

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
**PWGSC/TPSGC Acquisitions**  
**1045 Main Street**  
**1st Floor, Lobby C**  
**Unit 108**  
**Moncton, NB E1C 1H1**  
**Bid Fax: (506) 851-6759**

## REQUEST FOR PROPOSAL DEMANDE DE PROPOSITION

**Proposal To: Public Works and Government  
Services Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Travaux Publics et Services  
Gouvernementaux Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

**Comments - Commentaires**

This document contains a security requirement.  
Ce document contient une condition de sécurité.

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

**Issuing Office - Bureau de distribution**  
NB / PEI Division - Moncton Acquisitions Office  
1045 Main Street  
1st Floor, Lobby C  
Unit 108  
Moncton, NB E1C 1H1

<b>Title - Sujet</b> Courseware Production Support Svcs		
<b>Solicitation No. - N° de l'invitation</b> W8486-137625/A	<b>Date</b> 2013-06-12	
<b>Client Reference No. - N° de référence du client</b> W8486-137625		
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$MCT-006-4661		
<b>File No. - N° de dossier</b> MCT-2-35127 (006)	<b>CCC No./N° CCC - FMS No./N° VME</b>	
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2013-07-23</b>		<b>Time Zone</b> <b>Fuseau horaire</b> Atlantic Daylight Saving Time ADT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>		
<b>Address Enquiries to: - Adresser toutes questions à:</b> Bourque, Annette		<b>Buyer Id - Id de l'acheteur</b> mct006
<b>Telephone No. - N° de téléphone</b> (506) 851-2325 ( )		<b>FAX No. - N° de FAX</b> (506) 851-6759
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF NATIONAL DEFENCE Army Learning Support Centre Combat Training Centre, CFB Gagetow Oromocto New Brunswick E2V4J5 Canada		

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b> see herein	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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Foreign Nationals (Foreign Contractor) *(if applicable)*
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### PART 1 - GENERAL INFORMATION

#### 1. Introduction

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

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

#### List of Annexes:

Annex "A"	Statement of Work
Annex "B"	Basis of Payment
Annex "C"	Security Requirements Check List
Annex "D"	Technical Evaluation Criteria
Annex "A.1"	DND 626 (01-05)- Task Authorization

## 2. Summary

- (i) The Department of National Defence (DND) has a requirement for a service provider to supply resources capable of developing and supporting courseware projects by providing e-learning production, distribution and related services.

The contractor must demonstrate that they can provide all services (resources) listed below:

- (a) 6 Project Managers (PM)
  - (b) 27 Instructional Designers (ID)
  - (c) 3 Courseware Technical Advisors (CTA)
  - (d) 6 Learning Management System (LMS) Administrators
  - (e) 1 Bilingual Quality Assurance (QA) consultant
  - (f) 1 Bilingual Quality Control (QC) consultant
  - (g) 13 E-Learning Product Programmers (ELPP)
  - (h) 3 3D Multimedia Developers (3D MD)
  - (i) 1 Graphic Designer (GD)
- (ii) The services will be provided to the Army Learning Support Center, Canadian Forces Base (CFB) Gagetown, Oromocto New Brunswick, through the use of Task Authorization during the initial period from 01 October 2013, or date of award to 31 March 2014, with options available to extend for up to 2 additional periods of 1 year each.
- (iii) The Statement of Work is described at Annex A. The Work to be performed under the resultant Contract will be on an "as and when requested basis" using form DND 626 (01-05)- Task Authorization attached as Annex "A.1". The contractor will be paid costs reasonably and properly incurred for the performance of the work in accordance with the Basis of Payment at Annex B. The Security Requirement Check List is at Annex C, and bidders must meet the evaluation criteria described at Annex D.
- (iv) There is a security requirement associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. 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) (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the [Departmental Standard Procurement Documents](#) Web site."
- (v) Bidders must provide a list of names, or other related information as needed, pursuant to section 01 of Standard Instructions 2003
- (vi) For services requirements, Bidders in receipt of a pension or a lump sum payment must provide the required information as detailed in article 3 of Part 2 of the bid solicitation.
- (vii) The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Agreement on Internal Trade (AIT), the Canada-Colombia Free Trade Agreement (FTA), and the Canada-Peru Free Trade Agreement (FTA).
- (viii) This procurement is subject to the Controlled Goods Program.

### 3. Debriefings

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

## PART 2 - BIDDER INSTRUCTIONS

### 1. Standard Instructions, Clauses and Conditions

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

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

The 2003 (2012/11/19) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days

Insert: one hundred twenty (120) days

#### 1.1 SACC Manual Clauses

SACC Reference	Section	Date
C9000T	Pricing	2010/08/16

#### 1.2 Conflict of Interest - Unfair Advantage

The 2003 (2012-11-19) Standard Instruction - Goods or Services - Competitive Requirements, Section 18 (2012-03-02) Conflict of Interest - Unfair Advantage is incorporated in full text, and will be enforced.

1. In order to protect the integrity of the procurement process, bidders are advised that Canada may reject a bid in the following circumstances:
  - (a) if the Bidder, any of its subcontractors, any of their respective employees or former employees was involved in any manner in the preparation of the bid solicitation or in any situation of conflict of interest or appearance of conflict of interest;
  - (b) if the Bidder, any of its subcontractors, any of their respective employees or former employees had access to information related to the bid solicitation that was not available to other bidders and that would, in Canada's opinion, give or appear to give the Bidder an unfair advantage.

2. The experience acquired by a bidder who is providing or has provided the goods and services described in the bid solicitation (or similar goods or services) will not, in itself, be considered by Canada as conferring an unfair advantage or creating a conflict of interest. This bidder remains however subject to the criteria established above.
3. Where Canada intends to reject a bid under this section, the Contracting Authority will inform the Bidder and provide the Bidder an opportunity to make representations before making a final decision. Bidders who are in doubt about a particular situation should contact the Contracting Authority before bid closing. By submitting a bid, the Bidder represents that it does not consider itself to be in conflict of interest nor to have an unfair advantage. The Bidder acknowledges that it is within Canada's sole discretion to determine whether a conflict of interest, unfair advantage or an appearance of conflict of interest or unfair advantage exists.

## 2. Submission of Bids

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.

**Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.**

## 3. Former Public Servant

### Former Public Servant - Competitive Requirements

Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below.

### Definitions

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

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

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

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

### **Former Public Servant in Receipt of a Pension**

As per the above definitions, is the Bidder a FPS in receipt of a pension?

**Yes ( )      No ( )**

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

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

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

### **Work Force Reduction Program**

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

**Yes ( )      No ( )**

If so, the Bidder must provide the following information:

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

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

## **4. Enquiries - Bid Solicitation**

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

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

## 5. Applicable Laws

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

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

## 6. Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least 14 days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

## 7. Basis for Canada's Ownership of Intellectual Property

The Department of National Defense has determined that any intellectual property rights arising from the performance of the Work under the resulting contract will belong to Canada, on the following grounds:

- Where the material developed or produced consists of material subject to copyright, with the exception of computer software and all documentation pertaining to that software.

## PART 3 - BID PREPARATION INSTRUCTIONS

### 1. Bid Preparation Instructions

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

Section I: Technical Bid (2 hard copies)  
 Section II: Financial Bid (1 hard copy)  
 Section III: Certifications (1 hard copy)

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

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

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

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 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 should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and 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.

### **Section I: Technical Bid**

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

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

#### **Substantial Information**

Bidders must demonstrate their compliance with the following sections of the bid solicitation by providing substantial information describing completely and in detail how the requirement is met or addressed. Bidders must provide with their technical bid, a document indicating clearly where the substantial information for each of the sections identified in **Annex D - Technical Evaluation Criteria** can be found.

### **Section II: Financial Bid**

Bidders must submit their financial bid in accordance with the Basis of Payment in Annex "B". The total amount of Applicable Taxes must be shown separately.

### **Section III: Certifications**

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.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

#### **1.1 Technical Evaluation**

Mandatory Technical Criteria are included in Annex "D".

#### **1.2 Financial Evaluation**

The evaluated cost/total bid price will be based on the aggregate of all the extended prices for all of the line items, for the initial contract period and the two optional renewal periods, detailed at Annex B - Basis of Payment. In the case of error in the extension of prices, the unit price will govern.

##### **1.2.1 SACC Manual Clause**

A0220T (2013/04/25), Evaluation of Price

C3011T (2010/01/11), Exchange Rate Fluctuation

### **2. Basis of Selection**

Basis of Selection - Mandatory Technical Criteria

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

## **PART 5 - CERTIFICATIONS**

Bidders must provide the required certifications and related documentation to be awarded a contract. Canada will declare a bid non-responsive if the required certifications and related documentation are not completed and submitted as requested.

Compliance with the certifications bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to verify bidders' compliance with the certifications before award of a contract. 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, to provide the related documentation or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

## 1. Mandatory Certifications Required Precedent to Contract Award

### 1.1 Code of Conduct and Certifications - Related documentation

By submitting a bid, the Bidder certifies that the Bidder and its affiliates are in compliance with the provisions as stated in Section 01 Code of Conduct and Certifications - Bid of Standard Instructions 2003. The related documentation therein required will assist Canada in confirming that the certifications are true.

## 2. Additional Certifications Precedent to Contract Award

The certifications listed below should be completed and submitted with the bid but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

### 2.1 Federal Contractors Program - Certification - \$200,000 or more

1. The Federal Contractors Program (FCP) requires that some suppliers, including a supplier who is a member of a joint venture, bidding for federal government contracts, valued at \$200,000 or more (including Applicable Taxes), make a formal commitment to implement employment equity. This is a condition precedent to contract award. If the Bidder, or, if the Bidder is a joint venture and if any member of the joint venture, is subject to the FCP, evidence of its commitment must be provided before the award of the Contract.

Suppliers who have been declared ineligible contractors by Human Resources and Skills Development Canada (HRSDC) are no longer eligible to receive government contracts over the threshold for solicitation of bids as set out in the Government Contracts Regulations. Suppliers may be declared ineligible contractors either as a result of a finding of non-compliance by HRSDC, or following their voluntary withdrawal from the FCP for a reason other than the reduction of their workforce to less than 100 employees. Any bids from ineligible contractors, including a bid from a joint venture that has a member who is an ineligible contractor, will be declared non-responsive.

2. If the Bidder does not fall within the exceptions enumerated in 3.(a) or (b) below, or does not have a valid certificate number confirming its adherence to the FCP, the Bidder must fax (819-953-8768) a copy of the signed form LAB 1168, Certificate of Commitment to Implement Employment Equity, to the Labour Branch of HRSDC.
3. The Bidder, or, if the Bidder is a joint venture the member of the joint venture, certifies its status with the FCP, as follows:

The Bidder or the member of the joint venture

- (a). ( ) is not subject to the FCP, having a workforce of less than 100 full-time or part-time permanent employees, and/or temporary employees having worked 12 weeks or more in Canada;

- (b). ( ) is not subject to the FCP, being a regulated employer under the Employment Equity Act, S.C. 1995, c. 44;
- (c). ( ) is subject to the requirements of the FCP, having a workforce of 100 or more full-time or part-time permanent employees, and/or temporary employees having worked 12 weeks or more in Canada, but has not previously obtained a certificate number from HRSDC (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached;
- (d). ( ) is subject to the FCP, and has a valid certificate number as follows: \_\_\_\_\_  
(e.g. has not been declared an ineligible contractor by HRSDC).

Further information on the FCP is available on the HRSDC Web site.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## 2.2 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## 2.3 Education and Experience

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.

\_\_\_\_\_

Signature

Date

**PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS****1. Security Requirement**

1. Before award of a contract, the following conditions must be met:
  - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
  - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
  - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. 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.

This contract includes access to Controlled Goods and that the winning supplier must be registered with the Controlled Goods Program of Public Works and Government Services Canada. The suppliers may obtain information on how to become involved in the CGP by contacting the CGP call centre at 613-948-4176 or 1-866-368-4646 or at SSIDMCSP-ISSCGDPS@tpsgc-pwgsc.gc.ca.

**2. Financial Capability**

SACC Manual clause A9033T (2012/07/16) Financial Capability

**3. Controlled Goods Requirement**

SACC Manual clause A9130T (2011/05/16) Controlled Goods Program

**4. Insurance Requirements**

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Part 7.

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

Solicitation No. - N° de l'invitation

W8486-137625/A

Amd. No. - N° de la modif.

File No. - N° du dossier

MCT-2-35127

Buyer ID - Id de l'acheteur

mct006

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

W8486-137625

CCC No./N° CCC - FMS No/ N° VME

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## PART 7 - RESULTING CONTRACT CLAUSES

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

### 1. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

#### 1.1 Task Authorization

The Work to be performed under the Contract will be on an "as and when requested basis" using form DND 626 (01-05)- Task Authorization attached as Annex "A.1". The Work described in the TA must be in accordance with the scope of the Contract.

##### 1.1.1 Task Authorization - Process

A written and signed Task Authorization (TA) issued by the Department of National Defence (DND), Procurement Authority, DLP 2-3-3 or Public Works and Government Services Canada (PWGSC) Contracting Authority, as appropriate, will be required for the Contractor to carry out Work under this Contract.

