

**SOLICITATION
FOR
LEARNING SERVICES
FOR
ALL FEDERAL GOVERNMENT DEPARTMENTS AND AGENCIES AND CROWN CORPORATIONS**

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COMPONENT 1 - REQUEST FOR BIDS

PART 1 - GENERAL INFORMATION

1. Introduction

This bid solicitation has two components: a Request for Bids, and a Supply Arrangement.

(a) Component I - Request for Bids

The Request for Bids is divided into five parts plus attachments, as follows:

- Part 1: General Information: provides a general description of the requirement;
- Part 2: Bidder Instructions: provides the instructions applicable to the clauses and conditions of the request for bids;
- Part 3: Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid to address the evaluation criteria specified;
- Part 4: Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the bid, the security requirement, and the basis of selection;
- Part 5: Certifications: includes the certifications to be provided; and

The Attachments include:

- Attachment A Bidder Profile
- Attachment B *Intentionally Left Blank*
- Attachment C Supply Arrangement Technical Evaluation
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- Attachment E Technical Response Template
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(b) Component II - Supply Arrangement

The Supply Arrangement is divided into three parts plus annexes, as follows:

- Part 7A: Supply Arrangement: includes the Supply Arrangement with the applicable clauses and conditions;
- Part 7B: Model Bid Solicitation: includes the instructions for the bid solicitation process within the scope of the Supply Arrangement; and

Part 7C: Resulting Contract Clauses: includes general information for the conditions which will apply to any contract entered into pursuant to the Supply Arrangement.

The Annexes include:

Annex A	Requirements for Services
Annex B	Generic Security Requirement Check Lists
Annex C	Insurance Requirements
Annex H	SA Sample Quarterly Usage Report
Annex I	Client Satisfaction Form

2. SUMMARY

2.1 This bid solicitation is a tender for bids to satisfy the Government of Canada's requirement for the provision of Learning Services to locations throughout Canada, excluding any locations in areas subject to any of the Comprehensive Land Claims Agreements (the "Services").

Each bid may result in a Supply Arrangement. All suppliers capable of meeting the requirements of this bid solicitation are invited to submit a bid for the Services containing an arrangement for a Supply Arrangement.

2.2 Streams/Categories of Personnel

The Services include the following Streams/Categories of Personnel:

- Stream 1 - Strategic Learning Advisory Service
- Stream 2 - Instructional Design and Development Service
- Stream 3 - Custom e-Learning Product Programming Service
- Stream 4 - Rapid e-Learning Product Programming Service
- Stream 5 - Quality Assurance Service
- Stream 6 - Multimedia Design and Development Service
- Stream 7 - Project Management Service
- Stream 8 - Training Delivery

For Streams 1 - 7, Bids will be evaluated on a Stream basis. Therefore, if a bidder wishes to submit a bid for services in only one specific Stream, then it has the opportunity to do so. It is not mandatory to provide a bid for all Streams to be issued an instrument; however, if a minimum response is required to obtain a Category of Personnel/ Stream, that response must be provided in the bid.

For Stream 8, bids will be evaluated on a Category of Personnel basis. Therefore, if a bidder wishes to submit a bid for services in only one specific Category of Personnel then it has the opportunity to do so. It is not mandatory to provide a bid for all Categories of Personnel to be issued an instrument; however, if a minimum response is required to obtain a Category of Stream, that response must be provided in the bid.

2.3 Clients / Identified Users

Any resulting instrument may be used by any Government Department, Departmental Corporation or Agency, or other body of the Government of Canada (including all those described in the Financial Administration Act, as amended from time to time) or any other party for which the Department of Public Works and Government Services has been authorized to act from time to time under section 16 of the Department of Public Works and Government Services Act (each a "Client" or "Identified User").

2.4 The Period of the Instrument

The period for awarding contracts under the Supply Arrangement is from date of issuance of the SA to November 30, 2013.

2.5 Refresh Bid Solicitations

In as much as possible, PWGSC will issue a new bid solicitation intended to replace the Standing Offers and the Supply Arrangements on an annual basis. Each such replacement solicitation (a "refresh bid solicitation") will require all Bidders, including those who may have received instruments under a previous solicitation, to submit a new bid in response to the refreshed bid solicitation in order to continue to provide services under its resulting Standing Offers and Supply Arrangements. The terms and conditions of each refresh bid solicitation may add, modify or remove Categories of Personnel/Streams, and may otherwise modify the requirements of the previous bid solicitation. As such, the refresh bid solicitation will stand alone, separate and apart from any previous bid solicitation. While some aspects of a Bidder's refresh solicitation bid may incorporate by reference information already in the possession of Canada, all the requirements of a refresh bid solicitation must be met by each Bidder at bid closing.

2.6 On-Going Opportunity for Qualification

This bid solicitation provides an On-Going Opportunity for Qualification to allow new suppliers to become "Qualified Suppliers" with a Supply Arrangement. Existing Qualified Suppliers, may submit an arrangement in order to become a Qualified Suppliers for Tiers, Categories of Personnel and/or Streams for which they were not previously qualified.

Existing Qualified Suppliers, who have been issued a supply arrangement, are not required to submit a new arrangement to maintain their existing Tiers, Categories of Personnel and/or Streams for which they are currently qualified.

Due to the resources required to evaluate the arrangements, Canada has reserved the right to conduct the evaluation of arrangements in cycles, not less than quarterly (that is, Canada may collect arrangements received over a calendar year quarter, in order to conduct the evaluation of all those arrangements concurrently as part of a single cycle of evaluations). The schedule below outlines the closing dates for each quarterly evaluation. Bids received as part of the On-Going Opportunity for Qualification after the dates listed below will fall into the next quarterly evaluation schedule.

Quarterly Evaluation Periods:

Quarter	Closing Date	Time of Closing:	Evaluation Period:
Q3	January 4	02:00 PM Eastern Standard Time (EST)	January 5 to March 29
Q4	March 29	02:00 PM Eastern Daylight Time (EDT)	April 1 to June 28
Q1	June 28	02:00 PM Eastern Daylight Time (EDT)	June 29 to September 30

2.7 Trade Agreements

This requirement is subject to the provisions of the North American Free Trade Agreement (NAFTA), the Agreement on Internal Trade (AIT), the Canada-Chile Free Trade Agreement (CCFTA), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Columbia Free Trade Agreement (CCoIFTA), and the Canada-Panama Free Trade Agreement (CPanFTA) if it is in force.

2.8 Designation as Set Aside

Part of this procurement may be designated by one or more Identified Users as set-aside under the federal government's Procurement Strategy for Aboriginal Business (PSAB). In these specific cases, (i) the procurement is set aside from the international trade agreements under the provision each has for set-asides for small and minority businesses, and (ii) as per Article 1802 of the AIT, the AIT does not apply.

In order to be considered as an Aboriginal Business under the PSAB, Bidders must complete and sign the certification contained in Attachment G of Component I.

2.9 This Requirement Not for Temporary Help

For Temporary Help Services requirements (THS), THS procurement instruments will be used and not Supply Arrangements resulting from this bid solicitation. Such THS requirements include the temporary absence of a public servant, a requirement for staff during a temporary workload increase that cannot be met by the available public servants, or the temporary staffing of a vacant position during a staffing action.

3. Security Requirement

There is a security requirement associated with this bid solicitation. For additional information, see Part 4 - Evaluation Procedures and Part 7A, Supply Arrangement.

4. Communications Notification

As a courtesy, the Government of Canada requests that successful bidders notify the Arrangement Authority in advance of their intention to make public an announcement related to the issuance of a supply arrangement.

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Buyer ID - Id de l'acheteur

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CCC No./N° CCC - FMS No/ N° VME

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5. Debriefings

After issuance of all of the Supply Arrangements resulting from the bid solicitation, and also after each subsequent Supply Arrangement quarterly calendar year evaluation for which a bidder has submitted a bid, a bidder will be notified in writing regarding the outcome of their bid evaluation. Bidders should make a request for any additional debriefing to the Arrangement Authority within 15 working days of receipt of such written notification. The debriefing may be in writing, by telephone or in person.

PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

- a. All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions (<http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/acho-eng.jsp>) Manual issued by Public Works and Government Services Canada.
- b. Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the Supply Arrangement and resulting contract(s).
- c. The 2008 (2008-07-11) Standard Instructions - Request for Supply Arrangements - Goods or Services, are incorporated by reference into and form part of the bid solicitation, amended as follows:

At subsection 5.4:

Delete: sixty (60) days

Insert: two hundred and twenty (220) days

The text under Subsection 4 of Section 01 - Code of Conduct and Certifications of 2008 referenced above is replaced by:

Bidders should provide, with their bid or promptly thereafter, a complete list of names of all individuals who are currently directors of the Bidder. If such a list has not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to provide such a list within the required time frame will render the bid non-responsive. Bidders must always submit the list of directors before contract award.

Canada may, at any time, request that a Bidder provide properly completed and Signed Consent Forms (Consent to a Criminal Record Verification form - PWGSC-TPSGC 229) for any or all individuals named in the aforementioned list within a specified delay. Failure to provide such Consent Forms within the delay will result in the bid being declared non-responsive.

The text under Subsection 5 of Section 01 - Code of Conduct and Certifications of 2008 referenced above is replaced by:

The Bidder must diligently maintain the list up-to-date by informing Canada in writing of any change occurring during the validity period of the bid, and must also provide Canada, when requested, with the corresponding Consent Forms. The Bidder will also be required to diligently maintain the list and when requested, provide Consent Forms during the period of any contract arising from this bid solicitation.

1.1 SACC Manual Clauses

- a. M7035T (2007-05-25), List of Proposed Subcontractors

1.2 Bid Participation

-
- a. Although this solicitation may result in a Bidder receiving a Supply Arrangement, a Bidder's bid must contain its response to all the requirements of this bid solicitation. The bid may include an arrangement for a Supply Arrangement in some or all Tiers, Regions, Streams and/or Categories of Personnel; however, a Bidder may not submit a second bid for the same Tier, Regions, Streams and/or Categories of Personnel. .
- b. One legal entity may participate in the submission of: (i) one bid from the legal entity alone, or (ii) one bid from the legal entity and one bid submitted in a joint venture, or (iii) two bids submitted in joint venture. More than two bids generated from the same legal entity is not permitted in response to this solicitation. If a legal entity participates in more than two bids, Canada will choose in its discretion which two bids to consider. If a legal entity chooses to participate in two bids, each bid must be a physically separate document, clearly marked as a separate bid. Each bid will be evaluated independently without regard to other bids submitted and, therefore, every bid submitted must be complete.

2. Submission of Bids

- a. Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.
- b. Due to the nature of the solicitation, transmission of bids by facsimile to PWGSC will not be accepted.

3. Enquiries - Request for Bids

- a. All enquiries must be submitted in writing to the Arrangement Authority no later than fifteen (15) calendar days before the bid solicitation closing date. Enquiries received after that time may not be answered.
- b. Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that bidders do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

4. Applicable Laws

- a. A Supply Arrangement and any contract awarded under it, must be interpreted and governed, and the relations between the parties determined, by the laws in force in the Province of Ontario, Canada.
- b. 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 in Attachment A to Component I - Bidder Profile. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidder.

PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

- a. Canada requests that bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid four (4) hard copies and two (2) soft copies on CD

Section II: Certifications two (2) hard copies and two soft copies on CD

- b. If there is a discrepancy between the hard copy and the soft copy of any of the technical bid, the financial bid or the Certifications, the hard copy will have priority over the soft copy.
- c. Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.
- d. Canada requests that bidders follow the format instructions described below in the preparation of their bid.
- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper;
 - 2) use a numbering system that corresponds to that of the bid solicitation.
- e. In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process, see the Policy on Green Procurement (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders are encouraged to:
- 1) use paper containing fibre certified as originating from a sustainably-managed forest and/or containing minimum 30% recycled content; and
 - 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.
- f. Utilization of Electronic Templates: PWGSC has prepared the following electronic templates in EXCEL format, that should be completed and submitted with the Bidders' bid in both electronic format (CD, USB Key, etc) and hard copy in the quantities specified above:
- (i) Technical Response Template
- This electronic response template (Electronic File Name: *Learning Services Suggested Response Template.xls*) includes an electronic template to be used by Bidders when responding to:

Attachment "C"

Supply Arrangement Technical Evaluation

(ii) Certification Response Template

This electronic response template (File Name: *Learning Services Certification Response Template.xls*) includes an electronic template to be used by Bidders when responding to:

Certifications required under Part 5; and
Attachment "A" Bidders Profile

(iv) Supply Arrangement - Stream 8 Category Checklist

This electronic response template includes an electronic template to be used by Bidders when responding to:

Attachment "I" Stream 8 of the Supply Arrangement

1.1 Section I: Technical Bid

- a. 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 bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.
- b. This bid solicitation awards arrangements based upon an evaluation that does not assess the personnel that may be provided by the bidder after the award of a Supply Arrangement. As it does not require the submission of individual resources, resumes are not requested and should not be submitted with a Bidder's bid.
- c. Bidders should submit their technical bid by completing Attachment E, Technical Response Template in accordance with this solicitation.

1.2 Section II: Certifications

- a. Bidders must submit the certifications required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

- a. Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria. There are several steps in the evaluation methodology, which are described below. Even though the evaluation and selection will be conducted in steps, the fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Bidder has successfully passed all the previous steps. Canada may conduct steps of the evaluation in parallel.
- b. An evaluation team composed of representatives of Canada will evaluate the bids. Canada may hire any independent consultant, or use any Government resources, to evaluate any bid. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.
- c. If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have two working days (or a longer period if specified in writing by the Arrangement Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive, unless the Arrangement Authority grants an extension in his or her sole discretion.

1.1. Technical Evaluation

- a. The mandatory technical evaluation criteria for the provision of a Supply Arrangement are included in Attachment C, Supply Arrangement Technical Evaluation.

1.2 Financial Evaluation

- a. There is no financial evaluation of bids required to be issued with a Supply Arrangement.

2. Basis of Selection

- a. All elements of the bid solicitation that are mandatory requirements are identified specifically with the words "must" or "mandatory". Bids that do not comply with each and every mandatory requirement applicable to the instrument in their bid will be considered non-responsive for that instrument. The evaluation steps are as follows:

Step 1 – Technical Evaluation: Each bid will be reviewed to determine whether it contains an arrangement for a Supply Arrangement that meets the mandatory requirements of Attachment C, Supply Arrangement Technical Evaluation.

Within each bid, an arrangement must comply with the requirements of the bid solicitation and meet all mandatory requirements of Attachment C to be declared responsive to the requirement for a Supply Arrangement.

