.
- **Excellent**: zero minor deficiencies or omissions and no major deficiencies.

**CHARACTERISTICS OF THE CONTRACTOR**

**a) Relevant strategic event planning experience:  
(maximum 20 points)**

Relevant experience and proven capability as evidenced by similar and/or related work performed by the contractor. Assessment is based on the quality of examples provided.

Not addressed	(0 pts);
Fair	(5 pts);
Good	(10 pts);
Very Good	(15 pts);
Excellent	(20 pts).

**Subjective Rating Criteria for Experience**

- **Not addressed**: information is missing
- **Fair**: Strategic event planning experience is mostly irrelevant or unrelated to the topic.
- **Good**: Strategic event planning experience is important and has a few irrelevant or unrelated pieces.
- **Very Good**: Strategic event planning experience is important and has no irrelevant or unrelated pieces of work but most work is indirectly related to the topic.
- **Excellent**: Strategic event planning experience is extensive and has no irrelevant or unrelated pieces of work and all work is directly relevant to the project.

## ANNEX B

### HRSDC PUBLICATION GUIDELINES

#### Presentation of Research Findings

The final report must be provided in the following formats:

- Two electronic versions of the report - one in MS Word and one in Adobe portable document format (PDF), including the source files of all electronic images, e.g. graphs, photographs, tables and images, included in the document (minimum 4X5, 300 dpi);
- a .pdf file of the completed document, and;
- a .doc source file for the text source files for all graphics.

The final report must include:

- An abstract (of no more than 200 words outlining the most significant information contained in the report);
- An executive summary ( 1-5 pages in length describing the purpose and scope of the document, research methods and data sources, results, conclusions and key research gaps);
- A table of contents;
- A list of figures;
- A list of tables, and;
- A bibliography, proper citations, and explanatory footnotes if required.
- The final report is to be of between 35 and 45 pages in length.

The author must also provide with the final report:

- Ten subject keywords for registering the publication with internet search engines. Without these keywords, the document will not be found on the HRSDC website. The keywords must be found in the Government of Canada Core Subject Thesaurus. The Thesaurus can be found on the Internet at: [http://en.thesaurus.gc.ca/these/thes\\_e.html](http://en.thesaurus.gc.ca/these/thes_e.html);
- A two-sentence description of the paper for use as an Internet summary, and;
- A short paragraph of Key Findings.

**In order to avoid the necessity for extensive changes, the contractor should follow the style guidelines provided when preparing the report, abstract and executive summary.**

*The Canadian Style*, published by Dundurn Press Ltd. in cooperation with Public Works and Government Services Canada Translation Bureau, can also be helpful in matters of punctuation, capitalization, and usage. *The Gage Canadian Dictionary* is the official standard for federal government spelling, but any reputable Canadian dictionary may be used as a reference. In matters of spelling, capitalization, and graphics, consistency is key.

Contractors will receive a manual entitled “***Publication Guidelines for Research Contractors***”. This manual offers a step-by-step guide to the preparation of all reports that will be published by the Department of Human Resources and Social Development Canada (HRSDC). Its aim is to ensure that all essential information is included and to promote uniformity of format. Contractors are advised to follow the format described in this manual and to adhere to the report requirements stipulated in the contract.