##### 1.1.2 Task Authorization Limit

The DND Procurement Authority DLP 2-3-3 may authorize individual task authorizations up to a limit of \$500,000.00, Goods and Services Tax or Harmonized Sales Tax included, inclusive of any revisions.

Any task authorization to be issued in excess of that limit must be authorized by the DND Procurement Authority and the PWGSC Contracting Authority before issuance.

##### 1.1.3 Task Authorization - Department of National Defence

The administration of the Task Authorization process will be carried out by the Department of National Defence, DND Procurement Authority, DLP2-3-3. This process includes monitoring, controlling and reporting on expenditures of the contract with task authorizations to the PWGSC Contracting Authority.

##### Administration process:

- (i) The DND Technical Authority prepares a SOW describing the task. The SOW will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables.
- (ii) The DND, Procurement Authority, DLP 2-3-3 will submit the Task SOW to the Contractor.
- (iii) The Contractor reviews the Task SOW and within 5 calendar days of its receipt, provides to the DND, Procurement Authority, DLP 2-3-3 the proposed total estimated cost for performing the task and the breakdown of that cost (Level of

effort (LOE), established in accordance with the Basis of Payment specified in the Contract attached as Annex "B".

- (iv) The DND, Procurement Authority, DLP 2-3-3 reviews the LOE quote with the DND Technical Authority.
- (v) If the LOE quote is within the DND's authorized individual TA limit, the DND, Procurement Authority, DLP 2-3-3 authority prepares the TA obtains all appropriate signatures and forward copies to the DND Technical Authority, the PWGSC Contracting Authority, and the Contractor.
- (vi) If the quote exceeds DND's authorized individual task authorization limit, the PWGSC Contracting Authority must also approve the TA prior to DND releasing it to the Contractor.
- (vii) TA amendments require completion of an amendment to the TA. The DND, Procurement Authority, DLP 2-3-3 approves tasks where the amended value is within the authorized individual TA limit established in the contract. The PWGSC Contracting Authority must approve any amendment that exceeds the authorized individual TA limit before the DND, Procurement Authority, DLP 2-3-3 releases it to the Contractor.
- (viii) The Contractor must not commence work until a TA authorized by DND, Procurement Authority, DLP 2-3-3 or PWGSC Contracting Authority, as appropriate, has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.
- (ix) At the Request of the DND, Procurement Authority, DLP 2-3-3, the Contractor must report on progress of approved TA and on the estimated time and expenditure left to complete.
- (x) All TAs incorporate all of the articles, terms and conditions of this Contract.

#### **1.1.4 Minimum Work Guarantee - All the Work - Task Authorizations**

1. In this clause,

"Maximum Contract Value" means the amount specified in the "Limitation of Expenditure" clause set out in the Contract; and

"Minimum Contract Value" means 10% of the Maximum Contract Value.

2. Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with paragraph 3. In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.

3. In the event that Canada does not request work in the amount of the Minimum Contract Value during the period of the Contract, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.
4. Canada will have no obligation to the Contractor under this clause if Canada terminates the Contract in whole or in part for default.

### 1.1.5 Periodic Usage Reports - Contracts with Task Authorizations

The Contractor must compile and maintain records on its provision of services to the federal government under authorized Task Authorizations issued under the Contract.

The Contractor must provide this data in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "nil" report.

The data must be submitted on a quarterly basis to the PWGSC Contracting Authority.

The quarterly periods are defined as follows:

1st quarter: April 1 to June 30;  
 2nd quarter: July 1 to September 30;  
 3rd quarter: October 1 to December 31; and  
 4th quarter: January 1 to March 31.

The data must be submitted to the PWGSC Contracting Authority no later than 15 calendar days after the end of the reporting period.

### Reporting Requirement- Details

A detailed and current record of all authorized tasks must be kept for each contract with a task authorization process. This record must contain:

#### For each authorized task:

- the authorized task number or task revision number(s);
- a title or a brief description of each authorized task;
- the total estimated cost specified in the authorized TA of each task, GST or HST extra;
- the total amount, GST or HST extra, expended to date against each authorized task;
- the start and completion date for each authorized task; and
- the active status of each authorized task, as applicable.

#### **For all authorized tasks:**

- (i) the amount (exclusive of Applicable Taxes) specified in the contract (as last amended, as applicable) as Canada's total liability to the contractor for all authorized TAs; and
- (ii) the total amount, exclusive of Applicable Taxes, expended to date against all authorized Tas.

## 2. Standard Clauses and Conditions

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

### 2.1 General Conditions

2035 (2013/04/25), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

### 2.2 Supplemental General Conditions

4007 (2010/08/16) Canada to Own Intellectual Property Rights in Foreground Information

## 3. Security Requirement

### SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:

1. The Contractor must, at all times during the performance of the Contract, hold a valid Facility Security Clearance at the level of SECRET, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to CLASSIFIED information, assets or sensitive work site(s) must EACH hold a valid personnel security screening at the level of SECRET, granted or approved by CISD/PWGSC.

This contract includes access to controlled goods. Prior to access, the contractor must be registered in the Controlled Goods Program of Public Works and Government Services Canada.

In order to gain access to Controlled Goods, the contractor personnel, who DND would deem to be embedded contractors, pursuant to the 2007 Exchange of Letters between DND and the U.S. Department of State, must EACH be citizens of Canada and hold a valid SECRET clearance, granted or approved by CISD/PWGSC.

3. The Contractor MUST NOT remove any CLASSIFIED information from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
5. The Contractor must comply with the provisions of the:
  - (a) Security Requirements Check List attached at Annex C and security guide (if applicable);
  - (b) Industrial Security Manual (Latest Edition).

## 4. Term of Contract

### 4.1 Period of the Contract

The period of the Contract is from 01 October 2013, or date of Contract to 31 March 2014.

#### 4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 2 additional 1 year periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

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

### 5. Authorities

#### 5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Annette Bourque  
 Title: Supply Specialist  
 Public Works and Government Services Canada  
 Acquisitions Branch  
 Address: 1045 Main Street, Unit 108  
 Moncton, New Brunswick  
 E1C 1H1  
 Telephone: (506) 851-2325  
 Facsimile: (506) 851-6759  
 E-Mail: annette.bourque@pwgsc-tpsgc.gc.ca

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

#### 5.2 DND's Representative

##### (a) Technical Authority

The Technical Authority for the Contract is:

**Details will be provided in any resulting contract**

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

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

**(b) Task Authorization Authority**

The Task Authorization Authority for the Contract is:

**Details will be provided in any resulting contract**

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

**(c) Procurement Authority**

**Details will be provided in any resulting contract**

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

**5.3 Contractor's Representative (bidder please complete)**

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

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

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

**7. Payment**

**7.1 Basis of Payment**

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work, as determined in accordance with the Basis of Payment specified in the applicable Task Authorization document, which will be established based on the ceiling rates set out in Annex B attached to this contract. Customs duties are included and Applicable Taxes are extra.

### 7.1.1 Limitation of Expenditure - Cumulative Total all Task Authorizations

1. Canada's total liability to the Contractor under the Contract for all authorized Task Authorizations (TAs), inclusive of any revisions, must not exceed the sum of \$ \_\_\_\_\_. Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
3. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - (a) when it is 75 percent committed, or
  - (b) four (4) months before the contract expiry date, or
  - (c) as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions,

whichever comes first.

If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority, a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

### 7.2 Travel and Living Expenses

The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the National joint council Travel Directive, and with the other provisions of the directive referring to "travellers", rather than those referring to "employees".

All travel must have the prior authorization of the DND Technical Authority.

All payments are subject to government audit.

Estimated Cost: (as specified in the Annex B - Basis of Payment)

### 7.3 SACC Manual Clauses

SACC Reference	Section	Date
C6000C	Limitation of Price	2011/05/16
A9117C	T1204 - Director Request by Customer	2007/11/30

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C0711C	Department	
C2000C	Time Verification	2008/05/12
H1008C	Taxes - Foreign-based Contractors	2007/11/30
	Method of Payment - Monthly Payments	2008/05/12

#### 7.4 Delivery, Inspection and Acceptance

The Technical Authority is the Inspection Authority. All reports, deliverable items, documents, goods and all services rendered under the Contract are subject to inspection by the Inspection Authority or representative. Should any report, document, good or service not be in accordance with the requirements of the Statement of Work and to the satisfaction of the Inspection Authority, as submitted, the Inspection Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

#### 8. Invoicing Instructions

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

Each invoice must be supported by:

- (a) a copy of time sheets to support the time claimed;
- (b) a copy of the release document and any other documents as specified in the Contract;
- (c) a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
- (d) a copy of the monthly progress report.

2. Invoices must be distributed as follows:

- (a) The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

#### 9. Certifications

Compliance with the certifications and related documentation provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification, provide the related documentation or if it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

#### 10. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in **New Brunswick**.

#### 11. Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the supplemental general conditions 4007 (2010/08/16), Canada to Own Intellectual Property Rights in Foreground Information;
- (c) 2035 (2013/04/25), General Conditions - Higher Complexity - Services;
- (d) Annex A, Statement of Work
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List;
- (g) Annex A.1, DND 626 Task Authorizations (including all of its annexes, if any);
- (h) the Contractor's bid dated \_\_\_\_\_ (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award.*"), as clarified on \_\_\_\_\_ " **or** ", as amended on \_\_\_\_\_ " *and insert date(s) of clarification(s) or amendment(s)* ).

## 12. SACC Manual Clauses

SACC Reference	Section	Date
A9006C	Defence Contract	2008/05/12
A9062C	Canadian Forces Site Regulations	2011/05/16
A9131C	Controlled Goods Program	2011/05/16

## 13. Foreign Nationals

### (Canadian Contractor)

SACC Manual clause A2000C(2006/06/16) Foreign Nationals (Canadian Contractor) **OR**

### (Foreign Contractor)

SACC Manual clause A2001C(2006/06/16) Foreign Nationals (Foreign Contractor)

## 14. Insurance Requirements

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

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

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

### 14.1 Commercial General Liability Insurance

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this

nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.

2. The Commercial General Liability policy must include the following:

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

- (m) Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.
- (n) n/a
- (o) n/a
- (p) n/a
- (q) n/a
- (r) Litigation Rights: Pursuant to subsection 5(d) of the *Department of Justice Act*, S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

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

For other provinces and territories, send to:

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

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

## Annex A – Statement of Work

### ARMY LEARNING SUPPORT CENTRE OMNIBUS SERVICES FOR COURSEWARE PRODUCTION

#### 1.0 SCOPE

##### 1.1 Purpose

The Department of National Defence (DND) has a requirement for a service provider to supply resources capable of developing and supporting courseware projects by providing e-learning production, distribution and related support services to the Army Learning Support Center (ALSC).

##### 1.2 Background

The Combat training Centre (CTC) mission is to support Army readiness and modernization through the conduct of Army individual training, the preservation of individual training standards, and maintenance of assigned Centre of Excellence (CoE) responsibilities. Recent increased candidate throughput and projected future requirements have and will continue to result in significant training overloads on the instructional staff at all of the CTC Training Establishments (TEs).

The ALSC's e-learning production capability has been augmented with "contracted-in" support since 2007, and this production model has proven itself a key solution provider for increased student throughput challenges. ALSC contracted support to courseware production has been in the form of teams consisting of Project Managers (PMs), Instructional Designers (IDs), Courseware Technical Advisors (CTAs -formerly Subject Matter Experts (SMEs)), Learning Management System (LMS) Administrators, Quality Assurance (QA), Quality Control (QC) consultant, E-Learning Product Programmers (ELPPs), 3D Multimedia Developers (3D MD), and Graphic Designer (GD).