Step 2 - Selection and Issuance of Supply Arrangements:

Each technically responsive arrangement will be recommended for the issuance of a Supply Arrangement on the terms stated in Component II.

Where an Aboriginal Bidder qualifies for both an Aboriginal and Non-Aboriginal Supply Arrangement, only one Supply Arrangement will be awarded.

3. Security Requirement

- a. Before issuance of a Supply Arrangement, the Bidder must hold a valid organization security clearance as indicated in Part 7A - Supply Arrangement.
- b. Canada will not delay the issuance of any Supply Arrangement to allow bidders to obtain the required clearance; however, Canada will consider awarding a Supply Arrangement during the period that is twelve months following the closing date of the bid solicitation to a bidder if it has received its required clearance and all other requirements of the bid solicitation have been met.
- c. Bidders may request that the Arrangement Authority consider security sponsorship of their candidacy to upgrade it to the next security level that is above the bidder's current security level. Such sponsorship is only available for one level of upgrade at a time. This request may be made in the Technical Response Template or at any time before or after bid closing by sending the request via email to the attention of the Arrangement Authority.
- d. For additional information on security requirements, Bidders should consult the "Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders" (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the Departmental Standard Procurement Documents Web site.

4. Financial Viability

- a. The Bidder must be financially viable to fulfill this requirement. To determine the Bidder's financial viability, the Arrangement Authority may, by written notice to the Bidder, require the submission of some or all of the financial information detailed below during the evaluation of bids. The Bidder must provide the following information to the Arrangement Authority within fifteen (15) working days of the request or as specified by the Arrangement Authority in the notice:
 - (a) Audited financial statements, if available, or the unaudited financial statements (prepared by the Bidder's outside accounting firm, if available, or prepared in-house if no external statements have been prepared) for the Bidder's last three fiscal years, or for the years that the Bidder has been in business if this is less than three years (including, as a minimum, the Balance Sheet, the Statement of Retained Earnings, the Income Statement and any notes to the statements).
 - (b) If the date of the financial statements in (a) above is more than five months before the date of the request for information by the Arrangement Authority, the Bidder must also provide, unless this is prohibited by legislation for public companies, the last quarterly financial statements (consisting of a Balance Sheet and a year-to-date Income Statement), as of two months before the date on which the Arrangement Authority requests this information.

- (c) If the Bidder has not been in business for at least one full fiscal year, the following must be provided:
- a. the opening Balance Sheet on commencement of business (in the case of a corporation, the date of incorporation); and
 - b. the last quarterly financial statements (consisting of a Balance Sheet and a year-to-date Income Statement) as of two months before the date on which the Arrangement Authority requests this information.
- (d) A certification from the Chief Financial Officer or an authorized signing officer of the Bidder that the financial information provided is complete and accurate.
- b. If the Bidder is a joint venture, the financial information required by the Arrangement Authority must be provided by each member of the joint venture.
 - c. If the Bidder is a subsidiary of another company, then any financial information in a. (a) to (d) above required by the Arrangement Authority must also be provided by the ultimate parent company. Provision of parent company financial information does not satisfy the requirement for the provision of the financial information of the Bidder, and the financial viability of a parent cannot be substituted for the financial viability of the Bidder itself.
 - d. Financial Information Already Provided to Public Works and Government Services Canada (PWGSC): The Bidder is not required to resubmit any financial information requested by the Offer/Arrangement Authority that is already on file at PWGSC with the Contract Cost Analysis, Audit and Policy Directorate of the Policy, Risk, Integrity and Strategic Management Sector, provided that within the above-noted time frame:
 - (a) the Bidder identifies to the Arrangement Authority in writing the specific information that is on file and the requirement for which this information was provided; and
 - (b) the Bidder authorizes the use of the information for this requirement.
 - e. It is the Bidder's responsibility to confirm with the Arrangement Authority that this information is still on file with PWGSC.
 - f. Other Information: Canada reserves the right to request from the Bidder any other information that Canada requires to conduct a complete financial viability assessment of the Bidder. The Bidder also understands that, if it is issued a Supply Arrangement, a complete financial capability review of the Supply Arrangement Holder may also be conducted at the time individual bid solicitations are issued under the Supply Arrangement.
 - g. Confidentiality: If the Bidder provides the information required above to Canada in confidence while indicating that the disclosed information is confidential, then Canada will treat the information in a confidential manner as permitted by the Access to Information Act, R.S., 1985, c. A-1, Section 20(1) (b) and (c).

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- h. Before the issuance of a Supply Arrangement, a Bidder must not be bankrupt, under the protection of any bankruptcy legislation, or have had its activities rendered inoperable for a period of one month or more. If this requirement is not met at the time of issuance of any Supply Arrangement under this bid solicitation, a Bidder's bid will be considered non-responsive.

5. Insurance Requirement

- a. The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if issued a Supply Arrangement as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex "C".
- b. If the information is not provided in the bid, the Supply Arrangement 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 Supply Arrangement Authority within that time period will render the Bidder non-responsive.

PART 5 - CERTIFICATIONS

- a. Bidders must provide the required certifications to be issued a Supply Arrangement. Canada will declare an bid non-responsive if the required certifications are not completed and submitted as requested.
- b. Compliance with the certifications bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before issuance of an instrument) and after issuance of a Supply Arrangement. The Arrangement Authority will have the right to ask for additional information to verify bidders compliance with the certifications before issuance of an instrument. 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 Arrangement Authority for additional information will also render the bid non-responsive.

1. Certifications Precedent to Issuance of an Instrument

- a. The certifications included in Attachment "G" - "Certifications Response Template" 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 Arrangement Authority will so inform the Bidder and provide a time frame within which to meet the requirement. Failure to comply with the request of the Arrangement Authority and meet the requirement within that time period will render the bid non-responsive.

2. Code of Conduct Certifications - Certifications Precedent to Issuance of an Instrument

- 2.1 Bidders should provide, with their bids or promptly thereafter, a complete list of names of all individuals who are currently directors of the Bidder. If such a list has not been received by the time the evaluation of bids is completed, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Bidders must submit the list of directors before contract award, failure to provide such a list within the required time frame will render the bid non-responsive.

The Contracting Authority may, at any time, request that a Bidder provide properly completed and Signed Consent Forms (Consent to a Criminal Record Verification form - PWGSC-TPSGC 229) for any or all individuals named in the aforementioned list within a specified delay. Failure to provide such Consent Forms within the delay will result in the bid being declared non-responsive.

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**ATTACHMENT A
BIDDER PROFILE**

See Attached Excel Spreadsheet

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ATTACHMENT B

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**ATTACHMENT C
SUPPLY ARRANGEMENT TECHNICAL EVALUATION**

	Description of Criteria	Bid Preparation Instructions
M.1	<p>Minimum years in business:</p> <p>The Supplier must have been in business for a minimum of three (3) years as of the <u>date of the arrangement submission</u>.</p> <p>In case of a joint venture, <u>at least one (1) member</u> of the joint venture must meet the minimum three-year requirement.</p>	<p>The following information must, as a minimum, be provided:</p> <p>(i) Legal documents (e.g. Incorporation certificate, business registration or tax returns) confirming the number of years the firm has been in business.</p> <p>(ii) If the Supplier legal entity has been incorporated or otherwise created less than 3 years before bid closing as the result of a corporate change under which it has, in law, assumed all of the assets, undertaking, operational capability, skills and resources of other legal entities, then Canada will consider the 3 year minimum requirement to be met if the Supplier legal entity demonstrates to Canada's satisfaction that:</p> <p>a) the Supplier legal entity has been incorporated or otherwise created as the result of a corporate change under which it has in law assumed all of the assets, undertaking, operational capability, skills and resources of other legal entities;</p> <p>b) each of the other legal entities carried on business, uninterrupted and in the normal course, for at least 3 years before the corporate change;</p> <p>c) the Supplier legal entity has carried on the business of all of the other legal entities in the normal course, uninterrupted from and after the date of the corporate change;</p> <p>d) the corporate change was solely for tax or other purposes unrelated to the business of the other legal entities and does not affect the ability of the Supplier legal entity to carry on the business that had been carried on by the other legal entities; and</p> <p>e) the Supplier legal entity, as of the date of bid closing, maintains the same assets, undertaking, operational capability, skills and</p>

		<p>resources as the other legal entities had maintained before the corporate change.</p> <p>f) In these circumstances, Canada may require from the Supplier an unqualified legal opinion from an independent law firm stating that the supplier legal entity meets all of the above requirements. Canada reserves the right to require other detail and material to verify that the above requirements are met. If Canada is not satisfied that the above requirements have been met, the Supplier legal entity's arrangement will be considered non-compliant. Canada reserves the right to request proof of any information provided by the Supplier. If the information cannot be validated, the Supplier's arrangement will be considered non-compliant.</p>
M.2	<p>Streams of Service</p> <p>For the stream(s) that the Supplier wants to provide services under, the Supplier must provide the following:</p>	
M.2(a)	<p>Stream 1 – Strategic Learning Advisory Services</p>	
	<p>The Supplier must have billed a total cumulative dollar value of \$150,000 (GST/HST excluded) in Strategic Advisory Services for Training similar in nature to those described in Annex "A" Requirements to Outside Clients** within the last five (5) years (as of bid posting).</p> <p>The following information must, as a minimum, be provided:</p> <ol style="list-style-type: none"> Name of the Joint-venture member for the referenced project (if applicable); Name of Client Organization; Brief description of the Scope and Objective of the project to clearly show relevancy of the project; Start and End dates of the project (from-to dates in month/year). If the project was completed in the month/year that the RFSA is closing, provide day/month/year to demonstrate that the project is completed at the date of your bid or the bid closing date whichever comes first; and 	<p>The following information should, as a minimum, be provided for each of the projects cited:</p> <ol style="list-style-type: none"> Name of the client reference; and Telephone number, fax number, and e-mail address of the client reference.

	e. Project value – total amount invoiced in Instructional Design and Development costs for the project.	
M.2(b)	Stream 2 - Instructional Design and Development Services	
1)	<p>The Supplier must have billed a total cumulative dollar value of \$300,000 (GST/HST excluded) in Instructional Design and Development Services of traditional learning and/or eLearning Products similar in nature to those described in Annex “A” Requirements to Outside Clients** within the last five (5) years (as of bid posting).</p> <p>The following information must, as a minimum, be provided:</p> <ul style="list-style-type: none"> i. Name of the Joint-venture member for the referenced project (if applicable); ii. Name of Client Organization; iii. Brief description of the Scope and Objective of the project to clearly show relevancy of the project; iv. Start and End dates of the project (from-to dates in month/year). If the project was completed in the month/year that the RFSA is closing, provide day/month/year to demonstrate that the project is completed at the date of your bid or the bid closing date whichever comes first; and v. Project value – total amount invoiced in Instructional Design and Development costs for the project. 	<p>The following information should, as a minimum, be provided for each of the projects cited:</p> <ul style="list-style-type: none"> a. Name of the client reference; Telephone number, fax number, and e-mail address of the client reference.
2)	<p>The Supplier must have billed a total cumulative dollar value of \$100,000 (GST/HST excluded) in Technical Writing services similar in nature to those described in Annex “A” Requirements to Outside Clients** within the last five (5) years (as of bid posting).</p> <p>The following information must, as a minimum, be provided:</p> <ul style="list-style-type: none"> i. Name of the Joint-venture member for the referenced project (if applicable); ii. Name of Client Organization; iii. Brief description of the Scope and Objective of the project to clearly show relevancy of the project; 	<p>The following information should, as a minimum, be provided for each of the projects cited:</p> <ul style="list-style-type: none"> a. Name of the client reference; Telephone number, fax number, and e-mail address of the client reference.

	<p>iv. Start and End dates of the project (from-to dates in month/year). If the project was completed in the month/year that the RFSA is closing, provide day/month/year to demonstrate that the project is completed at the date of your bid or the bid closing date whichever comes first; and</p> <p>v. Project value – total amount invoiced in Instructional Design and Development costs for the project.</p>	
M.2(c)	Stream 3 – Custom Elearning Product Programming	
	<p>The Supplier must have billed a total cumulative value of \$300,000 (GST/HST excluded) in Elearning Product Programming Services similar in nature to those described in Annex “A” Requirements to Outside Clients** within the last five (5) years (as of bid posting).</p> <p>The following information must, as a minimum, be provided:</p> <p>a. Name of the Joint-venture member for the referenced project (if applicable);</p> <p>b. Name of Client Organization;</p> <p>c. Brief description of the Scope and Objective of the project to clearly show relevancy of the project;</p> <p>d. Start and End dates of the project (from-to dates in month/year). If the project was completed in the month/year that the RFSA is closing, provide day/month/year to demonstrate that the project is completed at the date of your bid or the bid closing date whichever comes first; and</p> <p>e. Project value – total amount invoiced in Elearning Product Programming costs for the project.</p>	<p>The following information should, as a minimum, be provided for each of the projects cited:</p> <p>a. Name of the client reference; and</p> <p>b. Telephone number, fax number, and e-mail address of the client reference.</p>
M.2(d)	Stream 4 – Rapid eLearning Product Programming	
	<p>The Supplier must have billed a total cumulative value of \$150,000 (GST/HST excluded) in Rapid eLearning Product Programming Services similar in nature to those described in Annex “A” Requirements to Outside Clients** within the last five (5) years (as of bid posting).</p>	<p>The following information should, as a minimum, be provided for each of the projects cited:</p> <p>a. Name of the client reference; and</p> <p>b. Telephone number, fax number, and e-mail address of the client reference.</p>

	<p>The following information must, as a minimum, be provided:</p> <ul style="list-style-type: none"> i. Name of the Joint-venture member for the referenced project (if applicable); ii. Name of Client Organization; iii. Brief description of the Scope and Objective of the project to clearly show relevancy of the project; iv. Start and End dates of the project (from-to dates in month/year). If the project was completed in the month/year that the RFSA is closing, provide day/month/year to demonstrate that the project is completed at the date of your bid or the bid closing date whichever comes first; and v. Project value – total amount invoiced in eLearning Product Programming costs for the project. 	
M.2(e)	Stream 5 – Quality Assurance	
	<p>The Supplier must have billed a total cumulative value of \$50,000 (GST/HST excluded) in Quality Assurance Services on eLearning Product(s) similar in nature to those described in Annex "A" to Outside Clients** within the last five (5) years (as of bid posting).</p> <p>The following information must, as a minimum, be provided:</p> <ul style="list-style-type: none"> a. Name of the Joint-venture member for the referenced project (if applicable); b. Name of Client Organization; c. Brief description of the Scope and Objective of the project to clearly show relevancy of the project; d. Start and End dates of the project (from-to dates in month/year). If the project was completed in the month/year that the RFSA is closing, provide day/month/year to demonstrate that the project is completed at the date of your bid or the bid closing date whichever comes first; and e. Project value – total amount invoiced in Quality Assurance on eLearning Product(s) costs for the project. 	<p>The following information should, as a minimum, be provided for each of the projects cited:</p> <ul style="list-style-type: none"> a. Name of the client reference; and b. Telephone number, fax number, and e-mail address of the client reference.
M.2(f)	Stream 6 - Multi-Media Design and Development	