##### 1.3 Terminology

- a. "DND" means Department of National Defence
- b. "PWGSC" means Public Works and Government Services Canada
- c. "CFB" means Canadian Forces Base
- d. "ALSC" means Army Learning Support Center
- e. "CTC" means Combat Training Centre
- f. "TA" means DND Technical Authority
- g. "DWAN" means Defence Wide Area Network
- h. "IT" means Information Technology
- i. "the client" means Department of National Defence
- j. "CoE" means Centre of Excellence
- k. "TE" means Training Establishment
- l. "PM" means Project Managers
- m. "ID" means Instructional Designer
- n. "LMS" means Learning Management System
- o. "CTA" means Courseware Technical Advisor
- p. "SME" means Subject Matter Expert
- q. "QA" means Quality Assurance
- r. "QC" means Quality Control
- s. "ELPP" means E-Learning Product Programmer
- t. "3D MD" means 3D multimedia Developers
- u. "GD" means Graphic Designer
- v. "OC" means Officer Commanding
- w. "TDO" means Training Development Officer
- x. "CDevO" means Courseware Development Officer

## Annex A – Statement of Work

- y. “PMO” means Project Management Office
- z. “EL/DL” means Electronic Learning / Distance Learning
- aa. “OPI” means Office of Primary Interest
- bb. “PO” means Performance Objective
- cc. “TP” means Training Plan
- dd. “IAW” means In Accordance With
- ee. “SOP” means Standard Operating Procedure
- ff. “VBS2” means Virtual Battle Space
- gg. “MA” means Managing Authority
- hh. “DLN” means Defence Learning Network
- ii. “CMS” means Content Management System
- jj. “SCO” means Sharable Content Object
- kk. “SCORM” means Sharable Content Object Reference Model
- ll. “LCMS” means Life Cycle Material Specialist
- mm. “WCAG” means Web Content Accessibility Guidelines
- nn. “PMF” means Performance Measurement Framework
- oo. R&D means Research and Development
- pp. “INDOC” means Indoctrination
- qq. “DWAN” means Defence Wide Area Network

### 2.0 REQUIREMENT

The contractor will provide the following services, within the required timelines identified in the DND 626 Task Authorization, in order to meet the contract requirements. All services will be conducted within the ALSC, CTC Gagetown, Oromocto, NB:

- a) Six (6) Project Managers (PM);
  - i. One (1) Senior PM,
  - ii. Five (5) Intermediate PM
- b) Twenty-seven (27) Instructional Designers (ID);
  - i. One (1) Senior ID
  - ii. Ten (10) Intermediate ID
  - iii. Sixteen (16) Junior IDs
- c) Three (3) Courseware Technical Advisors (CTA)
- d) Six (6) Learning Management System (LMS) Administrators;
  - i. One (1) Senior LMS Administrator
  - ii. Five (5) Intermediate LMS Administrators
- e) One (1) Bilingual Quality Assurance (QA) consultant
- f) One (1) Bilingual Quality Control (QC) consultant
- g) Thirteen (13) E-Learning Product Programmers (ELPP);
  - i. One (1) Senior ELPP
  - ii. Eight (8) Intermediate ELPP
  - iii. Four (4) Junior ELPP
- h) Three (3) 3D Multimedia Developers (3D MD)

## Annex A – Statement of Work

- i) One (1) Graphic Designer (GD)

### **3. RESOURCE TASKS**

#### **3.1 Project Managers (PM)**

##### **3.1.1 Intermediate PM**

##### **3.1.1.1 Tasks**

Task of an Intermediate PM resource include, but are not limited to:

- a) The PM, working with ALSC staff and TE stakeholders, is responsible for the project management of multiple courseware development projects at one time. The PM will manage courseware production requirements from a PM perspective to include analysis, planning, content acquisition, design, development, quality control/assurance, implementation, monitoring, and performance measurement. Using multi-disciplinary e-learning project teams consisting of instructional designers, developers, school subject matter experts, interns and other resources, the PM will ensure that the roll-out of courseware development projects occurs within the forecasted timelines/deadlines, adheres to ALSC production methodology and project management guidelines and conforms to the quality standards set by the OC ALSC.
- b) Assess the objectives for the learning project, determine budgetary / resource requirements, the composition and responsibilities of the project team in conjunction with ALSC management and Training Establishment (TE) Standards Staff.
- c) Manage the project, during the development, implementation and operational start-up by ensuring that resources from all service areas are made available and that the total system operates within agreed ALSC time, cost and performance parameters.
- d) Report progress of the projects, and seek approval, on an ongoing basis to Senior Project Manager, and at scheduled milestones to the sponsors of the project.
- e) Evaluate the project, in conjunction with Training Development Officers (TDO) to determine technical feasibility, functional adequacy, and estimated cost and timelines for implementation and operation.
- f) Meet with ALSC management, TE Standards Staff, program managers, and other officials.
- g) Develop, implement and maintain the currency of Project Plans, registries, dashboards, and schedules. Prepare/Update plans, charts, tables, diagrams/dashboards to assist in analyzing or displaying problems and performance measures, work with a variety of scientific, business or andragogical tools.
- h) Provide suggestions to senior management regarding innovations which could be adapted to improve process within the work environment.
- i) Ensure that project team members (including Interns) adhere to the project development life-cycle, ALSC methodologies, standards and guidelines to produce consistent quality products.
- j) Develop and write proposals, position papers and/or technology strategy documents as required by the deliverables of each assignment.

## Annex A – Statement of Work

- k) Liaise with Senior Project Manager and ALSC management regarding the identified issues, recommend preferred solutions and provide an overall project plan including priorities, schedule, cost and staffing estimates.
- l) Manage project teams and liaise with Senior Project Manager any staffing issues/deficiencies that may impact project quality, team cohesiveness and deadlines.
- m) Work with and mentor intern(s) in support of the Internship program and ALSC project requirements.
- n) Prepare detailed project plans to address the issues in an efficient manner, including mandate, organization, staff, schedule, cost, and reporting system.
- o) Specify any required changes to plans or activities in order to ensure coordinated and effective effort to achieve the overall project goal.
- p) Maintain an effective status and reporting system for monitoring planned versus actual situation and for keeping Senior Project Manager and ALSC management advised.
- q) Specify and recommend to the Senior Project Manager, changes to planned activities, schedules or costs within the original project plan which may improve efficiency and production.
- r) Work without supervision with a responsibility for liaison with Senior Project Manager.
- s) Perform cost benefit analysis for alternatives and potential solutions to courseware technical and/or business problems.
- t) Complete specific monthly deliverables as indicated in the DND 626 Task Authorization.

### 3.1.1.2 Sub-tasks

While supporting the key tasks identified above, the PM consultant will also be requested to perform the following sub-tasks on an as and when requested basis:

- a) Provide recommendations on alternative approaches and courses of action to the Senior Project Manager for those issues outside the span of control of the PM.
- b) Provide courseware production performance measurement data to the ALSC Performance Officer as directed and support the ongoing evolution of the ALSC Performance Measurement Framework (PMF) and reporting cycle.
- c) As requested, prepare comprehensive analyses, briefings, reports and presentations on issues as directed by the Courseware Officer/OC ALSC.
- d) Provide all stakeholders with sufficient understanding of issues, trends and service requirements to be able to anticipate evolving trends, initiatives and requirements. Share innovative developments and practices with the development team.

### 3.1.2 Senior PM

#### 3.1.2.1 Tasks

Tasks of a Senior PM resource include all tasks of an Intermediate PM, but are not limited to:

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- a) The Senior PM, working with ALSC Courseware Development Officer, is responsible for the management of contract team and to ensure the delivery of courseware development projects occurs within the forecasted timelines/deadlines, adheres to ALSC standards.
- b) Advise and provide guidance and decision-making on major issues related to the execution and delivery of Courseware projects.
- c) Maintain an ongoing work plan and ensure that all work carried out is in alignment with the goals and objectives of the ALSC.
- d) Assist ALSC management team for planning, budgeting and other general management issues, as well as in mentoring others in project management practices.
- e) Report progress of the projects to DND Courseware Development Officer (CDevO), and seek approval, on an ongoing basis to ALSC management, and at scheduled milestones to the sponsors of the project.
- f) Liaise with CDevO and Contractor regarding any staffing issues/deficiencies that may impact project quality, team cohesiveness and deadlines.
- g) Liaise with PMs to allocate the right team at the right time to ensure ALSC projects are able to meet their objectives effectively and efficiently.
- h) Specify and recommend to the CDevO, changes to planned activities, schedules or costs within the original project plan which may improve efficiency and production.
- i) Lead the PMO (Project Management Office) to establish project management processes, standards and tools

### **3.2 Instructional Designers (ID)**

#### **3.2.1 Junior ID**

##### **3.2.1.1 Tasks**

Tasks of a Junior ID resource include, but are not limited to:

- a) Using ALSC process and standards, storyboard EL/DL products as prioritized by ALSC leadership in terms of content, media, learner profiles, instructional methods and levels of knowledge.
- b) Liaise with courseware project Subject Matter Experts (SMEs) and Offices of Primary Interest (OPIs) for content acquisition, clarification, and overall alignment of EL/DL content to the desired performance objectives (POs) in accordance with the mandated Training Plan (TP). These SMEs and OPIs can be part of the ALSC team or TE personnel.
- c) Advise and liaise with the production and quality assurance teams during product design, development, release and evaluation phases, including but not limited to contributing to learner assessment products, QC checks complete with verifications, and peer review.
- d) Assist Intermediate ID in conducting QC reviews if required.
- e) Synthesize content into creative, sound instructional design that is cognitively engaging.
- f) Write assessment questions appropriate to the level of learning, matching the learning objectives.

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- g) Work cooperatively with multi-disciplinary project teams consisting of DND civilian and military personnel, interns, and other contractors.
- h) Participate in appropriate planning processes, meeting and working groups dealing primarily with the overall project, the project team and matters pertaining to general courseware production and the content review and revision cycles.
- i) Ensure consistency and maintain documentation for specific style guidelines (i.e., project specific or school specific style guides).
- j) Prepare courseware text documents to be sent to translation.
- k) Support development of the project plan and schedule.
- l) Assist in the design the learning solution and prepare both high level and detailed design documents.
- m) Assist in the design and support the development of prototypes and beta test products and ensure compliance with specifications and standards.
- n) Liaise with development staff as needed prior to and during production (ie. to refine media specifications, to clarify storyboards and to share updates or changes).
- o) Identify potential obstacles, scope changes or impact on deliverables.

### 3.2.1.2 Sub-tasks

While supporting the key tasks identified above, all Junior IDs will also be requested to perform the following sub-tasks on an as and when requested basis:

- a) Assist in conducting background research and content analysis from a design perspective.
- b) Assist project lead ID on assigned project/projects documents.
- c) Assist team in inputting French/English translation to courseware to create ALSC bilingual products when required.
- d) Assist in the review of source materials, interview subject matter experts and conduct other related activities to identify and acquire the necessary content for courseware design and development.
- e) Ensure course objectives including assessment strategies, are mapped from the TP and design documents.
- f) Complete specific monthly deliverables as mandated by the CDevO or his delegate.
- g) Collaborate with the client and E-Learning Product Programmers (ELPPs) in the creation, review and refinement of Courseware Prototypes and Beta Tests.
- h) Work with the PM to develop effort estimates for courseware production tasks, to include daily time tracking using automated software.
- i) Assist in providing advice, interpretation, and guidance and deliver presentations on courseware or project-related issues.

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- j) Assist in supporting resolution to key project-specific issues, providing advice on alternative strategies and approaches.
- k) Support the ALSC vision, and contribute to strategies and courses of action.
- l) Assist in providing support when required in the areas of:
  - a. Architecture
  - b. Design
  - c. Tools
  - d. Standards
  - e. Trends and Theories
- m) Support leadership on the resolution of issues.
- n) Foster positive relationships with representatives of other Sections, TEs and Project teams to develop a broad professional knowledge of issues, trends and service requirements to anticipate evolving trends, initiatives and requirements.
- o) Assist in performing ID peer reviews on storyboards (IAW QA and ID standards and SOPs).
- p) Work with and mentor intern(s) in support of the Internship program and ALSC project requirements.

### **3.2.2 Intermediate ID**

#### **3.2.2.1 Tasks**

Tasks of an Intermediate ID resource include all tasks of a Junior ID but are not limited to:

- a) Conduct QC reviews and report any issues to Project Manager.
- b) Participate in appropriate planning processes, meeting and working groups dealing primarily with the overall project, the project team and matters pertaining to general courseware production and the content review and revision cycles.
- c) Support development of the project plan and schedule.
- d) Design the learning solution and prepare both high level and detailed design documents.
- e) Design and support the development of prototypes and beta test products and ensure compliance with specifications and standards.
- f) Oversee two-three projects as project Lead ID and report information as necessary.
- g) Support follow up of product from QC, QA to final sign off.

#### **3.2.2.2 Sub-tasks**

While supporting the key tasks identified above, all Intermediate IDs will also be requested to perform the following sub-tasks on an as and when requested basis:

- a) Conduct background research and content analysis from a design perspective.
- b) Act as project lead ID on assigned project/projects and mentor/support Junior IDs in the development of ALSC products.

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- c) Review source materials, interview subject matter experts and conduct other related activities to identify and acquire the necessary content for courseware design and development.
- d) Ensure course objectives including assessment strategies, are mapped from the TP and design documents.
- e) Complete specific monthly deliverables as mandated by the Courseware Development Officer or his delegate.
- f) Collaborate with the client and Multimedia Developers in the creation, review and refinement of Courseware Prototypes and Beta Tests.
- g) Work with the Project Manager to develop and maintain Project Plans, Project Schedules and effort estimates for courseware production tasks, to include daily time tracking using automated software.
- h) Provide advice, interpretation, and guidance and deliver presentations on courseware or project-related issues.
- i) Support resolution to key project-specific issues by providing advice on alternative strategies and approaches.
- j) Support the ALSC vision, and contribute to strategies and courses of action.
- k) Providing support when required in the areas of:
  - a. Architecture
  - b. Design
  - c. Tools
  - d. Standards
  - e. Trends and Theories
- l) Perform ID peer reviews on storyboards (IAW QA and ID standards and SOPs).

### **3.2.3 Senior ID**

#### **3.2.3.1 Tasks**

Tasks of a Senior ID resource include all tasks of an Intermediate ID, but are not limited to:

- a) Conduct senior courseware reviews and audits to ensure quality and adherence to ALSC's Standards and Peer Review SOPs.
- b) Advise on designing course content by incorporating appropriate instructional treatments and media.
- c) Advise on the creation of design specifications, prototypes, standards and templates.
- d) Review and prepare assessments, training materials for and assist in conducting all new hiring Indoc/Orientation and support.
- e) Conduct and participate in ID, Developer and Courseware Production meetings.
- f) Conduct periodic audits of designs and storyboards to ensure quality. Where necessary by ID skill/experience level, approve design deliverables prior to their submission to the client.
- g) Assist in conducting needs assessments, feasibility assessments, and focus groups when requested.

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### 3.2.3.2 Sub-tasks

While supporting the key tasks identified above, the Senior ID consultant will also be requested to perform the following sub-tasks on an as and when requested basis:

- a) Provide direction and support to projects and the ALSC as a whole in the areas of:
  - a. Architecture
  - b. Design
  - c. Tools
  - d. Standards
  - e. Trends and Theories
  - f. INDOC
- b) Organize and chair ID team meetings when required, ensuring that meeting minutes are posted to DNDLearn and all individuals follow through with assigned action items.
- c) Document the above items to communicate all information goes to all IDs and kept up-to-date, and work with ALSC to incorporate new trends and developments into its processes.
- d) Provide direction for training to individual IDs or groups of IDs to fill performance gaps or to implement new design trends.
- e) Assist in Communication of ALSC policy and process to new IDs.
- f) Identify any ID performance issues to Senior Project Manager and CDevO.
- g) Provide input to the CDEVO/Senior PM in allocation of ID resources.
- h) Provide consultation and/or instructional design expertise to clients, project managers, management, visitors as required.
- i) Provide consultation, presentations, demonstrations and instructional design expertise to visitors and clients as required.
- j) Provide consultation with CDEVO or delegate for improved effectiveness and efficiencies within CDEV/ALSC as needed.
- k) Liaise with other ALSC sections to facilitate solutions where appropriate (project appropriate/impact).

### 3.3 Courseware Technical Advisors (CTA)

#### 3.3.1 Tasks

Tasks of a CTA resource include, but are not limited to:

- a) Assist in forming the linkage among the Courseware Development Team, and TE staff to facilitate the transfer of knowledge from the TE to the Courseware Development Team to allow the team to develop effective and accurate courseware development packages for use by the TE.
- b) Explain training activities and objectives to the production team to assist them in the development of accurate and effective courseware.
- c) Maintain familiarity with the subject matter of courses which are currently being taught by the respective TE in which they are a CTA consultant.

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- d) Ensure the quality of the content produced in terms of accuracy and effectiveness.
- e) Assist the courseware Development Team's Project Manager, Instructional Designer and Multimedia Developers, to develop appropriate and effective courseware material by providing expert advice on the course under consideration.
- f) Assist in the preparation of project timelines, courseware material and documentation, lesson plans, training plans, training scenarios, and related learning packages.

### 3.3.2 Sub-tasks

While supporting the key tasks identified above, the CTA resource will also be requested to perform the following sub-tasks on an as and when requested basis:

- a) Respond to support requests from the Project Manager and Instructional Designer.
- b) Provide feedback to the Courseware Development Team on issues related to the course or training activity under consideration.
- c) Research and work with client to provide required resource material to the development team.
- d) Collaborate with assigned Training Development Officer (TDO, TE Standards Cell, Chief Instructors, Course Officers and Warrant Officers, Instructors, and other clients in the creation, review and refinement of courseware, training plans, lesson plans and training scenarios.
- e) Provide advice, interpretation, guidance, and deliver presentations on training-related issues, trends and direction to internal and external clients and other stakeholders to facilitate understanding and cooperation.
- f) Maintain close liaison with all other TE SMEs to ensure courseware development activities are not being needlessly duplicated by other TE and Courseware Development Teams.
- g) Contribute to departmental plans, service delivery and monitoring frameworks, policies and strategic direction. This information is used by management to support adjustments to operational plans and resource allocations, to meet service delivery requirements and objectives with regards to current and future training program direction, to modify training programs to meet the specific needs of external clients, and to support governmental and private sector business development decision-making.
- h) Provide subject matter expertise to project teams and working groups involved in the analysis and development of Distributed Learning and E-Learning products and initiatives; this includes the delivery of briefings and presentations to management committees on project-related innovation, direction and issues.
- i) Initiate and foster positive relationships with representatives of other sections, TEs and management to develop a critical knowledge of issues, trends and service requirements to anticipate evolving trends, initiatives and requirements. Share innovative developments and practices with the development team.
- j) Complete specific monthly deliverables as mandated by the DND 626 Task Authorization.
- k) Provide recommendations for the development and implementation of new or modified training policies, strategic direction, service delivery and monitoring frameworks in order to improve the efficiency and effectiveness of training programs.

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- l) Catalogue, Metadata and archive ALSC assets on DND network.
- m) Provide subject matter expertise and support to project teams involved in the analysis and development of VBS2 (Virtual Battle Space) machima's (3d video movies) for use in Distributed and E-Learning products.
- n) Work with, review and mentor intern(s) in support of the Internship program and ALSC project requirements.

### **3.4 Learning Management System (LMS) Administrators**

#### **3.4.1 Intermediate LMS Administrators**

##### **3.4.1.1 Tasks**

Tasks of an Intermediate LMS Administrator include, but are not limited to:

- a) Manage the Army's LMS, DNDLearn, at the school level, under the Army LMS Managing Authority (MA) within the ALSC, Tactics School, CTC Gagetown.
- b) Provide the professional knowledge, advice and standards necessary to assist the schools in the efficient management of the LMS.
- c) Administer the LMS and develop new and innovative ways to expand the functionality of DNDLearn, to include interaction with the ALSC's Content Management System.
- d) Assist with the transition from DNDLearn to (D2L) to DNDLearn / Defence Learning Network (DLN).
- e) Communicate regularly with the Army LMS MA, analyze complex tasks and problem solve in a team environment consisting of a school staff (instructors, standards staff, Courseware Technical Advisors (CTA), courseware developers, Instructional Designers (IDs)), other school administrators and ALSC staff.
- f) Share innovative developments and practices with the development team.
- g) Manage and maintain the information within the Content repository in each of the school environments, working under the Army LMS MA in support of Army Individual Training.

##### **3.4.1.2 Sub-tasks**

While supporting the key tasks identified above, the intermediate LMS administrator will also be requested to perform the following sub-tasks on an as and when requested basis:

- a) Support the ALSC vision, and contribute to strategies and courses of action to support the vision.
- b) Assist in providing support when required in the areas of:
  - Architecture
  - Design
  - Tools
  - Standards
  - Trends and Theories
- c) Support leadership on the resolution of issues, and the development, selection, implementation and management of resolution strategies.

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- d) Foster positive relationships with representatives of other Sections, TEs and Project teams to develop a broad professional knowledge of issues, trends and service requirements to anticipate evolving trends, initiatives and requirements.

### 3.4.1.2.1 Sub-tasks for DNDLearn related sub-tasks:

- a) Input and monitor user accounts (creating, enrolling, updating profiles, etc).
- b) Be the first point of contact for school staff for technical difficulties within DNDLearn.
- c) Promote adherence to DNDLearn Standard Operating Procedures (SOPs) with the support/oversight of the Army MA.
- d) Raise school staff awareness of emerging capabilities within the LMS.
- e) Advise on the use of existing and new capabilities of the LMS.
- f) Inform school staff on training requirements for instructors, developers, learners, etc.
- g) Communicate with the Army LMS MA on ongoing problems, best practices, lessons learned, and any improvements to the existing SOPs.
- h) Build and maintain positive working relationships among school and ALSC staff.
- i) Raise awareness and promote the LMS in the school.
- j) Build and maintain new tools for DNDLearn (LMS).

### 3.4.1.2.2 Sub-tasks for Content Repository related sub-tasks:

- a) Input information into the content management system (CMS).
- b) Be the point of contact for school staff for technical difficulties with the repository.
- c) Promote adherence to repository Standard Operating Procedures (SOPs) with MA support/oversight.

## 3.4.2 Senior LMS Administrator

### 3.4.2.1 Tasks

Tasks of a Senior LMS Administrator resource include all tasks of an Intermediate LMS Administrator, but are not limited to:

- a) The Senior LMS Administrator, working with ALSC Online Learning Officer, is responsible for the management of LMS Administrators and to ensure the management of courses on the LMS projects occurs within the forecasted timelines/deadlines, and adheres to ALSC standards.
- b) Advise and provide guidance and decision-making on major issues related to the execution and delivery of products and the LMS environment.
- c) Maintain an ongoing work plan and ensure that all work carried out is in alignment with the goals and objectives of the ALSC.
- d) Assist ALSC management team for planning, budgeting and other general management issues, as well as in mentoring others in project management practices.

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- e) Report progress of the projects to Online Learning Officer, and seek approval, on an ongoing basis to ALSC management, and at scheduled milestones to the sponsors of the project.
- f) Liaise with Online Learning Officer and Contracting Company any staffing issues/deficiencies that may impact project quality, team cohesiveness and deadlines.
- g) Specify and recommend to the Online Learning Officer, changes to planned activities, schedules or costs within the original project plan which may improve efficiency and production.
- h) Complete specific monthly deliverables as mandated by the Online Learning Officer or his delegate to the required ALSC standards (as outlined in ALSC SOPs.).
- i) Provide advice, interpretation, and guidance and deliver presentations on LMS or project-related issues.
- j) Support resolution to key project-specific issues, providing advice on alternative strategies and approaches.
- k) Perform, as requested, peer reviews on LMS administrator performance and advise Contracting Company of any issues.

### 3.5 Quality Assurance Consultant

#### 3.5.1 Tasks

Tasks of a bilingual QA consultant include, but are not limited to:

- a) Developing a Quality Assurance (QA) plan, including:
  - Quality standards, methodologies, procedures and tools for performing the quality assurance activities
  - Resources, schedule and responsibilities for conducting the QA activities
  - 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:
  - Testing eLearning programs for conformity to client approved design documents, instructional standards, guidance and specifications, scripts and storyboards
  - Testing the eLearning program for interactivity, functionality and programming bugs
  - Assuring grammatical and spelling accuracy in English, French, or both languages in accordance with the requirement
  - 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
  - Ensuring consistency with guidelines, conventions, taxonomies and / or best practice in the use of metadata
  - Testing for SCORM (Sharable Content Object Reference Model) conformance in an approved LMS/LCMS testing environment
  - Testing for WCAG (Web Content Accessibility Guidelines) conformance (for the applicable criteria)

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- Performing testing of eLearning programs to ensure they function as planned in the client LMS/LCMS environment
- Recording the results of all QA interventions and making them available to the Technical Authority
- Writing reports based upon the results of the QA Test Plan

### 3.5.2 Sub-tasks

While supporting the key tasks identified above, the bilingual QA consultant will also be requested to perform the following sub-tasks on an as and when requested basis:

- a) Provide recommendations on alternative process approaches and courses of action to the ALSC.
- b) Maintain courseware production performance measurement data and support the ongoing evolution of the ALSC Performance Measurement Framework (PMF) and reporting cycle.
- c) Complete specific monthly deliverables as mandated by the DND 626 Task Authorization.
- d) As required, QA resource will participate in committees and act as an expert advisor to ALSC management on QA process and testing. The QA resource may also have to deliver briefings and presentations to management committees on QA process and issues.
- e) As requested, prepare comprehensive analyses, briefings, reports and presentations on issues as directed by the OC ALSC.
- f) Initiate and foster positive relationships among school project teams and ALSC staff, ensuring all stakeholders have a sufficient understanding of issues, trends and service requirements to be able to anticipate evolving trends, initiatives and requirements. Share innovative developments and practices with the development team.
- g) Support the resolution of key project-specific issues, providing advice on alternative strategies and approaches from a QA perspective.
- h) Support the ALSC vision, and recommend strategies and courses of action to support the vision.
- i) Work with and mentor intern(s) in support of the Internship program and ALSC project requirements.

## 3.6 Bilingual Quality Control Consultant

### 3.6.1 Tasks

Tasks of a bilingual QC consultant resource include, but are not limited to:

- a) The QC Consultant will perform quality control reviews of existing and current eLearning projects from an instructional design and development perspective against ALSC Courseware specifications and guidelines.
- b) The QC ID will liaise with the courseware team for clarification or other issues as required in regards to content testing or reviews.
- c) As required, the QC ID will participate in committees and act as an expert advisor to ALSC management on QC process and testing. The QC consultant may also have to deliver briefings and presentations to management committees on QC process and issues.

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- d) In conjunction with QA consultant the QC Consultant will represent the QC section as necessary in collaborative sessions within and when required, outside the ALSC.
- e) Support the QC process in ensuring all ALSC courseware is quality controlled in accordance with approved processes and procedures, to the quality set by the Officer Commanding (OC) ALSC.
- f) Review and ensure all French text referring to Canadian Army terms, definitions, equipment, weapons, etc meets the Standard and the intent.
- g) Liaise with ALSC Courseware Development Officer, QA consultant, CTA consultants, TE SMEs and others as required to obtain approval for release of quality assured bilingual text.