1)	<p>The Supplier must have billed a total cumulative value of \$300,000 (GST/HST excluded) in Multi-Media Design and Development Services for traditional learning and/or eLearning Products similar in nature to those described in Annex "A" to Outside Clients** within the last five (5) years (as of bid posting).</p> <p>The following information must, as a minimum, be provided:</p> <ul style="list-style-type: none"> a. Name of the Joint-venture member for the referenced project (if applicable); b. Name of Client Organization; c. Brief description of the Scope and Objective of the project to clearly show relevancy of the project; d. Start and End dates of the project (from-to dates in month/year). If the project was completed in the month/year that the RFSA is closing, provide day/month/year to demonstrate that the project is completed at the date of your bid or the bid closing date whichever comes first; and e. Project value – total amount invoiced in Multi-media Design and Development Services costs for the project. 	<p>The following information should, as a minimum, be provided for each of the projects cited:</p> <ul style="list-style-type: none"> a. Name of the client reference; b. Telephone number, fax number, and e-mail address of the client reference.
2)	<p>The Supplier must be considered Technically compliant in Stream 2 - Instructional Design and Development Services and either Stream 3 - Custom eLearning Product Programming or Stream 4 – Rapid eLearning Product Programming</p>	
M.2(g)	Stream 7 - Project Management	
1)	<p>The Supplier must have billed a total cumulative value of \$150,000 (GST/HST excluded) in Project Management Services for traditional learning and/or eLearning Products similar in nature to those described in Annex "A" Requirement to Outside Clients within the last five (5) years (as of bid posting).</p> <p>The following information must, as a minimum, be provided:</p> <ul style="list-style-type: none"> a. Name of the Joint-venture member for the referenced project (if applicable); b. Name of Client Organization; 	<p>The following information should, as a minimum, be provided for each of the projects cited:</p> <ul style="list-style-type: none"> a. Name of the client reference; and b. Telephone number, fax number, and e-mail address of the client reference.

	<p>c. Brief description of the Scope and Objective of the project to clearly show relevancy of the project;</p> <p>d. Start and End dates of the project (from-to dates in month/year). If the project was completed in the month/year that the RFSA is closing, provide day/month/year to demonstrate that the project is completed at the date of your bid or the bid closing date whichever comes first; and</p> <p>e. Project value – total amount invoiced in Project Management Services costs for the project.</p>	
2)	<p>Management Of The Entire End-To-End* Development of an eLearning Product</p> <p>The Supplier must have completed a minimum of one (1) project between January 2004 and the bid posting date, where they were responsible for the MANAGEMENT of the entire end-to-end* development of an eLearning product that had a minimum value of \$75,000. The project must be similar to the work described in Annex "A":</p> <p>a. Stream 2 - Instructional Design & Development Services (<i>excluding the Technical Writer and Content Subject Matter Expert</i>); and</p> <p>b. Stream 3 Custom eLearning Product Development OR Stream 4, Rapid eLearning Product Development; and</p> <p>c. Stream 5 - Quality Assurance; and</p> <p>d. Stream 6 - Multi-Media Design and Development; and</p> <p>e. Stream 7, Project Management</p> <p>If more than one (1) project is submitted, only the first two (2) projects in order of presentation in the Supplier's Arrangement will be evaluated.</p> <p>*For the purpose of this Mandatory Criteria End-to-End development includes all of the following: Instructional Design; Custom eLearning Product Programming or Rapid eLearning Product Programming; Multimedia Design & Development; Quality Assurance; and Project Management.</p>	<p>The following information should, as a minimum, be provided for each of the projects cited:</p> <p>a. Name of the client reference; and</p> <p>b. Telephone number, fax number, and e-mail address of the client reference.</p>

	<p>For the purposes of this criteria, the experience must be of the Supplier itself (which includes the experience of any companies that formed the Supplier by way of a merger but does not include any experience acquired through a purchase of assets or an assignment of contract). The experience of the Supplier's affiliates (i.e. Parent, subsidiary, or sister corporations), subcontractors, suppliers, or joint-venture members will not be considered.</p> <p>If submitting an Arrangement as a Joint-Venture, only one member of the Joint-Venture must meet M.2(d)(ii), which does not have to be the same Joint-Venture member for M.1.</p> <p>The following information must, as a minimum, be provided for each of the projects cited:</p> <p>a.Name of the client organization; b.Brief description of the Scope and Objective of the project to clearly show relevancy of the project; c.Start and End Dates of the project (month/year to month/year); and d.Project Value - total amount invoiced for the project</p>	
3)	<p>The Supplier must be considered Technically compliant in Stream 2 - Instructional Design & Development Services, Stream 5 - Quality Assurance, Stream 6 - Multi-Media Design and Development, and either Stream 3 – Custom eLearning Product Programming or Stream 4 – Rapid eLearning Product Programming.</p>	
M.2(h)	<p>Stream 8 – Training Delivery</p>	
	<p>The Supplier must have billed a total cumulative value of \$150,000 (GST/HST excluded) in providing Instructors, and/or Training Facilitators similar in nature to those described in Annex "A" Requirements to Outside Clients** within the last five (5) years (as of bid posting).</p> <p>The following information must, as a minimum, be provided:</p>	<p>The following information should, as a minimum, be provided for each of the projects cited:</p> <p>a. Name of the client reference; and b. Telephone number, fax number, and e-mail address of the client reference.</p>

Solicitation No. - N° de l'invitation

E60ZH-070003/D

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

103zh

Client Ref. No. - N° de réf. du client

E60ZH-070003

File No. - N° du dossier

103zhE60ZH-070003

CCC No./N° CCC - FMS No/ N° VME

<ul style="list-style-type: none">a. Name of the Joint-venture member for the referenced project (if applicable);b. Name of Client Organization;c. Brief description of the Scope and Objective of the project to clearly show relevancy of the project;d. Start and End dates of the project (from-to dates in month/year). If the project was completed in the month/year that the RFSA is closing, provide day/month/year to demonstrate that the project is completed at the date of your bid or the bid closing date whichever comes first; ande. Project value – total amount invoiced in Instructing and/or Training Facilitation costs for the project.	
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Solicitation No. - N° de l'invitation

E60ZH-070003/D

Amd. No. - N° de la modif.

File No. - N° du dossier

103zhE60ZH-070003

Buyer ID - Id de l'acheteur

103zh

CCC No./N° CCC - FMS No/ N° VME

E60ZH-070003

ATTACHMENT D

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Solicitation No. - N° de l'invitation

E60ZH-070003/D

Amd. No. - N° de la modif.

File No. - N° du dossier

103zhE60ZH-070003

Buyer ID - Id de l'acheteur

103zh

Client Ref. No. - N° de réf. du client

E60ZH-070003

CCC No./N° CCC - FMS No/ N° VME

**ATTACHMENT E
TECHNICAL RESPONSE TEMPLATE**

See Attached Excel Spreadsheet

Solicitation No. - N° de l'invitation

E60ZH-070003/D

Client Ref. No. - N° de réf. du client

E60ZH-070003

Amd. No. - N° de la modif.

File No. - N° du dossier

103zhE60ZH-070003

Buyer ID - Id de l'acheteur

103zh

CCC No./N° CCC - FMS No/ N° VME

ATTACHMENT F

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Solicitation No. - N° de l'invitation

E60ZH-070003/D

Amd. No. - N° de la modif.

File No. - N° du dossier

103zhE60ZH-070003

Buyer ID - Id de l'acheteur

103zh

CCC No./N° CCC - FMS No/ N° VME

E60ZH-070003

**ATTACHMENT G
CERTIFICATION RESPONSE TEMPLATE**

See Attached Excel Spreadsheet

Solicitation No. - N° de l'invitation

E60ZH-070003/D

Amd. No. - N° de la modif.

File No. - N° du dossier

103zhE60ZH-070003

Buyer ID - Id de l'acheteur

103zh

Client Ref. No. - N° de réf. du client

E60ZH-070003

CCC No./N° CCC - FMS No/ N° VME

ATTACHMENT H

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1.

PART 7 - SUPPLY ARRANGEMENT AND RESULTING CONTRACT CLAUSES

A. SUPPLY ARRANGEMENT

1. Arrangement

- a. The Supply Arrangement covers the Work described in Annex A, Requirements for Services.

2. Security Requirement

- a. The requirements to be procured under this Supply Arrangement may be subject to security requirements. Each Contract will identify which SRCL will apply to that contract.
- b. PWGSC has put in place a number of pre-approved Security Requirement Check Lists (SRCL), which PWGSC anticipates will satisfy most security requirements associated with individual requirements, and may be referred to, as required, in an individual contract awarded under the Supply Arrangement framework. PWGSC may at any time add additional pre-approved SRCLs.
- c. These pre-approved SRCLs may not meet the needs of some Identified Users for some requirements; in such cases, a unique SRCL fully describing the security requirements will be included in the documentation associated with that individual contract.
- d. **The Supplier must hold the following minimum security requirement in order to remain a Supplier. The Supply Arrangement Authority may verify the Supplier's security clearance with the Canadian Industrial Security Directorate (CISD), PWGSC at any time during the life of the Supply Arrangement.**

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:

PWGSC FILE # Common-PS-SRCL#6

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

- e. In the case of Joint Ventures or Amalgamations, the highest level of corporate security attainable through CISD of PWGSC is the lowest level held by any single member of the JV or amalgamation. For example: a Joint Venture with five (5) members is comprised of four members holding a valid Facility Security Clearance (FSC) at the Secret level and one member holding a valid Designated Organization Screening (DOS). The highest corporate security level for which the Joint Venture would be considered under this SA framework would be DOS, until such time as the member holding a valid DOS clearance has requested sponsorship via the Supply Arrangement Authority and obtained a valid FSC at the secret level issued by CISD.
- f. Additional security checks may be conducted by the Identified User.

3. Standard Clauses and Conditions

- a. All clauses and conditions identified in the Supply Arrangement and resulting contract(s) by number, date and title are set out in the Standard Acquisition Clauses and Conditions (<http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/acho-eng.jsp>) Manual issued by Public Works and Government Services Canada.

3.1 General Conditions

- a. 2020 (2012-07-16) General Conditions - Supply Arrangement - Goods or Services, apply to and form part of the Supply Arrangement.

3.2 Supply Arrangement Reporting

- a. The "Active" Supplier must compile and maintain records on its provision of services to the federal government under contracts resulting from the Supply Arrangement. This data must include all purchases paid for by a Government of Canada Acquisitions Card. The data must be submitted on a quarterly basis to the Public Works and Government Services Canada Supply Arrangement Authority.
- b. The Quarterly periods are defined as follows:

Quarter	Period to be Covered	Due on or before
1 st	April 1 to June 30	July 15
2 nd	July 1 to September 30	October 15
3 rd	October 1 to December 31	January 15
4 th	January 1 to March 31	April 15

- c. Electronic reports must be completed and forwarded to the Supply Arrangement Authority no later than 15 calendar days after the end of the quarterly period. An electronic version of the form in Excel spreadsheet format will be provided to the Supplier electronically by the Supply Arrangement Authority. Each quarterly usage report must be submitted using the electronic template available for download from the Learning Services website (see Annex "H" for a sample QUR).
- d. All data fields of the report must be completed as requested. If some data is not available, the reason must be indicated in the report. If no services are provided during a given period, the Supplier must still provide a "NIL" report.

- e. Failure to provide fully completed reports in accordance with the above instructions may result in the setting aside of the Supply Arrangement and the application of a vendor performance corrective measure.

4. Term of Supply Arrangement

4.1 Period of the Supply Arrangement

- a. The period for awarding contracts under the Supply Arrangement is from date of issuance of the SA to November 30, 2013.

4.2 Supply Arrangement Renewal

- a. **Notice:** The RFSA Renewal will be subject to an open competition posted on the Government Electronic Tendering Service (GETS).

PWGSC may issue a RFSA Renewal on an annual basis. Each RFSA Renewal may contain a technical component, a financial component and a certification component.

- b. **Evolving Requirements:** PWGSC may during any Renewal process add new and(or) remove and(or) modify existing Categories of Personnel and(or) Streams.

5. Authorities

5.1 Supply Arrangement Authority

- a. The Supply Arrangement Authority is:

Name: Matthew Henry
 Title: Supply Team Leader
 Department: Public Works and Government Services Canada
 Branch: Acquisitions Branch
 Directorate: Professional Services Procurement Directorate
 Address: 11 Laurier Street
 Gatineau, QC
 K1A 0S5

Telephone: 819-956-6440
 Facsimile: 819-956-2675
 E-mail address: matthew.henry@tpsgc-pwgsc.gc.ca

- b. The Supply Arrangement Authority is responsible for the issuance of the Supply Arrangement, its administration and its revision, if applicable.

5.2 Supplier's Representative

- a. This individual is the central point of contact within the Supplier for all matters pertaining to this Supply Arrangement. The Supplier confirms that this individual has the authority to bind the Supplier. It is the Supplier's sole responsibility to ensure that the information related to the Supplier Representative is correct and to inform the SA Authority of any change to it.

Name:

Title:

Telephone:

Facsimile:

Address:

Email:

[Note to Supplier: This information is as per your arrangement and is available to Clients via the Centralized Professional Services System (CPSS) website]

- b. The Supplier's Representative may delegate to another individual to represent the Supplier for administrative and technical purposes under any contract resulting from this Supply Arrangement.

6. Identified Users

- a. The Identified Users include any government department, agency or Crown Corporation listed in Schedules I, I.1, II, III, IV, and V of the Financial Administration Act, R.S., 1985, c. F-11 and any other party for which the Department of Public Works and Government Services has been authorized to act from time to time under section 16 of the *Department of Public Works and Government Services Act*.
- b. Canada may, at any time, withdraw authority from any of the Identified Users to use the Supply Arrangement.