### 3.6.2 Sub-tasks

While supporting the key tasks identified above, the bilingual QC consultant will also be requested to perform the following sub-tasks on an as and when requested basis:

- a) Regarding QC process and testing needs, conduct background research and analysis.
- b) Assisted by QA develop QC testing strategies and other required processes.
- c) Test courseware deliverables in accordance with the established methodology and quality standards and guidelines for courseware design and development.
- d) Collaborate with the courseware team in the testing, review and refinement of Courseware Prototypes.
- e) Provide advice, interpretation, guidance and deliver presentations on process related issues, trends and directions to facilitate understanding of the QC process and applicable standards.
- f) Support the resolution of key project-specific issues, providing advice on alternative strategies and approaches from a QC perspective.
- g) Support the ALSC vision, and recommend strategies and courses of action to support the vision.
- h) Contribute to the development of QC methodology and work with ALSC staff as necessary to better integrate existing army wide training processes.
- i) Work with, review and mentor intern(s) in support of the Internship program and ALSC project requirements.
- j) Complete specific monthly deliverables as mandated by the CDevO or his delegate.

## 3.7 ELearning Product Programmers (ELPP)

### 3.7.1 Junior ELPP

#### 3.7.1.1 Tasks

Tasks of a Junior ELPP resource include, but are not limited to:

- a) The Junior ELPP will develop SCORM eLearning products for classroom and distributed training in support of the total force at their home locations. The goal is to provide soldiers with the most current, learner-centric, cost effective and technically advanced training available.

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- b) Using Adobe Flash and other industry standard software, the programmers will work closely with the Instructional designers to determine project requirements. The programmer will produce eLearning products and interactive multimedia training aids using graphics, 3D, animation, photography, audio and video.
- c) Creating multimedia animation integrating images, 3D, sound, and video.
- d) Using authoring software to assemble eLearning content and publish the course in accordance with the Instructional Design Document(s).
- e) Designing and creating interactions that are packaged in a rapid eLearning software.
- f) Working with instructional designers to develop the content based on storyboards.
- g) Maintain frequent communication with Project to ensure project meets schedule and ALSC standards.
- h) Providing advice on the suitable interaction and also on the limits of certain applications.
- i) Creating reusable online content.
- j) Conduct programming in Actionscript 2 or/and 3 following ALSC standards.
- k) Assist in the development of custom interfaces and applications.
- l) Conduct testing of asset and course functionality to ensure they meet requirements.

### 3.7.1.2 Sub-tasks

While supporting the key tasks identified above, the Junior ELPP will also be requested to perform the following sub-tasks on an as and when requested basis:

- a) Optimization of image, text and audio/video.
- b) Prepare asset thumbnails, file management and upload/backup content to repository.
- c) Assist project lead as required.
- d) Troubleshooting and resolving online course interactions that are not publishing correctly or reporting correctly to a Learning Management system.
- e) Conduct self-verifications and intern peer reviews when required, to verify accuracy, quality and completeness of courseware, including adherence to storyboards as well as project standards, with the assistance of Developers and Project Lead Developers.
- f) Work with, review and mentor intern(s) in support of the Internship program and ALSC project requirements.
- g) Implement corrections and approved changes as identified by peers, Project Lead Developer, Instructional Designers, SMEs, Quality Control and the client, with the assistance of Developers and Project Lead Developers.
- h) Maintain version control of working files and backup files on a project-by-project basis, with the assistance of Developers and Project Lead Developers.

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- i) Participate in meetings when required (school team, project team, Developer team, project kickoffs, client, ALSC, etc.).
- j) Assist in identifying potential areas of inefficiency in the courseware development process and assist Project Lead and Senior Developer with the creation of solutions, which may include development of templates and other reusable objects if required.
- k) Contribute to the creation and maintenance of ALSC and project-related support documentation, such as functional specifications, standard operating procedures, best practices, checklists Style Guides and templates, under the direction of the Project Lead or Senior Developer.
- l) Provide estimates on development time to Project Managers, when necessary, for the creation of project schedules.
- m) Assist with all phases of building prototypes and courseware including, but not limited to, design, development and testing.
- n) Complete specific monthly deliverables as mandated by the Courseware Development Officer or his delegate.

### 3.7.2 Intermediate ELPP

#### 3.7.2.1 Tasks

Tasks of an Intermediate ELPP resource include all tasks of a Junior ELPP, but are not limited to:

- a) Reviewing, analyzing and making recommendations with respect to programming issues on project documentation including:
  - Coding standard(s) chosen
  - Client Needs Assessment
  - Infrastructure topology
- b) Developing advanced project components, including:
  - A User Interface in accordance with the Style Guide
  - Pseudo-code and metadata templates
  - Advanced JavaScript course elements
  - All course elements and related assets
  - SCO and Asset Metadata documents
  - SCORM® conformance and usability testing
  - Quality assurance testing
  - 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:
  - Multi-Media elements
  - Interactive elements
  - Instruction content elements
  - Shareable Content Objects (SCOs)
  - Assessment instruments
  - Evaluation instruments
- d) Conduct peer reviews and assessments.
- e) Designing and Developing data structure, including:

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- Designing database structures and relationships
  - Documenting database implementation including connection details
- f) Implementing quality assurance and test plans.
- g) Assist with project kickoff meetings to ensure all Developers and Instructional Designers are aware of proper folder structure for working files and backup, file naming conventions and proper use of QC and QA test logs.

### 3.7.2.2 Sub-tasks

While supporting the key tasks identified above, the Intermediate ELPP will also be requested to perform the following sub-tasks on an as and when requested basis:

- a) Conduct the role of lead developer when required
- b) Providing technical guidance including:
- Recommending best practices
  - Making recommendations regarding eLearning product development
  - Identifying and recommending solutions to identified coding issues
  - Reviewing test documentation
- c) Web design and maintenance when required
- Develop web applications
  - Maintain web applications
  - Know the limitations and capabilities of the Internet and Intranet
  - Create graphics
  - Update scripts (HTML, JavaScript, Asp)
- d) Documenting solutions or work-arounds to identified issues.
- e) Recognize when mentoring or training is required for members of the development team and provide input to Senior Developer about suitable solutions for improvement.
- f) Identify potential issues or areas of inefficiency in the project and assist Senior Developer with the creation of solutions, which may include development of templates and other reusable objects.
- g) Assist Project Managers in the creation of accurate project schedules by providing estimates for project scope, project assumptions, timelines and potential risks.
- h) Assist and organize and lead project team meetings, when required, throughout the duration of each project.
- i) Lead and coordinate the technical design and development of projects while understanding the overall project scope.
- j) Assist Instructional Designers to maintain a courseware deviation list throughout the development of each project, which will be delivered to QA during the 100% QA review phase.
- k) Meet with Instructional Designers prior to development stage to ensure developer notes in storyboard are clear and understood.
- l) Meet with developers once storyboard is complete to ensure developers understand what is expected in order to complete all project files according to what is requested in the storyboard.

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- m) Collaborate with Instructional Designers to implement innovative solutions to new challenges.
- n) Act as liaison to 3D team when 3D assets are being incorporated on a project-by-project basis.
- o) Ensure file version control is maintained at all levels of project development.
- p) Conduct QC reviews of all courseware to verify accuracy, completeness, and adherence to project standards to ensure the quality of all deliverables.
- q) Perform backup, according to standard operating procedures, of all development-related files for current project for current school(s).
- r) Provide input into project After Action Review when required.

### 3.7.3 Senior ELPP

#### 3.7.3.1 Tasks

Tasks of a Senior ELPP resource include all tasks of an Intermediate ELPP, but are not limited to:

- a) Assist in creating and maintaining all ALSC and project-related support documentation, such as functional specifications, standard operating procedures, best practices, checklists, style guides and templates and ensure they are followed and maintained. Before a deviation from the development process or standards can occur, Senior Developers are to be consulted so they can provide recommendations as well as quantifying risks. (Updated documentation of standards are maintained in association with the Quality Assurance team).
- b) Provide input to CDevO on technologies and tools that will improve the development of courseware, and keep abreast of current trends, technologies and techniques. Participate in authorized R&D activities if required.
- c) Ensure training of all development staff is conducted for current software and applications or updates to current tools, as well as changes to development processes and standards. Identify training requirements and relevant tutorials if available for development team during downtime.
- d) Develop and deliver any required training as appropriate.
- e) Mentor Intern and new-to-ALSC Developers when necessary.
- f) Provide CDevO with information specific to the work habits and performance of Project Lead Developers and provide mentoring when necessary.
- g) Work with Project Managers to task Developers that are experiencing downtime when other schools require extra resources to meet a deadline.

#### 3.7.3.2 Sub-tasks

While supporting the key tasks identified above, the Senior ELPP will also be requested to perform the following sub-tasks on an as and when requested basis:

- a) Organize and chair Developer team meetings when required, ensuring that meeting minutes are posted to DNDLearn and all individuals follow through with assigned action items.
- b) Plan and execute technical solutions that may exceed the capabilities of others on the development team, or when Developers do not have the time to dedicate to the task due to project timelines.

## Annex A – Statement of Work

- c) Provide direction and support to projects and the ALSC as a whole in the areas of:
  - Architecture
  - Design
  - Tools
  - Standards
  - Trends and Theories
  - INDOC
- d) Document the above items to communicate information goes to all ELPPs and kept up-to-date, and work with ALSC to incorporate new trends and developments into its processes.
- e) Provide direction for training to individual ELPPs or groups of IDs to fill performance gaps or to implement new design trends.
- f) Assist in Communication of ALSC policy and process to new ELPPs.
- g) Identify any ELPP performance issues to Project Manager and CDevO.
- h) Provide input to the CDEVO/Senior PM in allocation of ELPP resources.
- i) Provide consultation and/or developer expertise to clients, project managers, management, visitors as required.
- j) Provide consultation, presentations, demonstrations and development expertise to visitors and clients as required.
- k) Provide consultation with CDEVO for improved effectiveness and efficiencies within CDEV/ALSC as needed.
- l) Liaise with other ALSC sections to facilitate solutions where appropriate (project appropriate/impact).

### **3.8 3D Multimedia Developer (3D MD)**

#### **3.8.1 Tasks**

Tasks of a 3D MD include, but are not limited to:

- a) The 3D MD will develop 3D eLearning products for classroom and distributed training in support of the total force at their home locations. The goal is to provide soldiers with the most current, learner-centric, cost effective and technically advanced training available.
- b) Using 3DS MAX and other industry standard software, the 3D multimedia developers will work closely with the Instructional designers to determine project requirements. The 3D multimedia developer will produce 3D eLearning products and 3D interactive multimedia training aids using graphics, 3D models, animation, game engines, audio and video.
- c) Conduct the role of project lead 3D developer when required;
- d) Conduct programming in C syntax and Java/javascript for applications like Unity and various serious game engines.
- e) Conduct the development and modification of custom assets using gaming engines.
- f) Conduct testing of asset and course functionality.

## Annex A – Statement of Work

### 3.8.2 Sub-tasks

While supporting the key tasks identified above, the 3D MD will also be requested to perform the following sub-tasks on an as and when requested basis:

- a) Assist in production of 3D animations using motion capture equipment.
- b) Support and develop assets using video, audio, 3D animation and game renders to create Machinimas.
- c) Optimization of image, models, animations, Machimina's text and audio/video.
- d) Prepare asset thumbnails, file management and upload/backup content to repository.
- e) Assist project lead as required.
- f) Conduct self-verifications and intern peer reviews when required, to verify accuracy, quality and completeness of 3D assets, including adherence to storyboards as well as project standards.
- g) Work with, review and mentor intern(s) in support of the Internship program and ALSC project requirements.
- h) Implement corrections and approved changes as identified by peers, Project Manager, Project Lead, Instructional Designers, SMEs, Quality Control and the client, with the assistance of Developers and Project Lead Developers.
- i) Maintain version control of working files and backup files on a project-by-project basis, with the assistance of Developers and Project Lead Developers.
- j) Participate in meetings when required (school team, project team, 3D Developer team, project kickoffs, client, ALSC, etc.).
- k) Assist in identifying potential areas of inefficiency in the 3D development process and assist Project Lead and Senior Developer with the creation of solutions, which may include development of templates and other reusable objects if required.
- l) Contribute to the creation and maintenance of ALSC and project-related support documentation, such as functional specifications, standard operating procedures, best practices, checklists Style Guides and templates, under the direction of the Project Lead or Senior Developer.
- m) Provide estimates on development time to Project Managers, when necessary, for the creation of project schedules.
- n) Assist with all phases of building prototypes and courseware including, but not limited to, design, development and testing.
- o) Complete specific monthly deliverables as mandated by the Courseware Development Officer or his delegate.