7. Priority of Documents

- a. If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.
- (i) the articles of the Supply Arrangement;
 - (ii) the general conditions 2020 (2012-07-16), General Conditions - Supply Arrangement - Goods or Services;
 - (iii) Annex A, Requirements for Services;
 - (iv) Annex B, Generic Security Requirement Check Lists;
 - (v) Annex C, Insurance Requirements; and
 - (vi) the Supplier's arrangement dated _____

8. Certifications

8.1 Compliance

- a. Compliance with the certifications provided by the Supplier in the arrangement is a condition of the Supply Arrangement (SA) and subject to verification by Canada during the term of the SA and of any resulting contract that would continue beyond the period of the SA. If the Supplier does not comply with any certification or it is determined that any certification made by the Supplier in the arrangement is untrue, whether made knowingly or unknowingly, Canada has the right to terminate any resulting contract for default and suspend or cancel the SA.

9. Applicable Laws

- a. The Supply Arrangement (SA) and any contract resulting from the SA must be interpreted and governed, and the relations between the parties determined, by the laws in force in the Province of Ontario, Canada unless otherwise stipulated in the Supplier's arrangement in response to the RFSA.

10. Conditions of Holding a Supply Arrangement

- a. The Supplier must continue to meet all the qualification requirements related to the Supply Arrangement during the entire period of the Supply arrangement. Any certification provided by the Supplier must be true on the date of the issuance of the Supply arrangement and remain true throughout the period of the Supply Arrangement. The Supplier must immediately notify the Supply Arrangement Authority of any change to their status if it no longer meets any of the qualification requirements of the Supply Arrangement.
- b. The Supplier or its subcontractors, as applicable, will not publish or make available any promotional/marketing literature associated in any way with this Supply Arrangement without the prior approval of the Supply Arrangement Authority;
- c. The Supplier must obtain and maintain all permits, licences and certificates of approval required by any applicable federal, provincial or municipal legislation that are required to perform any resulting contracts and pay any charges imposed by such legislation or regulations. Upon request, the Supplier must provide a copy of any such permit, licence, or certificate to the Contracting Authority.

11. Administration of Supply Arrangement

- a. PWGSC may require an Supplier to confirm its qualification at any time. For example, the SA Authority may require an Supplier to provide evidence that:
 - (i) the insurance it carries continues to meet the requirements of RFSA E60ZH-070003/C;
 - (ii) it continues to hold the necessary security clearance;
 - (iii) it continues to have the financial capability;
 - (iv) it continues to have the technical ability and experience required to deliver the Services for which it is qualified;
 - (v) the JV membership remains as stated in the Supply Arrangement.

- b. If the Supplier no longer meets any of the requirements for qualification, or within 10 working days of a request by the Supply Arrangement Authority is unwilling or unable to provide evidence acceptable to the Supply Arrangement Authority that it continues to meet any such requirements, Canada may, at its discretion:
- (i) suspend authority for the use of the Supply Arrangement until the Supplier has demonstrated, to the satisfaction of Canada, that it meets the requirements in respect of which it has been found deficient. During this time, no contracts will be made under the Supply Arrangement;
 - (ii) suspend authority for the use of specific Streams, Categories of Personnel and/or Regions of the Supply Arrangement until the Supplier has demonstrated, to the satisfaction of Canada, that it meets the requirements in respect of which it has been found deficient. During this time, no contracts will be made under the Supply Arrangement for those Streams, Categories of Personnel and/or Regions; or
 - (iii) cancel the Supply Arrangement for its remaining period and in its entirety.

12. Vendor Performance

- a. Canada may verify compliance with the conditions of the Supply Arrangement at any time during the Supply Arrangement and failure to meet any of these conditions constitutes grounds for the suspension and/or cancellation of this Supply Arrangement.
- b. The following is not an exhaustive list of examples of situations which may result in the suspension and/or cancellation of this Supply Arrangement, which include:
- (i) Late deliveries;
 - (ii) Failure to submit complete and accurate Quarterly Usage Reports within the required time frames;
 - (iii) Violation of any of the specific terms and conditions detailed in the Supply Arrangement (e.g. failure to meet the minimum RFSA requirements, failure to respect the contract, etc.);
 - (iv) Canada has terminated any contract resulting from the Supply Arrangement for default;
 - (v) Canada has imposed measures on the Supplier under the PWGSC Vendor Performance Policy (or such similar policy as may be in place from time to time);
 - (vi) Distribution or publication of information that conflicts with any aspect of the terms and conditions, pricing, or availability of systems currently listed in this Supply Arrangement;
 - (vii) Canada has documented an instance of poor performance under contracts awarded issued against the Supply Arrangement. An instance of poor performance may include, but is not limited to, failed delivery of reports or services including the required number of skilled resources, lack of timely notification given to the PWGSC Supply Arrangement Authority of changes in the Supplier's Authorized Representative, insurance coverage or security status, or non-compliance with invoicing procedures.

-
- c. Suspension or cancellation of the Supply Arrangement does not affect the right of Canada to pursue other remedies or measures that may be available.
 - d. The Supplier acknowledges that Canada may publish information regarding the status of the Supplier's Arrangement, including the suspension or cancellation of the Supplier's Supply Arrangement.
 - e. The Supplier acknowledges that Canada will implement an Assessment Framework for Learning Services Applicable to Identified Users and Suppliers which is part of the commitment of PWGSC to enhance the integrity, transparency and efficiency of the government contracting process, the use of automated procurement tools developed for Identified Users, which is subject to ongoing assessment. Results from an assessment could also lead to Sanctions, e.g. loss of access by a Identified User; or a Supply Arrangement is cancelled

13. Aboriginal Business Certification (if applicable)

- a. The Supplier warrants that its certification of compliance is accurate and complete and in accordance with the "Requirements for the Set-aside Program for Aboriginal Business" detailed in Annex 9.4 of the Supply Manual.
- b. The Supplier must keep proper records and documentation relating to the accuracy of the certification provided to Canada. The Contractor must obtain the written consent of the Contracting Authority before disposing of any such records or documentation before the expiration of six (6) years after final payment under the Contract, or until settlement of all outstanding claims and disputes, under the Contract, whichever is later. All such records and documentation must at all times during the retention period be open to audit by the representatives of Canada, who may make copies and take extracts. The Supplier must provide all reasonably required facilities for any audits.
- c. Nothing in this clause must be interpreted as limiting the rights and remedies which Canada may otherwise have pursuant to the Contract.

14. Insurance

- a. The Supplier must comply with the insurance requirements specified in Annex F. The Supplier must maintain the required insurance coverage for the duration of the Supply Arrangement. Compliance with the insurance requirements does not release the Supplier from or reduce its liability under the Supply Arrangement.
- b. The Supplier is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Supply Arrangement and to ensure compliance with any applicable law. Any additional insurance coverage is at the Supplier's expense, and for its own benefit and protection.
- c. The Supplier must forward to the Supply Arrangement Authority within ten (10) days after the date of award of the Supply Arrangement, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Supplier must, if requested by the Supply Arrangement Authority, forward to Canada a certified true copy of all applicable insurance policies.

15. Environmental Considerations

- a. As of April 2006, the Government of Canada issued a policy directing federal departments and agencies to take the necessary steps to acquire products and services that have a lower impact on the environment than those traditionally acquired. The environmental impact assessment of a product and/or service considers the whole life cycle of the product and/or service. Hence, in the near future, all government procurement will include more demanding environmental criteria to encourage product/service Suppliers to improve their operations to reduce their negative impact on the environment.

15.1 Environmental Properties Behaviour Recommended

- Provide and transmit draft reports, final reports and bids in electronic format. Should printed material be required, double sided printing in black and white format is the default unless otherwise specified by the Project Authority.
- Printed material is requested on minimum recycled content of 30% and/or certified as originating from a sustainably managed forest.
- Recycle unneeded printed documents (in accordance with Security Requirements).
Travel requirements:
- Project Authority is encouraged to use video and/or teleconferencing where possible to cut down unnecessary travel.
- Use of Properties with Environmental Ratings: Contractors to the Government of Canada may access the PWGSC Accommodation directory, which includes Eco-Rated properties. When searching for accommodation, contractors can go to the following link and search for properties with Environmental Ratings, identified by Green Keys or Green Leafs that will honour the pricing for contractors:
<http://rehelv-acrd.tpsgc-pwgsc.gc.ca/rechercher-search-eng.aspx>
- Use of public/green transit where feasible.

B. BID SOLICITATION**1. Bid Solicitation Documents**

- a. Canada will use the bid solicitation template 2T-HIGH1 available in the Standard Acquisition Clauses and Conditions (<http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/acho-eng.jsp>) Manual based on the estimated dollar value and complexity of the requirement.
- b. The bid solicitation will contain as a minimum the following:
- (i) security requirements (if applicable);
 - (ii) a complete description of the Work to be performed;
 - (iii) 2003, Standard Instructions - Goods or Services - Competitive Requirements; OR 2004, Standard Instructions - Goods or Services - Non-competitive Requirements;
 - (iv) bid preparation instructions;
 - (v) instructions for the submission of bids (address for submission of bids, bid closing date and time);
 - (vi) evaluation procedures and basis of selection;
 - (vii) financial capability (if applicable);
 - (viii) Certifications;
 - (ix) conditions of the resulting contract.

2. Bid Solicitation Process

- a. Bids will be solicited for specific requirements within the scope of the Supply Arrangement (SA) from qualified active suppliers who have been issued a SA.
- b. The bid solicitation will be posted on the Government Electronic Tendering Service (GETS) (or as applicable with a GoC web-based electronic procurement tool) or will be sent directly to supplier.
- (i) **Multiple Arrangements Exist:**

Multiple Supply Arrangements have been issued for this requirement. Bids will be solicited in accordance with the processes described below within the specified monetary limitations. Each Contract issued as a result of a bid solicitation under the Supply Arrangement results in a separate contract between Canada and the Supplier.

c. Generation of List of Eligible Suppliers

Identified Users will use the Government of Canada's search engine to a list of Eligible Suppliers (List) for their requirement using search criteria, such as: Regions, Sub-Regions, Security, Category of Personnel, and Level of Expertise. The List will include Suppliers meeting all the search criteria and possessing the necessary security clearance. The List will be available to the Identified User for Bid Solicitation issuance and may be revised over time to reflect changes in the status of any Supplier.

- (i) **Consolidation of Requirements:** Canada may consolidate requirements across Identified Users and issue Bid Solicitations and award Contracts on a periodic basis to receive best or better pricing.

- (ii) **Multiple Contracts:** Canada may issue bid solicitations where we will award more than one contract.

d. Overview of Bid Solicitation Process

- (i) **Bid Solicitations:** Bid solicitations will be issued using PWGSC Form 9400-3 or electronic document.

The Identified User may cancel the bid solicitation process at any time and reissue the same or a similar bid solicitation process thereafter.

- (ii) **Issuance of Contracts:** Contracts will be issued using PWGSC Form 9400-4 or electronic document.

- (iii) **Identification of Contract Authorities:** Provided an Identified User has the legal authority to contract, it may choose to permit a procurement representative to award contracts under this SA in accordance with the Contract Limitations described below. It is anticipated that the majority of Tier 1 contracts will be managed by the Identified Users. It is anticipated that the majority of Tier 2 contracts will be managed by PWGSC.

- (iv) **Tier 1 Task Based Contract Limitations:** Canada may compete work and award contracts to Qualified Active Suppliers in accordance with the following:

1. Requirement valued below \$25,000 (GST/HST included):

For requirements under \$25,000 (GST/HST inc), in accordance with Government Contracting Regulations Identified Users may direct a contract to an eligible Supplier

- 2. Requirement valued below NAFTA Threshold:** Identified Users are encouraged to use the Professional Services (PS) On-line application for these requirements (<http://www.pwgsc.gc.ca/acquisitions/text/ps/online-e.html>). [if applicable]

Requirement valued up to the NAFTA threshold: Identified Users will select in accordance with the Government Contracting Regulations the number of suppliers to be invited and the number of calendar days the invited suppliers will have to provide a proposal in response to the bid solicitation. Suppliers may be invited using either e-mail or GETS.

- 3. Requirement valued greater than the NAFTA threshold but less than or equal to \$2M:** A minimum of fifteen (15) Tier 1 Qualified Active Suppliers must be invited (using e-mail or GETS) to submit a proposal in response to a bid solicitation. A Notice of Proposed Procurement (NPP) will be posted on GETS for all requirements.

The minimum 15 suppliers are to include: five (5) randomly selected Suppliers selected by the Centralized Professional Services System (CPSS).

As a minimum, invited suppliers will be given a minimum of fifteen (15) calendar days to submit a proposal in response to a bid solicitation. The time limit for bidding may be extended based upon the complexity of the requirement.

Solicitation No. - N° de l'invitation

E60ZH-070003/D

Amd. No. - N° de la modif.

File No. - N° du dossier

103zhE60ZH-070003

Buyer ID - Id de l'acheteur

103zh

CCC No./N° CCC - FMS No/ N° VME

E60ZH-070003

(v) **Tier 2 Task Based Contract Limitations:** Canada may compete work and award contracts to Qualified Active Suppliers in accordance with the following:

1. **Requirement valued greater than \$2M (Tier 2):** Canada will invite all Tier 2 Qualified Active Suppliers (using e-mail or GETS) to submit a proposal in response to a bid solicitation. A Notice of Proposed Procurement (NPP) will be posted on GETS for all requirements.
2. **Minimum Bidding Period:** As a minimum, each Tier 2 SA Bid Solicitation issued under this SA framework will provide Qualified Active Suppliers with a minimum of 20 days to respond. The time limit for bidding may be extended based upon the complexity of the requirement.

C. RESULTING CONTRACT CLAUSES**1. General**

- a. The conditions of any contract awarded under the Supply Arrangement will be in accordance with the resulting contract clauses of the template used for the bid solicitation.
- b. For any contract to be awarded using:
 - (i) 2T-LDV1 (for low dollar value requirements), general conditions 2029 will apply to the resulting contract;
 - (ii) 2T-MED1 (for medium complexity requirements), general conditions 2010C will apply to the resulting contract
 - (iii) 2T-HIGH1 (for higher complexity requirements), general conditions 2035 will apply to the resulting contract;
- c. The above templates are set out in the Standard Acquisition Clauses and Conditions (<http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/acho-eng.jsp>) Manual issued by Public Works and Government Services Canada.

Annex A – REQUIREMENTS FOR SERVICES

1.0 Scope

1.1 Background

1.1.1 The Professional Services requested are intended to secure access to suppliers who are experienced at providing Learning services. This will be the prime vehicle used for the acquisition of Traditional Classroom Learning, Blended Learning, and eLearning product development services. This includes the development of new Learning requirements and for the updating and converting existing learning & eLearning products.