### 3.9 Graphic Designer (GD)

#### 3.9.1 Tasks

Tasks of a GD include, but are not limited to:

## Annex A – Statement of Work

- a) Using Adobe Products and other industry standard software, the graphic designer will work closely with the client to determine project requirements to create print-media and training aids. The graphic designer will create designs, concepts, and sample layouts of graphical elements in accordance with the Client requests, Design Documents and the Scripted Storyboards.
- b) Determine the best way to achieve the desired graphics either through the use of existing stock, development of new material, or combination of both.
- c) Consulting with clients to establish the overall look and graphical elements.
- d) Reviewing the Work request, Design Document and/or the Scripted Storyboards.
- e) Make recommendations to the client.
- f) Consulting the clients regarding associated costs.
- g) Validating that the design is engaging and meets the client requirements.
- h) Determine size and arrangement of illustrative material and copy, and select style and size of type.
- i) Create new images, digitize images, mark up, paste, and assemble final layouts.
- j) Optimize designs and produce final products using various output equipment to include large scale plotters.
- k) Laminating and mounting of final products to meet client requirements.

### 3.9.2 Sub-tasks

While supporting the key tasks identified above, the GD will also be requested to perform the following sub-tasks on an as and when requested basis:

- a) Optimization of image, text and audio/video.
- b) Prepare asset thumbnails, file management and upload/backup content to repository.
- c) Assist ALSC team.
- d) Troubleshoot and resolve documents that are not publishing/printing correctly.
- e) Conduct self-verifications and intern peer reviews when required, to verify accuracy, quality and completeness of designs, including adherence to clients requests as well as project standards.
- f) Work with, review and mentor intern(s) in support of the Internship program and ALSC project requirements.
- g) Implement corrections and approved changes as identified by peers and the client, with the assistance of Graphic Designers.
- h) Maintain version control of working files and backup files on a project-by-project basis.
- i) Participate in meetings when required (project team, Developer team, project kickoffs, client, ALSC, etc.)

## Annex A – Statement of Work

- j) Assist in identifying potential areas of inefficiency in the graphic development process and assist with the creation of solutions, which may include development of templates and other reusable objects if required.
- k) Contribute to the creation and maintenance of ALSC and project-related support documentation, such as functional specifications, standard operating procedures, best practices, checklists, Style Guides and templates.
- l) Provide estimates on development time to clients, when necessary, for the creation of project schedules.
- m) Complete specific monthly deliverables as mandated by the Courseware Development Officer or his delegate.

### 4. DELIVERABLES

Each resource will submit monthly status reports to the contractor's Senior Project Manager. The contractor's Senior PM will consolidate the reports. Reports shall:

- provide an up to date status of all deliverables associated with the delivery of the “tasks” in 626 Task Authorization,
- including the number of consulting days utilized,
- outlining any potential delays in meeting task timelines.

The contractor's Senior PM will submit reports and monthly invoices in both electronic and hard copy format on the 15th day of the month to the DND Technical Authority (TA). All electronic submissions are to be provided in MS Office Suite.

### 5. ACCEPTANCE

All deliverables in response to the SOW will be evaluated within a reasonable time frame on the basis of suitability, quality and adherence to the agreed upon schedule and specified standards. Acceptance of deliverables will be certified by the TA, subsequent to the satisfactory delivery of the final report. Such certification will be the basis upon which the TA will recommend payment. The TA shall have the right to reject it or require its correction at the sole expense of the contractor. Should any deliverables be found unacceptable, the deficiencies shall be corrected and re-submitted within five (5) working days at no cost to DND.

### 6. LANGUAGE

Ability to communicate in the English language orally and written is essential for all positions. Ability to communicate well in both English and French orally and in written correspondence is essential for the bilingual QA and QC consultants.

### 7. TRAVEL & LIVING

DND will not be responsible for any travel and relocation costs incurred to provide services to the delivery destinations. All other travel outside of the delivery destinations must have the prior approval of the Technical Authority, and travel and living cost incurred must be in accordance with the National Joint Council Travel Directive in effect at the time of travel.

### 8. HOURS OF WORK

## Annex A – Statement of Work

Resources must be available on-site for up to five (5) days per week and will be provided office space, as required, within the assigned TE. Typical hours of work will be within 0730 – 1630 hrs, Monday to Friday, dependant on the TE's hours of operation. Although the contractor may work outside of these daily time periods during the completion of their tasks, facilities access are controlled and monitored, and access to DND resources will be limited outside of these times. Specific hours of work will be detailed in monthly Task Authorizations.

### **9. CLOSURE OF GOVERNMENT OFFICES**

Where the Contractor, its employees, subcontractors, or agents are providing services on government premises under the Contract and those premises are inaccessible because of the evacuation or closure of government offices, and as a result no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if there had been no evacuation or closure.

If, as a result of any strike or lock-out, the Contractor or its employees, subcontractors or agents cannot obtain access to government premises and, as a result, no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if the Contractor had been able to gain access to the premises.

### **10. CLIENT SUPPORT**

TEs will provide parking, temporary office space and the infrastructure deemed appropriate for the execution of assigned tasks.

### **11. INFORMATION TECHNOLOGY (IT)**

Service provider computer systems or other communication devices shall not be employed on the DND secure network – Defence Wide Area Network (DWAN). Access to DWAN will be provided as necessary in support of the service provider's tasks. Wireless access is not permitted within CFBs. Internet connectivity on CFBs is limited and will only be provided to those service providers with a bona fide requirement for the conduct of their tasks. Units will coordinate internet connectivity and provide task specific software on an as and when required basis.

### **12. SPECIFIC IT REQUIREMENTS**

Contractors working in support of ALSC are required to provide their own IT equipment with internet capability necessary to conduct the work.

#### **12.1 Project Manager/LMS/CTA/QA/QC**

This will include a laptop (Minimum specifications: 4gig RAM, 2.8 GHz, 500gig HD), keyboard and mouse, a secondary monitor (at least 19 inches) and at a minimum, Microsoft Office Suite 2003 (or newer) and Windows 7 (or later). IT requirements are further detailed below for each of the contracted skill sets as per para 4:

- a) The Contractor is required to supply the Project Managers with Microsoft Project (latest version), Skype, and Adobe Acrobat Pro (latest version). DND will provide any specialized software that is necessary for the Project Managers to interface with DND systems.
- b) The Contractor is required to supply the LMS Consultants with Adobe Suite CS4 or newer, adobe acrobat pro (latest version), Skype and, at a minimum, MS Office 2007 (or newer).
- c) The Contractor is required to supply the CTAs with MS Office 2003 (or newer), Adobe Acrobat Pro (latest version), and Skype.

## Annex A – Statement of Work

- d) The Contractor is required to supply the QA/QC Consultant with MS Office 2003 (or newer), Adobe 7.0 Professional (or newer) and Proform Standard edition. The Bilingual QA/QC Consultant will be provided DWAN access by DND in order to conduct their work.

### 12.2 Instructional Designer

- a) This will include a laptop (Minimum specifications: 4gig RAM, 2.8 GHz, 500gig HD), keyboard and mouse, a secondary monitor (at least 19 inches) and at a minimum, Microsoft Office Suite 2003 (or newer) and Windows 7 (or later).
- b) The contractor is required to supply the Instructional Designers MS Office 2003 (or newer), Adobe Acrobat Pro (latest version), Proform Standard edition, Publisher and Skype.

### 12.3 ELPP/3D Multimedia Developer/Graphic Designer

This will include a desktop (Minimum specifications: Intel® Core™ i7 2960XM 2.7GHz (3.7GHz with Turbo Boost, 8MB, 1TB RAID 0 (2x 500GB) 7200RPM HD), Dual 2GB GDDR5 AMD Radeon HD 6990M AMD CrossFireX, Super Multi DVD optical drive with blue-ray ROM, Connectivity options include 10/100/1000 Gigabit Ethernet, Wireless LAN 802.11b/g/n (@2.4GHz) & Bluetooth, keyboard and mouse (no wireless), two monitors 22 in VGA/DVI Native Resolution 1920X1080.

Additional requirements for LMM and MM are further detailed below:

- Adobe Creative Suite Web Premium CS6 (or later)
- Adobe Acrobat Pro 9 (or newer)
- Microsoft Office 2003 (or newer)
- Windows 7 Professional 64bit (or newer)
- Roxio (latest version)
- ProForm Standard Edition {by Rapid Intake}, latest version
- Trevantis Lectora Publisher Professional 10 or Later
- Integrated 2.0mp Webcam and headset/built-in microphone
- Wacom Intuos4 small tablet

Additional requirements for 3DMM are further detailed below:

- Adobe Creative Suite Web Premium CS6 (or later)
- Autodesk 3DS Max Entertainment Creation Suite 2012 Standard (or later)
- E-on Vue 10 Complete (or later)
- Adobe Acrobat Pro 9 (or newer)
- Microsoft Office 2003 (or newer)
- Windows 7 Professional 64bit (or newer)
- Roxio (latest version)
- Integrated 2.0mp Webcam and headset/built-in microphone
- Wacom Intuos4 small tablet

Additional requirements for Graphic Designer are further detailed below:

- Adobe Creative Suite Design Premium CS6 (or later)
- Adobe Acrobat Pro 9 (or newer)
- Microsoft Office 2003 (or newer)
- Windows 7 Professional 64bit (or newer)
- Roxio (latest version)
- Integrated 2.0mp Webcam and headset/built-in microphone
- Wacom Intuos4 small tablet

## Annex A – Statement of Work

### 13. SECURITY

This contract and the resulting deliverables contain classified material and require the contracted personnel to hold a security level of SECRET. It will be the responsibility of the Contractor to have a security check conducted for their personnel and provide the Technical Authority the security documentation seven (7) days prior to positions start date. The Security Requirements Check List is attached as Annex C.

**ANNEX “B”  
BASIS OF PAYMENT**

You will be paid your costs reasonably and properly incurred for the performance of the work as follows;

<b>For the initial period from Contract Award to 31 March 2014; (46 individuals)</b>			<b>Extended price (daily rate x number of days)</b>
1.	Senior Project Managers (PM) - (1 individual)		
	Labour at the following firm rates:		
1.1	\$ _____	per day for an estimated 115 days	\$ _____
2.	Senior Instructional Designers (ID) – (1 individual)		
	Labour at the following firm rates:		
2.1	\$ _____	per day for an estimated 115 days	\$ _____
3.	Intermediate ID – (10 individuals)		
	Labour at the following firm rates:		
3.1	\$ _____	per day for an estimated 1150 days	\$ _____
4.	Junior ID – (16 individuals)		
	Labour at the following firm rates:		
4.1	\$ _____	per day for an estimated 1840 days	\$ _____
5.	Bilingual Quality Assurance (QA) Consultant – (1 individual)		
	Labour at the following firm rates:		
5.1	\$ _____	per day for an estimated 115 days	\$ _____
6.	Senior E-Learning Product Programmers (ELPP) – (1 individual)		
	Labour at the following firm rates:		
6.1	\$ _____	per day for an estimated 115 days	\$ _____
7.	Intermediate ELPP – (8 individuals)		
	Labour at the following firm rates:		
7.1	\$ _____	per day for an estimated 920 days	\$ _____
8.	Junior ELPP – (4 individuals)		
	Labour at the following firm rates:		
8.1	\$ _____	per day for an estimated 460 days	\$ _____

**ANNEX "B"**  
**BASIS OF PAYMENT**

9.	3D Multimedia Developers - (3 individuals)	
	Labour at the following firm rates:	
9.1	\$ _____ per day for an estimated 345 days	\$ _____
10.	Graphic Designer – (1 individual)	
	Labour at the following firm rates:	
10.1	\$ _____ per day for an estimated 115 days	\$ _____
11.	Allowance for travel as required*	\$7,500.00
	<b>TOTAL ESTIMATED COST: Contact Award to 31 March 2014</b>	

For the period from 01 April 2014 to 31 March 2015; (61 individuals)		Extended price (daily rate x number of days)
1.	Senior Project Managers (PM) – (1 individual)	
	Labour at the following firm rates:	
1.1	\$ _____ per day for an estimated 230 days	\$ _____
2.	Intermediate PMs – (5 individuals)	
	Labour at the following firm rates:	
2.1	\$ _____ per day for an estimated 1150 days	\$ _____
3.	Senior Instructional Designers (ID) – (1 individual)	
	Labour at the following firm rates:	
3.1	\$ _____ per day for an estimated 230 days	\$ _____
4.	Intermediate ID – (10 individuals)	
	Labour at the following firm rates:	
4.1	\$ _____ per day for an estimated 2300 days	\$ _____
5.	Junior ID – (16 individuals)	
	Labour at the following firm rates:	
5.1	\$ _____ per day for an estimated 3680 days	\$ _____