1.1.2 Learning development services includes any or all of the following services:

- a. Stream 1 – Strategic Learning Advisory Services
- b. Stream 2 – Instructional Design and Development Services
- c. Stream 3 – Custom eLearning Product Programming
- d. Stream 4 – Rapid eLearning Product Programming
- e. Stream 5 – Quality Assurance
- f. Stream 6 – Multi-Media Design and Development;
- g. Stream 7 – Project Management;
- h. Stream 8 – Training Delivery

1.2 Language Requirement

1.2.1 The Offeror / Supplier will be requested to provide services in either the English or French language, or both, in accordance with each individual requirement.

2.0 Applicable Documents

2.1 The following documents form part of requirements to the extent specified herein, and are supportive of the Requirements when referenced in section 3 – Requirements. All other document references are to be considered supplemental information only.

- a. Appendix1 - Description of Blended Learning and eLearning;
- b. Appendix2 - Acronyms;
- c. Shareable Content Object Reference Model (SCORM) (www.adlnet.org);
- d. Common Look and Feel Guidelines (http://www.cio-dpi.gc.ca/clf-upe/index_e.asp);
- e. Web Content Accessibility Guidelines (WCAG) (<http://www.w3.org/WAI/intro/wcag20.php>)

2.2 In addition to the documents specified in 2.1 above, the following documents form part of the requirements for requirements from the Department of National Defence where referenced in section 3.

- a. DLN Content Development Guide (Current version will be provided with the call-up / contract);
- b. Canadian Forces Individual Training and Education System (CFITES) Manuals
http://cda-acd.mil.ca/DTE/engraph/ITEpolicy/keydocs_e.asp.

* Note for Suppliers: web link is only accessible by DND personnel. It is the responsibility of the supplier to request a copy of the applicable documents for each DND requirement from ncr.learningservicessosa@tpsgc-pwgsc.gc.ca.

2.3 Additional applicable documents may be included with individual requirements.

3.0 REQUIREMENTS

3.1 Stream 1 – STRATEGIC LEARNING ADVISORY SERVICES

3.1.1 Strategic Learning Advisor

3.1.1.1 Tasks of the Strategic Learning Advisor include, but are not limited to:

a. Research Services:

- i. Monitoring the latest developments in technology and providing recommended directions to support the appropriate technical solutions for the learning products being developed;
- ii. Determining what technology and tools are available, ready and useful, and that meet the learners needs and performance objectives;
- iii. Researching and advising on suitability of new learning technologies for adoption;
- iv. Developing standards and processes for new learning technologies;
- v. Performing Vendor Analysis;
- vi. Researching and recommending implementation and evaluation strategies for introduction of new learning technologies.

b. Strategic Advisory Services:

- i. Conducting strategic analysis in support of learning initiatives, including gathering and consolidating relevant data / information through needs assessments and environmental scans
- ii. Analyzing existing capabilities and requirements, developing redesigned frameworks and recommending areas for improved capability;
- iii. Developing and documenting statement of requirements for learning technologies;
- iv. Developing standards and processes for learning products;
- v. Developing service and administration management strategies for learning products; and
- vi. Performing eLearning and/or blended learning readiness studies.

3.1.1.2 Deliverables may include but are not limited to:

a. Research Services

- i. Needs Assessment
- ii. Technology Assessment
- iii. Market Scans and Vendor Analysis
- iv. New Technology Business Cases
- v. Standards and Processes Documents
- vi. Implementations Plans
- vii. Briefings / Presentations

b. Strategic Advisory Services

- i. Strategic Plans
- ii. Business Plans
- iii. Business Cases
- iv. Capability Assessments
- v. Statement of Requirements;
- vi. Readiness Reports;
- vii. Learning Technology Strategy Reports

3.1.1.3 OCCUPATIONAL MINIMUM MANDATORY QUALIFICATIONS

A. SENIOR STRATEGIC LEARNING ADVISOR

No.	Description of Criteria
M.1	Must have a graduate university degree with a Major in one of the following fields: Education, Adult Learning, Distance Learning, or eLearning.
M.2	Must have a minimum of five (5) years experience as a Strategic Learning Advisor.
M.3	If eLearning is expected to be a part of the requirement, must have a minimum of two (2) years experience as a Strategic Learning Advisor where eLearning was part of the requirement.

OR

No.	Description of Criteria
M.1	Must have an undergraduate university degree with a Major in one of the following fields: Education, Adult Learning, Distance Learning, or eLearning.
M.2	Must have a minimum of seven (7) years experience as a Strategic Learning Advisor.
M.3	If eLearning is expected to be a part of the requirement, must have a minimum of two (2) years experience as a Strategic Learning Advisor where eLearning was part of the requirement.

OR

No.	Description of Criteria
M.1	Must have a college diploma (in any field) or university degree (in any field).
M.2	Must have a minimum of nine (9) years experience in instructional design.
M.3	If eLearning is expected to be a part of the requirement, must have a minimum of two (2) years experience as a Strategic Learning Advisor where eLearning was part of the requirement.

B. INTERMEDIATE STRATEGIC LEARNING ADVISOR

No.	Description of Criteria
M.1	Must have a graduate university degree with a Major in one of the following fields: Education, Adult Learning, Distance Learning, or eLearning.
M.2	Must have a minimum of one (1) year experience as a Strategic Learning Advisor.
M.3	If eLearning is expected to be a part of the requirement, must have a minimum of one (1) year experience as a Strategic Learning Advisor where eLearning was part of the requirement.

OR

No.	Description of Criteria
M.1	Must have an undergraduate university degree with a Major in one of the following fields: Education, Adult Learning, Distance Learning, or eLearning.
M.2	Must have a minimum of three (3) years experience as a Strategic Learning Advisor.
M.3	If eLearning is expected to be a part of the requirement, must have a minimum of one (1) year experience as a Strategic Learning Advisor where eLearning was part of the requirement.

OR

No.	Description of Criteria
M.1	Must have a college diploma (in any field) or university degree (in any field).
M.2	Must have a minimum of five (5) years experience as a Strategic Learning Advisor.
M.3	If eLearning is expected to be a part of the requirement, must have a minimum of one (1) year experience as a Strategic Learning Advisor where eLearning was part of the requirement.

C. JUNIOR STRATEGIC LEARNING ADVISOR

No.	Description of Criteria
M.1	Must have an undergraduate university degree (in any field).
M.2	Must have a minimum of one (1) year experience as a Strategic Learning Advisor.
M.3	If eLearning is expected to be a part of the requirement, must have a minimum of six (6) months experience as a Strategic Learning Advisor where eLearning was part of the requirement.

OR

No.	Description of Criteria
M.1	Must have a college degree (in any field).
M.2	Must have a minimum of three (3) years experience as a Strategic Learning Advisor.
M.3	If eLearning is expected to be a part of the requirement, must have a minimum of six (6) months experience as a Strategic Learning Advisor where eLearning was part of the requirement.

3.2.0 Stream 2 - Instructional Design & Development Services

3.2.1 Instructional Designer

3.2.1.1 Tasks of an Instructional Designer include, but are not limited to:

- a. Conducting needs assessments in order to examine human performance issues IAW CFITES vol 2, or equivalent, including:
 - i. Conducting performance analyses;
 - ii. Conducting cause analyses; and
 - iii. Identifying solutions and making recommendations.
- b. Assisting in specifying the required training and education outcomes in terms of essential on-job performance IAW CFITES vol 3, or equivalent, including:
 - i. Performing job task analysis;
 - ii. Specifying performance/education/learning objectives (POs/EdOs/LOs); and
 - iii. Producing Qualification Standards (QSs)/ Knowledge standards (KS).
- c. Describing and/or selecting an instructional program IAW CFITES vol 4 and 7, and Defence Learning Network Courseware Development Guidelines, or equivalent including:
 - i. Defining learner characteristics;
 - ii. Performing instructional and learning paths analysis;
 - iii. Preparing learning assessment plans;
 - iv. Designing learning assessment instruments;
 - v. Identifying and costing instructional/blended learning strategies;
 - vi. Specifying instructional strategies;
 - vii. Specifying learning content and lesson guidance; and
 - viii. Producing lesson guidance documentation (design guidance documents and scripted storyboards).
- d. Producing effective Learning instructional materials IAW CFITES vol 5, and Defence Learning Network Courseware Development Guidelines, or equivalent including:
 - i. Identifying training/performance requirements and determining sources of Learning materials;
 - ii. Making recommendations on the procurement of instructional materials;
 - iii. Developing style guides;
 - iv. Producing instructional Learning materials;
 - v. Conducting beta testing and formative evaluations of Learning instructional material to ensure compliance with specified standards and client requirements, and revising as required;

- vi. Design of student evaluation must ensure correct level. Evaluation should consider level at which students will be required to perform and include level at appropriate level of Bloom's taxonomy;
 - vii. Preparing Instructors for the use / implementation of Learning instructional materials into training programs; and
 - viii. Recording development costs of Learning instructional materials.
- e. Evaluating instructional materials for possibility of conversion to eLearning in whole or in part IAW Defence Learning Network Courseware Development Guidelines, or equivalent and provide cost estimates of level of effort to convert legacy courseware to eLearning.

3.2.1.2 Deliverables may include but are not limited to:

- i. Needs Assessment Report;
- ii. Qualification Standard (QS);
- iii. Training Plan (TP) or curriculum;
- iv. Design Guidance Document;
- v. Final Scripted Storyboards;
- vi. Style guides;
- vii. Learning instructional materials; and
- viii. Evaluation Report.

3.2.1.3 OCCUPATIONAL MINIMUM MANDATORY QUALIFICATIONS

A. SENIOR INSTRUCTIONAL DESIGNER

No.	Description of Criteria
M.1	Must have a graduate university degree with a Major in one of the following fields: Education, Adult Learning, Distance Learning, or eLearning.
M.2	Must have a minimum of five (5) years experience in instructional design.
M.3	If eLearning is part of the requirement, must have a minimum of two (2) years experience in the instructional design of eLearning product(s).

OR

No.	Description of Criteria
M.1	Must have an undergraduate university degree with a Major in one of the following fields: Education, Adult Learning, Distance Learning, or eLearning.
M.2	Must have a minimum of seven (7) years experience in instructional design.
M.3	If eLearning is part of the requirement, must have a minimum of two (2) years experience in the instructional design of eLearning product(s).

OR

No.	Description of Criteria
M.1	Must have a college diploma (in any field) or university degree (in any field).
M.2	Must have a minimum of nine (9) years experience in instructional design.
M.3	If eLearning is part of the requirement, must have a minimum two (2) years experience in the instructional design of eLearning product(s).

B. INTERMEDIATE INSTRUCTIONAL DESIGNER

No.	Description of Criteria
M.1	Must have a graduate university degree with a Major in one of the following fields: Education, Adult Learning, Distance Learning, or eLearning.
M.2	Must have a minimum of one (1) year experience in instructional design..
M.3	If eLearning is part of the requirement, must have a minimum of one (1) years experience in the instructional design of eLearning product(s).

OR

No.	Description of Criteria
M.1	Must have an undergraduate university degree with a Major in one of the following fields: Education, Adult Learning, Distance Learning, or eLearning..
M.2	Must have a minimum of three (3) years experience in instructional design..
M.3	If eLearning is part of the requirement, must have a minimum of one (1) years experience in the instructional design of eLearning product(s).

OR

No.	Description of Criteria
M.1	Must have a college diploma (in any field) or university degree (in any field).
M.2	Must have a minimum of five (5) years experience in instructional design.
M.3	If eLearning is part of the requirement, must have a minimum of one (1) years experience in the instructional design of eLearning product(s).

C. JUNIOR INSTRUCTIONAL DESIGNER

No.	Description of Criteria
M.1	Must have an undergraduate university degree (in any field).
M.2	Must have a minimum of one (1) year experience in instructional design.
M.3	If eLearning is part of the requirement, must have a minimum of six (6) months experience in the instructional design of eLearning product(s).

OR

No.	Description of Criteria
M.1	Must have a college degree (in any field).
M.2	Must have a minimum of three (3) years experience in instructional design.
M.3	If eLearning is part of the requirement, must have a minimum of six (6) months experience in the instructional design of eLearning product(s).

3.2.2 Content Subject Matter Expert (SME)

3.2.2.1 Tasks of the Content Subject Matter Expert include, but are not limited to:

- a. Verifying the scope of the content requirements;
- b. Identifying the content, including identifying source material and reference items, such as books, articles, videotapes, and static media;
- c. Editing and proofreading the content before and after implementation;
- d. Reviewing the design documents, scripts, and the final deliverable to verify content accuracy.

3.2.2.2 Deliverables may include but are not limited to:

- a. Subject Matter Content.

3.2.2.3 OCCUPATIONAL MINIMUM MANDATORY QUALIFICATIONS

A. SENIOR CONTENT SUBJECT MATTER EXPERT

No.	Description of Criteria
M.1	Must have a minimum of ten (10) years experience in the content area related to the requirement.

B. INTERMEDIATE CONTENT SUBJECT MATTER EXPERT

No.	Description of Criteria
M.1	Must have a minimum of seven (7) years experience in the content area related to the requirement.

C. JUNIOR CONTENT SUBJECT MATTER EXPERT

No.	Description of Criteria
M.1	Must have a minimum of five (5) years experience in the content area related to the requirement.

3.2.3 Technical Writing

3.2.3.1 Tasks of the Technical Writer include, but are not limited to:

- a. Verifying scope of the content;
- b. Performing and end user analysis;
- c. Conducting research and analysis of the information provided;
- d. Writing theoretical and procedural content based;
- e. Editing copy
- f. Creating manuals;
- g. Reviewing, editing and proofreading material;
- h. Reviewing accuracy and usability of written material

3.2.3.2 Deliverables may include but are not limited to:

- a. Student Manuals
- b. User Manuals
- c. Guidebooks

3.2.3.3 OCCUPATIONAL MINIMUM MANDATORY QUALIFICATIONS

A. SENIOR TECHNICAL WRITER

No.	Description of Criteria
M.1	Must have a college diploma (in any field) or university degree (in any field).
M.2	Must have a minimum of nine (9) years experience as a Technical Writer.

B. INTERMEDIATE TECHNICAL WRITER

No.	Description of Criteria
M.1	Must have a college diploma (in any field) or university degree (in any field).
M.2	Must have a minimum of five (5) years experience as a Technical Writer.

C. JUNIOR TECHNICAL WRITER

No.	Description of Criteria
M.1	Must have a college diploma (in any field) or university degree (in any field).
M.2	Must have a minimum of three (3) years experience as a Technical Writer.