**ANNEX “B”  
BASIS OF PAYMENT**

6.	Courseware Technical Advisors – (3 individuals)	
	Labour at the following firm rates:	
6.1	\$_____ per day for an estimated 690 days	\$_____
7.	Senior Learning Management System (LMS) Administrators – (1 individual)	
	Labour at the following firm rates:	
7.1	\$_____ per day for an estimated 230 days	\$_____
8.	Intermediate LMS Administrators – (5 individuals)	
	Labour at the following firm rates:	
8.1	\$_____ per day for an estimated 1150 days	\$_____
9.	Bilingual Quality Assurance (QA) Consultant – (1 individual)	
	Labour at the following firm rates:	
9.1	\$_____ per day for an estimated 230 days	\$_____
10.	Bilingual Quality Control (QC) Consultant – (1 individual)	
	Labour at the following firm rates:	
10.1	\$_____ per day for an estimated 230 days	\$_____
11.	Senior E-Learning Product Programmers (ELPP) – (1 individual)	
	Labour at the following firm rates:	
11.1	\$_____ per day for an estimated 230 days	\$_____
12.	Intermediate ELPP – (8 individuals)	
	Labour at the following firm rates:	
12.1	\$_____ per day for an estimated 1840 days	\$_____
13.	Junior ELPP – (4 individuals)	
	Labour at the following firm rates:	
13.1	\$_____ per day for an estimated 920 days	\$_____
14.	3D Multimedia Developers – (3 individuals)	
	Labour at the following firm rates:	
14.1	\$_____ per day for an estimated 690 days	\$_____

**ANNEX “B”  
BASIS OF PAYMENT**

15.	Graphic Designer – (1 individual)	
	Labour at the following firm rates:	
15.1	\$_____ per day for an estimated 230 days	\$_____
16.	Allowance for travel as required*	\$15,000.00
<b>TOTAL ESTIMATED COST: 01 April 2014 to 31 March 2015</b>		

For the period from 01 April 2015 to 31 March 2016; (61 individuals)		Extended price (daily rate x number of days)
1.	Senior Project Managers (PM) – (1 individual)	
	Labour at the following firm rates:	
1.1	\$_____ per day for an estimated 230 days	\$_____
2.	Intermediate PMs – (5 individuals)	
	Labour at the following firm rates:	
2.1	\$_____ per day for an estimated 1150 days	\$_____
3.	Senior Instructional Designers (ID) – (1 individual)	
	Labour at the following firm rates:	
3.1	\$_____ per day for an estimated 230 days	\$_____
4.	Intermediate ID – (10 individuals)	
	Labour at the following firm rates:	
4.1	\$_____ per day for an estimated 2300 days	\$_____
5.	Junior ID – (16 individuals)	
	Labour at the following firm rates:	
5.1	\$_____ per day for an estimated 3680 days	\$_____

**ANNEX “B”  
BASIS OF PAYMENT**

6.	Courseware Technical Advisors – (3 individuals)		
	Labour at the following firm rates:		
6.1	\$	per day for an estimated 690 days	\$
7.	Senior Learning Management System (LMS) Administrators – (1 individual)		
	Labour at the following firm rates:		
7.1	\$	per day for an estimated 230 days	\$
8.	Intermediate LMS Administrators – (5 individuals)		
	Labour at the following firm rates:		
8.1	\$	per day for an estimated 1150 days	\$
9.	Bilingual Quality Assurance (QA) Consultant – (1 individual)		
	Labour at the following firm rates:		
9.1	\$	per day for an estimated 230 days	\$
10.	Bilingual Quality Control (QC) Consultant – (1 individual)		
	Labour at the following firm rates:		
10.1	\$	per day for an estimated 230 days	\$
11.	Senior E-Learning Product Programmers (ELPP) – (1 individual)		
	Labour at the following firm rates:		
11.1	\$	per day for an estimated 230 days	\$
12.	Intermediate ELPP – (8 individuals)		
	Labour at the following firm rates:		
12.1	\$	per day for an estimated 1840 days	\$
13.	Junior ELPP – (4 individuals)		
	Labour at the following firm rates:		
13.1	\$	per day for an estimated 920 days	\$
14.	3D Multimedia Developers – (3 individuals)		
	Labour at the following firm rates:		
14.1	\$	per day for an estimated 690 days	\$

**ANNEX "B"**  
**BASIS OF PAYMENT**

15.	Graphic Designer – (1 individual)	
	Labour at the following firm rates:	
15.1	\$ _____ per day for an estimated 230 days	\$ _____
16.	Allowance for travel as required*	\$15,000.00
<b>TOTAL ESTIMATED COST: : 01 April 2015 to 31 March 2016</b>		

**Grand Total:** \$ \_\_\_\_\_  
(The sum of all periods will be used for evaluation purposes)

Notes:

1. For the purpose of the financial bid evaluation, the initial period will be from 01 October 2013. At contract award, the estimated Level of Effort in the initial year will be adjusted accordingly.
2. The services of the Intermediate Project Managers, Courseware Technical advisors, Learning Management System (LMS) Administrators and Bilingual Quality Control (QC) Consultant will be required as of 01 April 2014.
3. The basis of payment will be on an all inclusive per diem rate based on seven point five (7.5) hours of work. For work performed for duration of more or less than one day, the daily rate specified will be prorated accordingly. The Contractor is to submit a monthly invoice for consulting days/hours utilized each month before the 15th day of the following month.
4. The minimum guaranteed level of effort for this requirement is 10% of the maximum contract value. All resources must be available to start working within 30 days of contract award unless otherwise specified. The maximum contract value will be adjusted accordingly, should a delay occur as a result of the contractor being unable to provide replacement personnel for reasons beyond the contractor's control.

\* All travel and living costs will require prior authorization from the Technical Authority. Travel and living expenses incurred in the performance of the work will be reimbursed in accordance with the National Joint Council Travel Directive.



Government of Canada  
Gouvernement du Canada

Contract Number / Numéro du contrat  
W8486-137625

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 DND

2. Branch or Directorate / Direction générale ou Direction  
Combat Training Center (CTC)

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

A requirement for a service provider to supply a resource capability of providing e-learning production, distribution and related services.

5. a) Will the supplier require access to Controlled Goods?

Le fournisseur aura-t-il accès à des marchandises contrôlées?

☐ No  
Non ☒ 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?

☒ No  
Non ☐ Yes  
Oui

6. Indicate the type of access required / Indiquer le type d'accès requis

6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets?

Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS?

(Specify the level of access using the chart in Question 7. c)  
(Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)

☐ No  
Non ☒ 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.

☒ No  
Non ☐ 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?

☒ No  
Non ☐ 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



NATO / OTAN



Foreign / Étranger



7. b) Release restrictions / Restrictions relatives à la diffusion

No release restrictions  
Aucune restriction relative à la diffusion



All NATO countries  
Tous les pays de l'OTAN



No release restrictions  
Aucune restriction relative à la diffusion



Not releasable  
À ne pas diffuser



Restricted to: / Limité à:  
Specify country(ies): / Préciser le(s)  
pays: Not releasable - Embedded  
contractor, must be Canadian  
citizen



Restricted to: / Limité à:  
Specify country(ies): / Préciser le(s) pays:



Restricted to: / Limité à:  
Specify country(ies): / Préciser le(s)  
pays:



7. c) Level of information / Niveau d'information

PROTECTED A



PROTÉGÉ A

PROTECTED B



PROTÉGÉ B

PROTECTED C



PROTÉGÉ C

CONFIDENTIAL



CONFIDENTIEL

SECRET



SECRET

TOP SECRET



TRÈS SECRET

TOP SECRET (SIGINT)



TRÈS SECRET (SIGINT)

NATO UNCLASSIFIED



NATO NON CLASSIFIÉ

NATO RESTRICTED



NATO DIFFUSION RESTREINTE

NATO CONFIDENTIAL



NATO CONFIDENTIEL

NATO SECRET



NATO SECRET

COSMIC TOP SECRET



COSMIC TRÈS SECRET

PROTECTED A



PROTÉGÉ A

PROTECTED B



PROTÉGÉ B

PROTECTED C



PROTÉGÉ C

CONFIDENTIAL



CONFIDENTIEL

SECRET



SECRET

TOP SECRET



TRÈS SECRET

TOP SECRET (SIGINT)



TRÈS SECRET (SIGINT)



Government of Canada  
Gouvernement du Canada

Contract Number / Numéro du contrat

W8486-137625

Security Classification / Classification de sécurité

UNCLASSIFIED

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

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

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

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

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

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

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

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

Special comments:

Commentaires spéciaux :

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

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

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

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

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

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

**PRODUCTION**

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

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

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



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

For users completing the form manually use the summary chart below to indicate the category(les) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non ☐ Yes  
Oui

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

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non ☐ Yes  
Oui

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



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UNCLASSIFIED

**PART D - AUTHORIZATION / PARTIE D - AUTORISATION**

**13. Organization Project Authority / Chargé de projet de l'organisme**

Name (print) - Nom (en lettres moulées)

T.A. Batty, MeJ

Title - Titre

OC ALSC

Signature

Telephone No. - N° de téléphone  
(506) 422-2020

Facsimile No. - N° de télécopieur

E-mail address - Adresse courriel  
Thomas.Batty@forces.gc.ca

Date  
2012-12-11

**14. Organization Security Authority / Responsable de la sécurité de l'organisme**

Name (print) - Nom (en lettres moulées)

Dawn Murray - CF MP GP HQ - Industrial Security  
SRCL Team Lead

Signature

Telephone No. - N° de téléphone  
(506) 422-2020

Facsimile No. - N° de télécopieur

E-mail address - Adresse courriel  
E-mail: dawn.murray@forces.gc.ca

Date  
23 Jan 2013

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?

Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?

☒ No  
☐ Yes

**16. Procurement Officer / Agent d'approvisionnement**

Name (print) - Nom (en lettres moulées)

Annette Bourque

Title - Titre

Contracting Officer

Signature

Telephone No. - N° de téléphone  
(506) 851-2325

Facsimile No. - N° de télécopieur  
(506) 851-6759

E-mail address - Adresse courriel  
annette.bourque@pysc.gc.ca

Date  
June 12/2013

**17. Contracting Security Authority / Autorité contractuelle en matière de sécurité**

Name (print) - Nom (en lettres moulées)

Anna Kulycka

Title - Titre

Contract Security Officer

Signature

Telephone No. - N° de téléphone  
613 957 0258

Facsimile No. - N° de télécopieur  
613 954 8171

E-mail address - Adresse courriel  
anna.kulycka

Date  
Jan 28, 2013

@ pycsc.gc.ca

ANNEX “D”  
MANDATORY EVALUATION CRITERIA

It is understood by the parties submitting offers that to be considered valid, an offer **MUST** meet all of the following mandatory requirements. Proposals **MUST** be supported by proper and adequate detail, particularly where supporting evidence is required by a mandatory item. Those not meeting all of these mandatory requirements will be given no further consideration.

**ATTENTION BIDDERS: WRITE BESIDE THE CRITERIA BELOW THE RELEVANT PAGE NUMBER(S) FROM YOUR PROPOSAL WHICH ADDRESSES THE ISSUE.**

		The bidder must demonstrate that they can provide all services (resources) listed below. The bidder must also demonstrate that each proposed resource meets the following mandatory requirements:	Page #	For Evaluation Purposes	
				Met/ Not Met	Comments
<b>M1</b>	<b>Project Managers (PM)</b>				
	<b>1.1 Senior PM (1 resource)</b>				
	<b>1.1.1</b>	Must have a University degree (in any field) and a Project Management Professional (PMP) certification from the Project Management Institute.			
	<b>1.1.2</b>	Must have a minimum of six (6) years experience as a Project Manager, including three (3) years experience in managing training projects.			
	<b>1.1.3</b>	Must have a minimum of three (3) years experience in managing eLearning with projects, in the last five (5) years.			
	<b>1.1.4</b>	Resource must be proficient in English. Note: Bidder must clearly identify in their proposal that each proposed resource meets the language requirement in order to be deemed compliant.			
	<b>1.2 Intermediate PM (5 resources)</b>				
	<b>1.2.1</b>	Must have a University degree (in any field) and a Project Management Professional (PMP) certification from the Project Management Institute.			

ANNEX “D”  
MANDATORY EVALUATION CRITERIA

1.2.2	Must have a minimum of four (4) years experience as a Project Manager, including two (2) years experience in managing training projects.			
1.2.3	Must have a minimum of two (2) years experience in managing eLearning with projects in the last three (3) years.			
1.2.4	Resource must be proficient in English. Note: Bidder must clearly identify in their proposal that each proposed resource meets the language requirement in order to be deemed compliant.			
<b>M2</b>	<b>Instructional Designers (ID)</b>			
<b>2.1</b>	<b>Senior ID (1 resource)</b>			
2.1.1	Must have a Graduate University degree with a Major in one of the following fields: Education, Adult Learning, Distance Learning, or eLearning.			
2.1.2	Must have a minimum of seven (7) years experience in instructional design.			
2.1.3	Must have a minimum of three (3) years experience in the instructional design of eLearning product within the last five (5) years.			
2.1.4	Resource must be proficient in English. Note: Bidder must clearly identify in their proposal that each proposed resource meets the language requirement in order to be deemed compliant.			
<b>2.2</b>	<b>Intermediate ID (10 resources)</b>			
2.2.1	Must have an Undergraduate University degree with a Major in one of the following fields: Education, Adult Learning, Distance Learning, or eLearning.			