3.3.0 Stream 3 – Custom eLearning Product Programming

3.3.1 Tasks of a Custom eLearning Product Programmer include, but are not limited to:

- a. Reviewing, analyzing and making recommendations with respect to programming issues on project documentation including:
 - i. Coding standard(s) chosen;
 - ii. Client Needs Assessment; and
 - iii. Infrastructure topology.
- b. Developing advanced project components, including:
 - i. A User Interface in accordance with the Style Guide;
 - ii. Pseudo-code and metadata templates;
 - iii. Advanced JavaScript course elements;
 - iv. All course elements and related assets;
 - v. SCO and Asset Metadata documents;
 - vi. SCORM® conformance and usability testing;

- vii. Quality assurance testing; and
 - viii. A Maintenance Guide that provides information relevant to modifying and maintaining the end products.
- c. Coding / programming eLearning product elements in accordance with the Instructional Design Document(s), including:
- i. Multi-Media elements;
 - ii. Interactive elements;
 - iii. Instruction content elements;
 - iv. Shareable Content Objects (SCOs);
 - v. Assessment instruments; and
 - vi. Evaluation instruments.
- d. Designing and Developing data structure, including:
- i. Designing database structures and relationships; and
 - ii. Documenting database implementation including connection details.
- e. Implementing quality assurance and test plans;
- f. Providing technical guidance including:
- i. Recommending best practices;
 - ii. Making recommendations regarding eLearning product development;
 - iii. Identifying and recommending solutions to identified coding issues;
 - iv. Reviewing test documentation; and
 - v. Documenting solutions or work-arounds to identified issues.

3.3.2 Deliverables may include but are not limited to:

- a. User Interface;
- b. Prototype SCO for testing with SCORM Test Logs;
- c. XML, XSLT, and XHTML based templates;
- d. Alpha, Beta, and Final versions of eLearning Products
- e. SCORM conformant course w/SCORM Test Logs
- f. Maintenance Guide that provides detailed instructions on maintenance and modification of eLearning products; and
- g. Interactive Multimedia Objects.

3.3.3 OCCUPATIONAL MINIMUM MANDATORY QUALIFICATIONS**A. SENIOR CUSTOM ELEARNING PRODUCT PROGRAMMER**

No.	Description of Criteria
M.1	Must have a University degree (in any field) or College diploma (in any field).
M.2	Must have a minimum of seven (7) years experience in programming web-based applications using Java, C-based language, or a scripting language, as well as, database and/or file structured back-ends.
M.3	Must have developed and packaged a minimum of four (4) CBT and/or WBT courses within the last four (4) years.
M.4	Must have optimized for performance including Multi-Media assets audio, video, or still images for a minimum of four (4) eLearning products.
M.5	If SCORM is required as part of the requirement, then must have developed SCORM Conformant content (any version, including content packages and metadata) for a minimum of nine (9) SCORM courses within the last three (3) years.

B. INTERMEDIATE CUSTOM ELEARNING PRODUCT PROGRAMMER

No.	Description of Criteria
M.1	Must have a University degree (in any field) or College diploma (in any field).
M.2	Must have a minimum of three (3) years experience in programming web-based applications using Java, C-based language, or a scripting language, as well as, database and/or file structured back-ends.
M.3	Must have developed and packaged a minimum of two (2) CBT and/or WBT courses within the last three (3) years.
M.4	Must have optimized for performance including Multi-Media assets audio, video, or still images for a minimum of (2) eLearning products; and
M.5	If SCORM is required as part of the requirement, then must have developed SCORM Conformant content (any version as specified by the client, including content packages and metadata files) for a minimum of two (2) SCORM courses within the last three (3).

C. JUNIOR CUSTOM ELEARNING PRODUCT PROGRAMMER

No.	Description of Criteria
M.1	Must have a University degree (in any field) or College diploma (in any field).
M.2	Must have a minimum of one (1) year experience in programming web-based applications using Java, C-based language, or a scripting language, as well as, database and/or file structured back-ends.
M.3	Must have developed and packaged a minimum of one (1) CBT or WBT course within the last three (3) years.
M.4	Must have optimized for performance including Multi-Media assets audio, video, or still images for a minimum of one (1) eLearning products.
M.5	If SCORM is required as part of the requirement, then must have developed SCORM Conformant content (any version as specified by the client, including content packages and metadata files) for a minimum of one (1) SCORM courses within the last three (3) years.

OR

No.	Description of Criteria
M.1	Must have a Secondary School diploma.
M.2	Must have a minimum of three (3) years experience in programming web-based applications using Java, C-based language, or a scripting language, as well as, database and/or file structured back-ends.
M.3	Must have developed and packaged a minimum of one (1) CBT or WBT course within the last three (3) years.
M.4	Must have optimized for performance including Multi-Media assets audio, video, or still images for a minimum of one (1) eLearning products.
M.5	If SCORM is required as part of the requirement, then must have developed SCORM Conformant content (any version as specified by the client, including content packages and metadata files) for a minimum of one (1) SCORM courses within the last three (3) years.

3.4 Stream 4 – Rapid eLearning Product Programming

3.4.1 Rapid eLearning Product Programmer

3.4.1.1 Tasks of a Rapid eLearning Product Programmer resource include, but are not limited to:

- a. Creating multimedia animation using images, sound, and video;
- b. Using authoring software to assemble eLearning content and publish the course in accordance with the Instructional Design Document(s);
- c. Designing and creating interactions that are packaged in a rapid eLearning software;
- d. Troubleshooting and resolving online course interactions that are not publishing correctly or reporting correctly to a Learning Management system;
- e. Working with instructional designers to develop the content based on storyboards;
- f. Providing advice on the suitable interaction and also on the limits of certain applications;
- g. Creating reusable online content;

3.4.1.2 Deliverables may include but are not limited to:

- a. Alpha, Beta, and Final versions of eLearning Products;
- b. SCORM conformant course; and
- c. Maintenance Guide that provides detailed instructions on maintenance and modification of eLearning products.

3.4.1.3 OCCUPATIONAL MINIMUM MANDATORY QUALIFICATIONS

A. SENIOR RAPID ELEARNING PRODUCT PROGRAMMER

No.	Description of Criteria
M.1	Must have a University degree (in any field) or College diploma (in any field).
M.2	Must have developed a minimum of five (5) eLearning courses in the last two (2) years using rapid eLearning tools (as specified by the client, such as Adobe Illustrator, Adobe Photoshop, Adobe Captivate, Adobe Dreamweaver, Adobe Contribute, HTML, CSS, Adobe Flash and/or Articulate by Techsmith)
M.3	If SCORM is required as part of the requirement, then must have developed SCORM Conformant content (any version as specified by the client, including content packages and metadata files) for a minimum of three (3) SCORM courses within the last two (2) years.

B. INTERMEDIATE RAPID ELEARNING PRODUCT PROGRAMMER

No.	Description of Criteria
M.1	Must have a University degree (in any field) or College diploma (in any field).
M.2	Must have developed a minimum of four (4) eLearning courses in the last two (2) years using rapid eLearning tools (as specified by the client, such as Adobe Illustrator, Adobe Photoshop, Adobe Captivate, Adobe Dreamweaver, Adobe Contribute, HTML, CSS, Adobe Flash and/or Articulate by Techsmith)
M.3	If SCORM is required as part of the requirement, then must have developed SCORM Conformant content (any version as specified by the client, including content packages and metadata files) for a minimum of two (2) SCORM courses within the last two (2) years.

C. JUNIOR RAPID ELEARNING PRODUCT PROGRAMMER

No.	Description of Criteria
M.1	Must have a minimum of Secondary School Diploma.
M.2	Must have developed a minimum of three (3) eLearning courses in the last two (2) years using rapid eLearning tools (as specified by the client, such as Adobe Illustrator, Adobe Photoshop, Adobe Captivate, Adobe Dreamweaver, Adobe Contribute, HTML, CSS, Adobe Flash and/or Articulate by Techsmith)
M.3	If SCORM is required as part of the requirement, then must have developed SCORM Conformant content (any version as specified by the client, including content packages and metadata files) for a minimum of one (1) SCORM course within the last two (2) years.

3.5.0 Stream 5 - Quality Assurance**3.5.1 Tasks of a Quality Assurance resource include, but are not limited to:**

- a. Developing a Quality Assurance (QA) plan, including:
 - i. Quality standards, methodologies, procedures and tools for performing the quality assurance activities
 - ii. Resources, schedule and responsibilities for conducting the QA activities; and
 - iii. Selected activities and tasks for supporting processes, such as verification, validation, joint review, audit and problem resolution
- b. Developing quality assurance test plan(s), including alpha, beta and pilot testing;
- c. Implementing Quality Assurance test plan(s), including:
 - i. Testing eLearning programs for conformity to client approved design documents, instructional standards, guidance and specifications, scripts and storyboards;
 - ii. Testing the eLearning program for interactivity, functionality and programming bugs;
 - iii. Assuring grammatical and spelling accuracy in English, French, or both languages in accordance with the requirement;
 - iv. Ensuring consistency throughout the Learning product in presentation and style including use of colors, fonts, formats, navigation architecture & strategy, modularization, consistency between English and French versions;

- v. Ensuring consistency with guidelines, conventions, taxonomies and / or best practice in the use of metadata; and
 - vi. Testing for SCORM conformance in an approved LMS/LCMS testing environment;
 - vii. Performing testing of eLearning programs to ensure they function as planned in the client LMS/LCMS environment; and
 - viii. Recording the results of all QA interventions and making them available to the Technical Authority.
- d. Writing reports based upon the results of the QA Test Plan.

3.5.2 Deliverables may include but are not limited to:

- a. QA Plan
- b. Product QA tests and test plans
- c. Product QA test reports

3.5.3 OCCUPATIONAL MINIMUM MANDATORY QUALIFICATIONS

A. QUALITY ASSURANCE SPECIALIST

No.	Description of Criteria
M.1	Must have a minimum of three (3) years of experience in developing QA policies, plans, procedures and metrics.
M.2	Must have a minimum of three (3) years of experience in developing software development standards.
M.3	Must have a minimum of three (3) years of experience in managing the QA process.

B. SENIOR TESTER

No.	Description of Criteria
M.1	Must have a minimum of four (4) years of experience with eLearning products in conducting testing in accordance with Test Plans.
M.2	Must have a minimum of four (4) years of experience with eLearning products in supervision of testing.
M.3	Must have a minimum of four (4) years of experience with eLearning products in management of test plans derived by the QA process.
M.4	Must have a minimum of four (4) years of experience with eLearning products in establishing testing procedures.
M.5	Must have a minimum of four (4) years of experience with eLearning products in development of test scenarios and test scripts.
M.6	Must have a minimum of four (4) years of experience with eLearning products in establishing a validation and verification capability.
M.7	If SCORM is required as part of the requirement, then must have tested SCORM Conformant content (any version, including content packages and metadata files) for a minimum of six (6) SCORM courses within the last three (3) years.

C. JUNIOR TESTER

No.	Description of Criteria
M.1	Must have a minimum of two (2) years of experience with eLearning products in conducting testing in accordance with Test Plans.
M.2	Must have a minimum of two (2) years of experience with eLearning products in supervision of testing.
M.3	Must have a minimum of two (2) years of experience with eLearning products in developing test plans.
M.4	Must have a minimum of two (2) years of experience with eLearning products in development of test scenarios and test scripts.
M.5	Must have a minimum of two (2) years of experience with eLearning products in establishing a validation and verification capability.
M.6	If SCORM is required as part of the requirement, then must have tested SCORM Conformant content (any version, including content packages and metadata files) for a minimum of three (3) SCORM courses within the last three (3) years.

3.6.0 Stream 6 - Multi-Media Design & Development

3.6.1 Graphic Design

3.6.1.1 Tasks of a Graphic Designer include, but are not limited to:

- a. Determine the best way to achieve the desired graphics either through the use of existing stock, development of new material, or combination of both;
- b. Consulting with clients to establish the overall look and graphical elements;
- c. Reviewing the Presentation Design Document and/or the Scripted Storyboards and making recommendations to the Instructional Designer(s) and/or client; including:
 - i. Consulting the clients regarding associated costs;
 - ii. Validating that the design is engaging and meets the client requirements.
- d. Create designs, concepts, and sample layouts of graphical elements in accordance with the Presentation Design Documents and the Scripted Storyboards.
- e. Determine size and arrangement of illustrative material and copy, and select style and size of type;
- f. Create new images using computer software;
- g. Mark up, paste, and assemble final layouts
- h. Digitizing images

3.6.1.2 Deliverables may include but are not limited to:

- a. Graphic Concepts
- b. Graphics
- c. Sample Layouts
- d. Final Layouts
- e. Multimedia Graphic Objects

3.6.1.3 OCCUPATIONAL MINIMUM MANDATORY QUALIFICATIONS

A. SENIOR GRAPHICS DESIGNER

No.	Description of Criteria
M.1	Must have a University degree (in any field) or College diploma (in any field).
M.2	Must have a minimum of three (3) years of experience within the last five (5) years as a Graphic Designer.

B. INTERMEDIATE GRAPHICS DESIGNER

No.	Description of Criteria
M.1	Must have a University degree (in any field) or College diploma (in any field).
M.2	Must have a minimum of two (2) years of experience within the last three (3) years as a Graphic Designer.

C. Junior Graphics Designer

No.	Description of Criteria
M.1	Must have a University degree (in any field) or College diploma (in any field).
M.2	Must have a minimum of one (1) year of experience within the last five (5) years as a Graphic Designer.

OR

No.	Description of Criteria
M.1	Must have a Secondary School diploma.
M.2	Must have a minimum of three (3) years of experience within the last five (5) years as a Graphic Designer.

3.6.2 Photography

3.6.2.1 Tasks of a Photographer include, but are not limited to:

- Determine the best way to achieve the desired Photographs either through the use of existing stock, development of new material, or combination of both;
- Use traditional or digital cameras to take pictures either in a studio or on location;
- Adjust apertures, shutter speeds, and camera focus based on a combination of factors such as lighting, field depth, subject motion, film type, and film speed;
- Determine desired images and picture composition; and select and adjust subjects, equipment and/or lighting to achieve desired result;
- Scan photographs into computers for editing, storage, and/or electronic transmission;
- Measure light levels, distances, and numbers of exposures needed;
- Manipulate and enhance scanned and/or digital images to create desired effects, using computers and specialized software.

- h. Reviewing the Presentation Design Document and/or the Scripted Storyboards and making recommendations to the Instructional Designer(s) and/or client; including:
- i. Consulting the clients regarding associated costs;
 - ii. Validating that the design is engaging and meets the client requirements.