ANNEX “D”  
MANDATORY EVALUATION CRITERIA

2.2.2	Must have a minimum of five (5) years experience in instructional design.			
2.2.3	Must have a minimum of two (2) years experience in the instructional design of eLearning product within the last three (3) years.			
2.2.4	Resource must be proficient in English. Note: Bidder <u>must clearly identify</u> in their <u>proposal</u> that each proposed resource meets the language requirement in order to be deemed compliant.			
2.3	<b>Junior ID (16 resources)</b>			
2.3.1	Must have a College degree in the following fields: Education, Adult Learning, Distance Learning, or eLearning.			
2.3.2	Must have a minimum of three (3) years experience in instructional design.			
2.3.3	Must have a minimum of one (1) year experience in the instructional design of eLearning product within the last two (2) years.			
2.3.4	Resource must be proficient in English. Note: Bidder <u>must clearly identify</u> in their <u>proposal</u> that each proposed resource meets the language requirement in order to be deemed compliant.			
<b>M3</b>	<b>Courseware Technical Advisors (CTA) (3 resources)</b>			
3.1	Must have held the minimum rank of Captain (for officers) or qualified DP3A Sergeant for Non-Commissioned Members (NCMs).			
3.1.1	Must have a minimum of three (3) years experience in the content area related to the army training system within the last five (5) years.			

ANNEX “D”  
MANDATORY EVALUATION CRITERIA

	3.1.2	Resource must be proficient in English. Note: Bidder must clearly identify in their proposal that each proposed resource meets the language requirement in order to be deemed compliant.			
<b>M4</b>	<b>Learning Management System (LMS) Administrators</b>				
	<b>4.1</b>	<b>Senior LMS (1 resource)</b>			
	4.1.1	<p>Must have a certificate/diploma in any of the following: Digital Multimedia, Computer Science, Information Technology or equivalent*.</p> <p><u>*Education Equivalent:</u></p> <ul style="list-style-type: none"> <li>• Certificate in Digital Communications (Includes Multimedia, Web Design, Programming, Development and Graphic Arts)</li> <li>• Information Technology Diploma</li> <li>• Certificate in Interactive Multimedia</li> <li>• Certificate in Media Studies</li> <li>• Certificate in Web Based Technology &amp; Certificate in Instructional Systems Design</li> <li>• Computer Science Degree</li> <li>• Certificate in Web Based Teaching &amp; Certificate in Instructional Systems Design</li> <li>• Certificate in Applied Information Technology (AIT)</li> </ul>			
	4.1.2	Must have a minimum of five (5) years experience working as a LMS Administrator within the last seven 7 years.			
	4.1.3	Must have a minimum of one (1) year experience as a web developer within an eLearning or business environment.			

ANNEX “D”  
MANDATORY EVALUATION CRITERIA

4.1.4	Resource must be proficient in English. Note: Bidder must clearly identify in their proposal that each proposed resource meets the language requirement in order to be deemed compliant.			
4.2	<b>Intermediate LMS (5 resources)</b>  Must have a certificate/diploma in any of the following: Digital Multimedia, Computer Science, Information Technology or equivalent*. <u>*Education Equivalent:</u> <ul style="list-style-type: none"> <li>• Certificate in Digital Communications (Includes Multimedia, Web Design, Programming, Development and Graphic Arts)</li> <li>• Information Technology Diploma</li> <li>• Certificate in Interactive Multimedia</li> <li>• Certificate in Media Studies</li> <li>• Certificate in Web Based Technology &amp; Certificate in Instructional Systems Design</li> <li>• Computer Science Degree</li> <li>• Certificate in Web Based Teaching &amp; Certificate in Instructional Systems Design</li> <li>• Certificate in Applied Information Technology (AIT)</li> </ul>			
4.2.2	Must have a minimum of three (3) years experience as a Strategic Learning Advisor.			
4.2.3	Must have a minimum of one (1) year experience as a web developer within an eLearning or business environment.			
4.2.4	Resource must be proficient in English. Note: Bidder must clearly identify in their proposal that each proposed resource meets the language requirement in order to be deemed compliant.			

**ANNEX “D”**  
**MANDATORY EVALUATION CRITERIA**

<b>M5</b>	<b>Bilingual Quality Assurance (QA) consultant (1 resource)</b>			
	5.1	Must have a minimum of three (3) years of experience in developing QA policies, plans, procedures and metrics.		
	5.1.1	Must have a minimum of three (3) years of experience in developing software development standards.		
	5.1.2	Must have a minimum of three (3) years of experience in managing the QA process.		
	5.1.3	Resource Must be bilingual (English/French). Note: Bidder must clearly identify in their proposal that each proposed resource meets the language requirement in order to be deemed compliant.		
<b>M6</b>	<b>Bilingual Quality Control (QC) consultant (1 resource)</b>			
	6.1	Must have a minimum of three (3) years of experience in developing QC policies, plans, procedures and metrics.		
	6.1.1	Must have a minimum of three (3) years of experience in developing eLearning development standards.		
	6.1.2	Must have a minimum of three (3) years of experience in managing the QC process within the last five (5) years.		
	6.1.3	Resource Must be bilingual (English/French). Note: Bidder must clearly identify in their proposal that each proposed resource meets the language requirement in order to be deemed compliant.		
<b>M7</b>	<b>ELearning Product Programmers (ELPP)</b>			
	7.1	Senior ELPP (1 resource)		

ANNEX “D”  
MANDATORY EVALUATION CRITERIA

	Must have a University degree in Computer Science or College diploma Multimedia or equivalent*.			
7.1.1	<p><u>*Education Equivalent:</u></p> <ul style="list-style-type: none"> <li>• Certificate in Digital Communications (Includes Multimedia, Web Design, Programming, Development)</li> <li>• Information Technology Diploma</li> <li>• Certificate in Interactive Multimedia</li> <li>• Certificate in Media Studies</li> <li>• Certificate in Web Based Technology &amp; Certificate in Instructional Systems Design</li> <li>• Computer Science Degree</li> </ul>			
7.1.2	Must have a minimum of five (5) years experience using rapid eLearning tools ,such as Adobe Illustrator, Adobe Photoshop, Adobe Captivate, Adobe Dreamweaver, Adobe Contribute, or Adobe Flash			
7.1.3	Must have a minimum of five (5) years experience within the last seven (7) years in programming web based applications using Actionscript, Java, C-based languages, or other scripting languages, as well as, database and file structured back-ends.			
7.1.5	<p>Resource must be proficient in English.</p> <p>Note: Bidder must clearly identify in their proposal that each proposed resource meets the language requirement in order to be deemed compliant.</p>			
7.2	<b>Intermediate ELPP (8 resources)</b>			

ANNEX “D”  
MANDATORY EVALUATION CRITERIA

	Must have a University degree in Computer Science or College diploma Multimedia or equivalent*.			
7.2.1	<p><u>*Education Equivalent:</u></p> <ul style="list-style-type: none"> <li>• Certificate in Digital Communications (Includes Multimedia, Web Design, Programming, Development)</li> <li>• Information Technology Diploma</li> <li>• Certificate in Interactive Multimedia</li> <li>• Certificate in Media Studies</li> <li>• Certificate in Web Based Technology &amp; Certificate in Instructional Systems Design</li> <li>• Computer Science Degree</li> </ul>			
7.2.2	Must have a minimum of three (3) years experience using rapid eLearning tools such as Adobe Illustrator, Adobe Photoshop, Adobe Captivate, Adobe Dreamweaver, Adobe Contribute, or Adobe Flash			
7.2.3	Must have a minimum of three (3) years experience within the last five (5) years in programming web based applications using Actionscript, Java, C-based language, or other scripting languages, as well as, database and file structured back-ends.			
7.2.5	<p>Resource must be proficient in English.</p> <p>Note: Bidder must clearly identify in their proposal that each proposed resource meets the language requirement in order to be deemed compliant.</p>			
7.3	<b>Junior ELPP (4 resources)</b>			

ANNEX “D”  
MANDATORY EVALUATION CRITERIA

	Must have a University degree in Computer Science or College diploma Multimedia or equivalent*.			
7.3.1	<p><u>*Education Equivalent:</u></p> <ul style="list-style-type: none"> <li>• Certificate in Digital Communications (Includes Multimedia, Web Design, Programming, Development)</li> <li>• Information Technology Diploma</li> <li>• Certificate in Interactive Multimedia</li> <li>• Certificate in Media Studies</li> <li>• Certificate in Web Based Technology &amp; Certificate in Instructional Systems Design</li> <li>• Computer Science Degree</li> </ul>			
7.3.2	Must have a minimum of two (2) years experience within the last three (3) years using rapid eLearning tools such as Adobe Illustrator, Adobe Photoshop, Adobe Dreamweaver, or Adobe Flash			
7.3.3	Must have a minimum of one (1) years experience in programming web based applications using Actionscript, Java, C-based language, or other scripting languages.			
7.3.3	Resource must be proficient in English. Note: Bidder must clearly identify in their proposal that each proposed resource meets the language requirement in order to be deemed compliant.			
<b>M8</b>	<b>3D Multimedia Developer (3D MD) (3 resources)</b>			

ANNEX ‘D’  
MANDATORY EVALUATION CRITERIA

		Must have a University degree in 3D technology or equivalent or College diploma in 3D technology or equivalent*.			
	8.1	<u>*Education Equivalent:</u> <ul style="list-style-type: none"> <li>• Certificate in Digital Communications (Includes 3D, Gaming, Multimedia, Web Design, Programming, Development)</li> <li>• 3D Technology Diploma</li> <li>• Certificate in Gaming Studies</li> <li>• Certificate in Game and 3D programming</li> </ul>			
	8.1.1	Must have a minimum of three (3) years experience programming and scripting functionality of real world objects, characters and equipment for use in real-time engines such as Unity.			
	8.1.2	Must have a minimum of three (3) years experience within the last five (5) years in 3D modeling, 3D animation and texturing for 3D applications for use in eLearning.			
	8.1.3	Resource must be proficient in English. Note: Bidder must clearly identify in their proposal that each proposed resource meets the language requirement in order to be deemed compliant.			
<b>M9</b>	<b>Bilingual Graphic Designer (GD) (1 resource)</b>				
	9.1	Must have a University degree in Graphic Communication or College diploma in Graphic Communication or equivalent*. <u>*Education Equivalent:</u> Certificate in Digital Communications (Includes Multimedia, Web Design, Development and Graphic Arts) Certificate in Interactive Multimedia Certificate in Media/Art Studies Certificate in Graphic/Web Based Technology			

**ANNEX “D”  
MANDATORY EVALUATION CRITERIA**

9.1.1	Must have a minimum of two (2) years of experience within the last three (3) years as a Graphic Designer.			
9.1.2	Resource Must be bilingual (English/French). Note: Bidder must clearly identify in their proposal that each proposed resource meets the language requirement in order to be deemed compliant.			

**TASK AUTHORIZATION  
AUTORISATION DES TÂCHES**

All invoices/progress claims must show the reference Contract and Task numbers. Toutes les factures doivent indiquer les numéros du contrat et de la tâche.		Contract no. – N° du contrat <hr/> Task no. – N° de la tâche
Amendment no. – N° de la modification	Increase/Decrease – Augmentation/Réduction	Previous value – Valeur précédente
To – À <hr/> Delivery location – Expédiez à <hr/> Delivery/Completion date – Date de livraison/d'achèvement	<p><b>TO THE CONTRACTOR</b></p> <p>You are requested to supply the following services in accordance with the terms of the above reference contract. Only services included in the contract shall be supplied against this task.</p> <p>Please advise the undersigned if the completion date cannot be met. Invoices/progress claims shall be prepared in accordance with the instructions set out in the contract.</p> <p><b>À L'ENTREPRENEUR</b></p> <p>Vous êtes prié de fournir les services suivants en conformité des termes du contrat mentionné ci-dessus. Seuls les services mentionnés dans le contrat doivent être fournis à l'appui de cette demande.</p> <p>Prière d'aviser le signataire si la livraison ne peut se faire dans les délais prescrits. Les factures doivent être établies selon les instructions énoncées dans le contrat.</p> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="border-top: 1px solid black; width: 40%; text-align: center;">Date</div> <div style="border-top: 1px solid black; width: 55%; text-align: center;">for the Department of National Defence pour le ministère de la Défense nationale</div> </div>	
Contract item no. N° d'article du contrat	Services	Cost Prix
	<b>GST/HST TPS/TVH</b>	
	<b>Total</b>	
<p><b>APPLICABLE ONLY TO PWGSC CONTRACTS:</b> The Contract Authority signature is required when the total value of the DND 626 exceeds the threshold specified in the contract.</p> <p><b>NE S'APPLIQUE QU' AUX CONTRATS DE TPSGC :</b> La signature de l'autorité contractante est requise lorsque la valeur totale du formulaire DND 626 est supérieure au seuil précisé dans le contrat.</p> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="border-top: 1px solid black; width: 40%; text-align: center;">for the Department of Public Works and Government Services pour le ministère des Travaux publics et services gouvernementaux</div> <div style="border-top: 1px solid black; width: 55%; text-align: center;"></div> </div>		