3.6.2.2 Deliverables may include but are not limited to:

- a. High quality photos;
- b. Web-ready photos and thumbnails;
- c. Panoramic photos;
- d. Virtual spaces;

3.6.2.3 OCCUPATIONAL MINIMUM MANDATORY QUALIFICATIONS

A. PHOTOGRAPHER

No.	Description of Criteria
M.1	Must have a University degree (in any field) or College diploma (in any field).
M.2	Must have a minimum of three (3) years of experience within the last six (6) years as a Photographer.

OR

No.	Description of Criteria
M.1	Must have a Secondary School diploma.
M.2	Must have a minimum of five (5) years of experience within the last eight (8) years as a Photographer.

3.6.3 Animator

3.6.3.1 Tasks of an Animator include, but are not limited to:

- a. Determine the best way to achieve the desired animation either through the use of existing stock, development of new material, or combination of both;
- b. Design and create two-dimensional and three-dimensional images depicting objects in motion and/or illustrating a process, using computer animation or modelling programs;
- c. Make objects or characters appear lifelike by manipulating light, colour, texture, shadow, and transparency to give the illusion of motion;
- d. Create Storyboards that show the flow of the animation and map out key scenes and/or characters;
- e. Reviewing the Presentation Design Document and/or the Scripted Storyboards and making recommendations to the Instructional Designer(s) and/or client; including: Create Storyboards that show the flow of the animation and map out key scenes and/or characters;
 - i. Consulting the clients regarding associated costs;
 - ii. Validating that the design is engaging and meets the client requirements.

3.6.3.2 Deliverables may include but are not limited to:

- a. 2D and 3D animations;
- b. Serious gaming objects, such as avatars, systems, and landscapes;

3.6.3.3 OCCUPATIONAL MINIMUM MANDATORY QUALIFICATIONS

A. SENIOR ANIMATOR

No.	Description of Criteria
M.1	Must have a University degree (in any field) or College diploma (in any field).
M.2	Must have a minimum of five (5) years of experience within the last eight (8) years as an Animator.

B. INTERMEDIATE ANIMATOR

No.	Description of Criteria
M.1	Must have a University degree (in any field) or College Diploma (in any field).
M.2	Must have a minimum of three (3) years of experience within the last six (6) years as an Animator.

C. JUNIOR ANIMATOR

No.	Description of Criteria
M.1	Must have a University degree (in any field) or College diploma (in any field).
M.2	Must have a minimum of one (1) year of experience within the last six (6) years as an Animator.

OR

No.	Description of Criteria
M.1	Must have a Secondary School diploma.
M.2	Must have a minimum of three (3) years of experience within the last six (6) years as an Animator.

3.6.4 Video Production

3.6.4.1 Tasks of a Video Producer include, but are not limited to:

- a. Determine the best way to achieve the desired video either through the use of existing stock, development of new material, or combination of both;
- b. Cut shot sequences to different angles at specific points in scenes in order to make individual cuts fluid and seamless;
- c. Edit video to insert music, dialogue, and/or sound effects;
- d. Select and combine scenes to form a logical and smoothly running story;

- e. Determine the specific audio and visual effects, and/or music necessary to complete the video;
- f. Reviewing the Presentation Design Document and/or the Scripted Storyboards and making recommendations to the Instructional Designer(s) and/or client; including:
 - i. Consulting the clients regarding associated costs;
 - ii. Validating that the design is engaging and meets the client requirements.

3.6.4.2 Deliverables may include but are not limited to:

- a. High quality video;
- b. Web-ready video;

3.6.4.3. OCCUPATIONAL MINIMUM MANDATORY QUALIFICATIONS

A. VIDEO PRODUCER

No.	Description of Criteria
M.1	Must have a University degree (in any field) or College diploma (in any field).
M.2	Must have a minimum of three (3) years of experience within the last six (6) years as a Video Producer.

OR

No.	Description of Criteria
M.1	Must have a Secondary School diploma.
M.2	Must have a minimum of five (5) years of experience within the last eight (8) years as a Video Producer.

3.6.5 Audio Production

3.6.5.1 Tasks of an Audio Producer include, but are not limited to:

- a. Determine the best way to achieve the desired audio, sound bite, music, sound effects, and/or audio clip either through the use of existing stock, development of new material, or combination of both;
- b. Record speech, music, and other sounds
- c. Regulate volume level and sound quality during recording sessions;
- d. Mix and edit voices, music, sound effects;
- e. Separate instruments, vocals, and other sounds, then combine later during the mixing or post production stage;
- f. Synchronize and equalize pre-recorded dialogue, music, and sound effects with animation, video, and/or into the learning product;
- g. Reviewing the Presentation Design Document and/or the Scripted Storyboards and making recommendations to the Instructional Designer(s) and/or client; including:
 - i. Consulting the clients regarding associated costs;
 - ii. Validating that the design is engaging and meets the client requirements.

3.6.5.2 Deliverables may include but are not limited to:

- a. High quality audio;
- b. Web-ready audio;

3.3.5.3 OCCUPATIONAL MINIMUM MANDATORY QUALIFICATIONS

A. AUDIO PRODUCER

No.	Description of Criteria
M.1	Must have a University degree (in any field) or College diploma (in any field).
M.2	Must have a minimum of three (3) years of experience within the last six (6) years as an Audio Producer.

OR

No.	Description of Criteria
M.1	Must have a Secondary School diploma.
M.2	Must have a minimum of five (5) years of experience within the last eight (8) years as an Audio Producer.

3.6.6 Multimedia Director

3.6.6.1 Tasks of a Multimedia Director include, but are not limited to:

- a. Determine the best way to achieve the desired audio, sound bite, music, sound effects, and/or audio clip either through the use of existing stock, development of new material, or combination of both;
- b. Coordinate the work of camera and/or audio resource(s);
- c. Coordinate with Video and/or Audio Producers during the post-production process;
- d. Plan details such as framing, composition, camera movement, sound, and actor movement for each shot or scene;
- e. Establish pace of programs and sequences of scenes according to time requirements and cast and set accessibility;
- f. Select settings and locations for Video and determine how scenes will be shot in those settings;
- g. Coordinate rehearsals and communicate the "approach, characterization, and movement" needed for each scene
- h. Reviewing the Presentation Design Document and/or the Scripted Storyboards and making recommendations to the Instructional Designer(s) and/or client; including:
 - i. Consulting the clients regarding associated costs;
 - ii. Validating that the design is engaging and meets the client requirements.

3.6.6.2 Deliverables may include but are not limited to:

- a. Production ready storyboards;
- b. A finished multimedia eLearning product.

3.6.6.3 OCCUPATIONAL MINIMUM MANDATORY QUALIFICATIONS

A. MULTIMEDIA DIRECTOR

No.	Description of Criteria
M.1	Must have a University degree (in any field) or College diploma (in any field).
M.2	Must have a minimum of one (1) year of experience within the last six (6) years as a Multimedia Director.

OR

No.	Description of Criteria
M.1	Must have a Secondary School diploma.
M.2	Must have a minimum of three (3) years of experience within the last six (6) years as Multimedia Director.

3.6.7 Narration

3.6.7.1 Tasks of a Narrator include, but are not limited to:

- a. Performing the voice dialogue of scripted storyboards whereby the narrator communicates directly to the reader.
- b. Performing the voice-over presentation to the audience (also known as off-camera or off-stage commentary).
- c. Performing voice-acting activities, not limited to, animated characters for short films, video games, instructional videos, singing, etc.

3.6.7.2 Deliverables may include but are not limited to:

- a. Sample audio recordings;
- b. Final audio recordings;
- c. Sample voice dialogue recordings;
- d. Final voice dialogue recordings;

3.6.7.3 OCCUPATIONAL MINIMUM MANDATORY QUALIFICATIONS

A. NARRATOR

No.	Description of Criteria
M.1	Must have a minimum of a Secondary School diploma, College diploma (in any field) or a University Degree (in any field).
M.2	Must have a minimum of one (1) year of experience within the last three (3) years as a Narrator.

3.7.0 Stream 7 - Project Management**3.7.1 Tasks of a Project Manager include, but are not limited to:**

- a. Managing the scope of the projects and products, budget and schedule;
- b. Developing and updating the work breakdown structure and detailed project plans;
- c. Tracking project plans and managing resources;
- d. Managing the change control process;
- e. Maintaining communication with government stakeholders and other project managers and reports progress of the project on an ongoing basis and at scheduled points in the life cycle;
- f. Managing risks and implementing problem resolutions;
- g. Planning, organizing, directing and controlling quality assurance throughout the project; and
- h. Supporting the release, implementation and delivery of products.

3.7.2 Deliverables may include but are not limited to:

- a. Work Breakdown Structure;
- b. Project Plan; and
- c. Project Status Reports.

3.7.3 OCCUPATIONAL MINIMUM MANDATORY QUALIFICATIONS**A. SENIOR PROJECT MANAGER**

No.	Description of Criteria
M.1	Must have a University degree (in any field) or a College Diploma (in any field) or a Project Management Professional (PMP) certification from the Project Management Institute. www.pmi.org
M.2	Must have a minimum of six (6) years experience as a Project Manager, including three (3) years experience in managing training projects.
M.3	If eLearning is part of the requirement, then the Project Manager must have a minimum of three (3) years experience in managing eLearning and/or software projects, including a minimum of one (1) year of experience in managing eLearning projects.

B. INTERMEDIATE PROJECT MANAGER

No.	Description of Criteria
M.1	Must have a University degree (in any field) or a College Diploma (in any field) or a Project Management Professional (PMP) certification from the Project Management Institute. www.pmi.org
M.2	Must have a minimum of four (4) years experience as a Project Manager, including two (2) years experience in managing training projects.
M.3	If eLearning is part of the requirement, then the Project Manager must have a minimum of two (2) years experience in managing eLearning and/or software projects, including a minimum of one (1) year of experience in managing eLearning projects.

C. JUNIOR PROJECT MANAGER

No.	Description of Criteria
M.1	Must have a University degree (in any field) or a College Diploma (in any field) or a Project Management Professional (PMP) certification from the Project Management Institute. www.pmi.org
M.2	Must have a minimum of two (2) years experience as a Project Manager, including a minimum of one (1) year experience in managing training projects.
M.3	If eLearning is part of the requirement, then the Project Manager must have a minimum of two (2) years experience in managing eLearning and/or software projects, including a minimum of one (1) year of experience in managing eLearning projects.

3.8.0 Stream 8 – Training Delivery

3.8.1 Instructor

3.8.1.1 Instructors may be used to teach government owned training in any of the subject areas identified below. Subject areas are based upon the content and not the target population.

- a. Human Resources;
- b. Finance;
- c. Management Skills;
- d. Leadership Development;
- e. Change Management;
- f. Project Management;
- g. Career Counselling;
- h. Environment;
- i. Energy Management;
- j. Military Occupation Training;
- k. Public Safety;
- l. Health & Safety;
- m. Information Technology;
- n. General (subject area to be identified in the resulting call-up or bid solicitation)

3.8.1.2 Tasks of the Instructors include, but are not limited to:

- a. Deliver the training in accordance with the course Lesson Plan, using appropriate Adult Education techniques
- b. Setting up the classroom prior to the start of the scheduled start time;
- c. Provide administrative briefing to participants at the beginning of the course outlining location of fire exits, washrooms, restaurant facilities, lunchroom area, and course outline.
- d. Distribute attendance list to participants for their signature;
- e. Evaluate tests and/or assignments;
- f. Distribute course certificates to participants;
- g. Distribute course evaluations to participants.
- h. Provide any feedback and recommendations to the Project Authority regarding the course;
- i. Set-up the online environment in accordance with the training plan.

3.8.1.3 Deliverables may include but are not limited to:

- a. Course Feedback Report

3.8.1.4 OCCUPATIONAL MINIMUM MANDATORY QUALIFICATIONS

A. SENIOR INSTRUCTOR

No.	Description of Criteria
M.1	Must have a minimum of one hundred and twenty (120) training days within the last three (3) years in Instructing in the identified subject area.
M.2	Must have a minimum of one (1) year experience (not as an Instructor) in the identified subject area..

B. INTERMEDIATE INSTRUCTOR

No.	Description of Criteria
M.1	Must have a minimum of sixty (60) training days within the last three (3) years in Instructing in the identified subject area.
M.2	Must have a minimum of one (1) year experience (not as an Instructor) in the identified subject area.

C. JUNIOR INSTRUCTOR

No.	Description of Criteria
M.1	Must have a minimum of thirty (30) training days within the last three (3) years in Instructing in the identified subject area.

3.8.2 Training Facilitator

- a. Training Facilitators may be used to facilitate any government owned training that is delivered as in-person training facilitation (e.g. classroom), online facilitation, and for blended training facilitation (e.g. classroom and online).

3.8.2.1 Definition of Online Facilitation

- a. Online Facilitation involves managing learners and learning through an online medium such as virtual classroom applications. It also refers to the management of online communication between learners by a facilitator. In this regard, online facilitation is moving from an emphasis on web content to a more interactive structure that recognizes the social and interactive elements of knowledge construction, and to pedagogical approaches that enable learner centred, rather than facilitator driven learning.

- b. There are two main types of online facilitation:
- i. **Asynchronous** – communications such as discussion forums, electronic bulletin boards and e-groups in which the facilitator acts as a moderator reviewing contributors message offline and posting administrative messages; and
 - ii. **Synchronous** – events in which the facilitator works in real time, leading or assisting in the delivery of instruction to learners within a virtual classroom application though lecture, discussion, interactive exercises, use of slides, whiteboard, application sharing and document review, and other tools and techniques commonly associated with virtual classroom applications.'
- c. Means of online facilitation include, but are not limited to the following:
- i. Virtual Classroom application software;
 - ii. Static Text;
 - iii. Threaded or unthreaded discussion boards;
 - iv. Instant Messaging (IM) or Chat;
 - v. Live voice or video;
 - vi. Provision of links to other materials or lists of materials;
 - vii. E-mail; and
 - viii. Non-virtual means, such as phone support.

3.8.2.2 Tasks of a Training Facilitator include, but are not limited to:

- a. Becoming familiar with the course content prior to course delivery;
- b. Attending train-the-training sessions, dry run and pilot tests;
- c. Contribute suggestions towards course improvements or revisions;
- d. Deliver training by:
 - i. Guiding learners through course materials and specific activities (e.g. problem solving, information sharing), and focusing on critical points;
 - ii. Critiquing work / thinking in a supportive fashion;
 - iii. Promoting interactivity and discussions;
 - iv. Maintaining a pace suitable to the course schedule;
 - v. Creating and fostering a collaborative and safe environment for participants;vi. Motivating learners to take responsibility for their own learning;
 - vii. Catering to different learning preferences and learner needs, finding the optimal balance between private e-mail and public discussions, and encouraging collaborative work and learner-learner or group discussions;
 - viii. Moderating and/or managing discussions, encouraging and gently guiding the discussion, planting ideas or starting new topics, and managing differences of opinion or perspectives effectively
 - ix. Sharing information and resources with the group;
 - x. Answering participants' questions and provide help when required.
- e. Helping learners make the transition from private one-on-one e-mail to group participation;
- f. Assisting learners to become comfortable with systems and software;
- g. Scanning for copyrighted material that shouldn't be posted without permission of the author.

3.8.2.3 Deliverables may include but are not limited to:

- a. Course Feedback Reports

3.8.2.4 OCCUPATIONAL MINIMUM MANDATORY QUALIFICATIONS

A. SENIOR TRAINING FACILITATOR

No.	Description of Criteria
M.1	Must have delivered a minimum of one hundred and twenty (120) training days within the last three (3) years as a Training Facilitator
M.2	If online training facilitation is part of the requirement, then must have delivered a minimum of ninety (90) training hours within the last three (3) years as an Online Training Facilitator.

B. INTERMEDIATE TRAINING FACILITATOR

No.	Description of Criteria
M.1	Must have delivered a minimum of sixty (60) training days within the last three (3) years as a Training Facilitator
M.2	If online training facilitation is part of the requirement, then must have delivered a minimum of sixty (60) training hours within the last three (3) years as an Online Training Facilitator.

C. JUNIOR TRAINING FACILITATOR

No.	Description of Criteria
M.1	Must have delivered a minimum of thirty (30) training days within the last three (3) years as a Training Facilitator.
M.2	If online training facilitation is part of the requirement, then must have delivered a minimum of thirty (30) training hours within the last three (3) years as an Online Training Facilitator.

4.0 Deliverables - General

- 4.1 All documentation is to be provided in hard and/or soft copy, in the language of English or French, or both and in the format in specified with call-up / contract.
- 4.2 Call-ups / Contracts that specify that the eLearning products will be delivered by a LMS, must be tested and proved functional by the Offeror / Supplier prior to acceptance.

5.0 Management Requirements

5.1 Quality Assurance And Control Processes

5.1.1 As a minimum, the Offeror / Supplier must implement the Quality Assurance (QA) Plan, in order to ensure the quality of the services provided by the Offeror / Supplier. The following lists represent the acceptable criteria for eLearning products.

Level	Description
5 – System Level CATASTROPHIC	The entire application or system is unusable, catastrophic failure, usually requires restart or re-initialization or reboot.
4 – Sub-system / Module Level CRITICAL	A sub-system or module becomes unusable.
3 – Feature / Function Level SERIOUS	Feature or function does not work at all or aborts.
2 – Sub-Feature Level MINOR	A particular aspect of a function / feature does not function properly, but the overall feature / function is still usable.
1 – Formatting / Cosmetic SIMPLE	The layout or format of data, reports, messages, screens and other cosmetic issues require changing; no impact on usability. If there is an impact on usability, then the error may need to be reclassified at a higher level.

Acceptance Testing	
Validation Testing	No Level 5 errors by the start of System Testing
System Testing	No Level 4 errors by the start of Alpha Testing
Alpha Testing	No Level 3 errors by the start of Beta Testing
Release	Only Level 2 and Level 1 errors remain

5.2 Project Management

5.2.1 The Offeror / Supplier must provide status report(s) to the Technical Authority as and when requested and on the date(s) specified in the requirement, which must include as a minimum:

- a. A summary of the work accomplished to date, using a Gantt chart. This summary must include the identification of personnel, and hours expended on each task, the progress report must highlight:
 - i. Tasks completed;
 - ii. Effort expended thus far;
 - iii. Estimate of additional work needed to complete the deliverable/task;

-
- iv. Details of issues/problems encountered with proposed solutions;
 - v. Proposed changes to the work plan with reasons;
 - vi. Issues must be identified by one of three level indicators:
 - GREEN - on schedule,
 - YELLOW - minor issue that will not affect the deliverable date, and
 - RED - major issues which may impact deliverables.
- b. The Offeror / Supplier must schedule status meetings on a regular basis as defined during the project kick-off meeting.

6.0 Work Location

- 6.1 Unless specified otherwise in any resultant call-up / Contract, the Work will be performed at the Offeror / Supplier's own place of business or offices and the Offeror / Supplier must provide adequate work space, office equipment and must furnish its own test and development hardware and software prior to implementation, to ensure the uninterrupted flow of contracted services and related deliverables at no additional cost to Canada. The Client Department will provide access (if available) to the Pre-Production / Test environment to the Offeror / Supplier.

7.0 Location of Meetings

- 7.1 In the event that meetings are required under a project, they must be conducted at facilities provided by Canada or the Offeror / Supplier. In the later case, the Offeror / Supplier must provide all facilities and resources required for the conduct of the meeting, at no additional cost to Canada.

8.0 Network Access and Security

- 8.1 While working on any Government of Canada computer, server, or network, the Offeror / Supplier's personnel must abide by Internet and network access policies and codes of conduct (as provided at the time of any resultant call-up / contract). All requests for access to the network must be approved by Canada. The Offeror / Supplier must not modify user access or security settings without prior written authorization from the Client Department's network administrators.

Appendix 1 to Annex A

1.0 Description of Blended Learning and eLearning

1.1 Blended Learning and eLearning

- 1.1.1 Blended Learning usually combines traditional classroom based learning with more modern technology enabled methods and may include various types of eLearning products.

1.2 eLearning Products

- 1.2.1 Canada focuses on the broadest view of eLearning products that includes stand-alone, self-directed eLearning products to integrated, blended and hybrid approaches that combine a variety of delivery methods, tools, learning events and learning models, including:

- i. CBT (not Web based, files reside on PC or CD-ROM);
- ii. Self-directed Web Based CBT (Running through web-browser, files reside on PC or CD-ROM);
- iii. Self-directed Web-based Training (Browser-based, files reside on server, runs over Internet and/or Intranet);
- iv. Synchronous / Virtual Classroom / Webinar. Design and development aspect, but not delivery aspect;
- v. Asynchronous online discussions/learning. Design and development aspect, but not delivery aspect;
- vi. Hybrid (face to face classroom and online training). Design and development aspect, but not the delivery aspect;
- vii. Electronic Performance Support (EPS);
- viii. Online Communities of Practice;
- ix. Blogs, wikis;
- x. Podcasts, webcasts;
- xi. E-Library (online interactive manuals, references, etc);
- xii. Serious gaming products;
- xiii. Synthetic environments (2D and/or 3D);
- xiv. Simulations;
- xv. Multi-Media portions of traditional classroom-based courses; and
- xvi. M-learning (mobile learning).

1.3 Learning Product Characteristics

- 1.3.1 Learning products have the following characteristics:

- a. Interactive (learner to learner, learner to instructor, learner to mentor, learner to coach, learner to information database);
- b. Based on formal instructional design incorporating research-based learning models or products to support learning such as job aides and knowledge repositories depending on requirements. Incorporating a variety of instructional approaches, including examples, problems, presentation and demonstration, practice and feedback, scenarios, case studies, role-play, simulation, assessment etc;
- c. Integrated within a strategic learning and/or eLearning framework;
- d. ELearning may be developed to SCORM specifications depending on requirements; and

1.4 ELearning Product Delivery Methods

1.4.1 ELearning solutions may be provided to Canada via the following channels:

- a. Intranet, Internet, and/or CD-ROM;
- b. Government owned or contracted legacy LMS/LCMS;
- c. an asynchronous/synchronous tool; or as a
- d. stand-alone product.

1.5 Multi-Media Integration

1.5.1 ELearning products will require integration of a variety of Multi-Media/interactive elements depending on requirements, which may include one or more of the following:

- a. Text, graphics, video, sound,
- b. Pop-up boxes and roll-overs,
- c. Navigation features (forward, back, return to main menu, exit, book-marking),
- d. Changing content organization depending on results of pre-assessment tests,
- e. Drag-and-drop exercises,
- f. Multiple choice and true/false questions,
- g. Feedback on questions linked to area in courseware with the answer,
- h. Exploratory functions - hot areas on screen,
- i. Text entry for simple word recall, longer answer responses, or gather user information such as passwords,
- j. Sliders - to allow user to select a choice or range of choices on a linear scale,
- k. Timers - indicate passing time as user completes an exercise,
- l. Simple simulations such as demonstrating sequence of keystrokes to perform basic commands in a software application,
- m. Basic animations,
- n. Testing, scoring, course management (tracking and reporting), and
- o. Operational support (help, search (full-text and keyword based on metadata), glossary, dialogue boxes).

1.6 Delivery Platform Independence

1.6.1 ELearning products must be able to be delivered through multiple mechanisms (e.g. CBT, WBT). The solution must allow the ability to choose delivery mechanisms.

1.7 Dynamic Content and Flexible Architecture

1.7.1 Unless stated otherwise in any resultant call-up / contract,

- a. ELearning solutions must accommodate dynamic content. The solutions must permit changes to the underlying information (text and graphics/illustrations) while minimizing changes to the product.
- b. ELearning solutions must accommodate changes to the overall architecture (beyond the information itself) in that new modules or components will need to be added and existing modules or components changed or discarded.

1.8 Easy to Navigate and Maintain Information Structures

1.8.1 Information structures must be easily and intuitively navigable by novice users. The information and navigation structures must be easy to maintain.

1.9 Media and Delivery Mechanisms

- 1.9.1 The internet/intranet using browser technology will be used as the delivery environment. The product must support the applicable browser(s) as stated in the resulting call-up / contract. Unless stated otherwise in any resultant call-up / contract, plug-ins will not be permitted.

1.10 Reusability

- 1.10.1 The Offeror / Supplier must design with re-usability in mind. Content must be designed as reusable information objects that can be used as modular building blocks for larger learning structures such as lessons (Reusable Learning Objects). The use of metadata tags to describe information and learning objects facilitate rapid updating, searching, and management of content.

1.11 Performance Tracking and Assessment

- 1.11.1 The approach and extent of performance data collected will be a function of eLearning product requirements and the IM/IT infrastructure.
- 1.11.2 Performance Tracking and Assessment functionality may be required to conform to SCORM as identified in any resultant call-up / contract. Use of API calls falling under SCORM conformance must only be used if required by the client.
- 1.11.3 Performance Tracking and Assessment functionality may include any or all of the following:
- a. Performance assessment in a learning context;
 - b. Basic student survey technique, collecting subjective data;
 - c. Advanced forms of data collection including the use of a database;
 - d. Collection of objective data, such as completion rates and times; and
 - e. Ability to track the student's progress, to help them keep track of test scores and evaluations.

1.12 Searching

- 1.12.1 The approach and extent of eLearning product search functionality will be a function of the eLearning product requirements and the IM/IT infrastructure.
- 1.12.2 Searching capabilities can range from full-text searching within a product or directory, to field-based searching using metadata at the module, topic, sub-topic and keyword levels.

Appendix 2 to Annex A

ACRONYMS

ADDE	- Analysis Design Development Evaluation
ADL	- Advanced Distributed Learning
ADM	- Assistant Deputy Minister
AICC	- Aviation Industry CBT Committee
API	- Application Programming Interface
CBT	- Computer-based training
CF	- Canadian Forces
CFITES	- Canadian Forces Individual Training and Education System
CLF	- Common Look and Feel
DLN	- Defence Learning Network
DND	- Department of National Defence
EPS	- Electronic Performance Support
FoB	- Freight on Board
GoC	- Government of Canada
GPNet	- General Purpose Network
HPI	- Human Performance Improvement
HPT	- Human Performance Technology
HR	- Human Resources
IAW	- In Accordance With
IM	- Information Management
IMS	- Instructional Management System
IP	- Intellectual Property
IT	- Information Technology
LCC	- Learning and Career Centers
LCMS	- Learning Content Management System
LMS	- Learning Management System
MA	- Managing Authority
NCR	- National Capital Region
O/S	- Operating System
PC	- Personal Computer
PMI	- Project Management Institute
PMO	- Project Management Office
PMP	- Project Management Professional
PoC	- Proof of Concept
PS	- Public Service
QA	- Quality Assurance
RFSO	- Request for Standing Offer
ROI	- Return on Investment
SCO	- Shareable Content Object
SCORM	- Shareable Content Object Reference Model
SOW	- Statement of Work
WBT	- Web-based training
WCAG	- Web Content Accessibility Guidelines

Solicitation No. - N° de l'invitation

E60ZH-070003/D

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File No. - N° du dossier

103zhE60ZH-070003

Buyer ID - Id de l'acheteur

103zh

Client Ref. No. - N° de réf. du client

E60ZH-070003

CCC No./N° CCC - FMS No/ N° VME

ANNEX B GENERIC SECURITY REQUIREMENTS CHECKLISTS

See attached SRCLs

ANNEX C INSURANCE REQUIREMENTS

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

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ANNEX D

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ANNEX E

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ANNEX F

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ANNEX G

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ANNEX H
SAMPLE QUARTERLY USAGE REPORT
(SUPPLY ARRANGEMENT (SA))

See Attached Excel Spreadsheet

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ANNEX I
CLIENT SATISFACTION FORM
(SUPPLY ARRANGEMENT (SA))

See Attached

ANNEX "B"
SECURITY REQUIREMENTS CHECK LIST

The following clause will be used when the pre-approved Security Requirement Check List Common-PS-SRCL#6 applies:

**SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:
PWGSC FILE # Common-PS-SRCL#6**

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

Security Requirements for Non-Canadian Supplier:

CISD is obliged under various international security arrangements, arrangements and protocols to insert special security clauses into contracts for award outside of Canada. The appropriate clauses vary from country-to-country, and therefore must be provided by CISD on a case-by-case basis



Contract Number / Numéro du contrat Common PS SRCL#6
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	Public Works and Government Services Canada	2. Branch or Directorate / Direction générale ou Direction Acquisitions Branch
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 Professional Services - Standing Offers and Supply Arrangements		
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? (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 checked="" type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>



Contract Number / Numéro du contrat
Common PS SRCL#6
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 Yes
Non 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 Yes
Non Oui

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

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

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

- | | | | |
|---|---|---|--|
| <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 EMBLEMES | | | |

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 Yes
Non Oui

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

11. c) Will the production (manufacture, 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 Yes
Non Oui

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

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

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



Contract Number / Numéro du contrat
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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	COMSEC TOP SECRET / COMSEC 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 et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).