Request for Information Regarding Gamification
for
Employment and Social Development Canada

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1. Background and Purpose of this Request for Information (RFI)

Employment and Social Development Canada (ESDC) is better able to develop programs and deliver services to the public through the appropriate use of technology. In this information age, the behaviour of each employee is a significant factor in reducing the risks faced by this organization. Employees need to better understand the appropriate use of technology, as well as their roles and responsibilities, in safeguarding personal data and departmental information.

The IT Security Awareness team in ESDC has experimented with gamified learning and concluded that it has the potential to better engage our employees. ESDC has decided to move forward with a gamification approach to awareness and training to achieve that goal.

The purpose of this RFI is to provide an opportunity for those interested, to provide information they feel ESDC should be aware of when developing requirements related to the planning, acquisition, implementation and use of gamified learning solutions.

2. Nature of Request for Information

This is not a bid solicitation. This RFI will not result in the award of any contract. As a result, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI.

3. Nature and Format of Responses Requested

Respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses.

4. Response Costs

ESDC will not reimburse any respondent for expenses incurred in responding to this RFI.

5.   Treatment of Responses

(a)   **Use of Responses**: Responses will not be formally evaluated. However, the responses received may be used by ESDC to develop or modify procurement strategies or any draft documents contained in this RFI. ESDC will review all responses received by the RFI closing date. ESDC may, in its discretion, review responses received after the RFI closing date.

(b)   **Review Team**: A review team composed of representatives of the client will review the responses. ESDC reserves the right to hire any independent consultant, or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.

(c)   **Confidentiality**: Respondents should mark any portions of their response that they consider proprietary or confidential. ESDC will handle the responses in accordance with the *Access to Information Act.*

(d)   **Follow-up Activity**: ESDC may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.

6.   Contents of this RFI

(a)   This RFI contains a draft Statement of Work. This document remains a work in progress and respondents should not assume that new clauses or requirements will not be added to any bid solicitation that is ultimately published by ESDC. Nor should respondents assume that none of the clauses or requirements will be deleted or revised. Comments regarding any aspect of the draft document are welcome.

(b)   This RFI also contains specific questions addressed to the industry.

7.   Questions to Industry

Solution

1. The Statement of Work defines three levels of game complexity: a Basic game, an Intermediate game and a Complex game. This was defined entirely from a layman's perspective. We need industry's input on what differentiates these three game types. What does industry perceive to be the characteristics of a basic game? An intermediate game? A complex game? Can they be defined in such simplistic terms?

2. Are there Mandatory requirements listed that you could not meet or would be very difficult to meet? If so, which ones? If you responded yes, can you propose a solution that would address the intent of the requirement?

3. Please recommend five 'must have' features or functions in the solution that the government must consider. Briefly describe them in order of precedence.

4. Are the requirements defined in this draft RFP for the provision of gamified learning products and hosted cloud-based and fully managed gaming solution complete? Are there specific requirements that should be further refined, added or deleted?

Pricing

5. What is the pricing model and "formula" used to deploy your solution and what are the factors, which contribute to the price, e.g. License, warranty, reporting, support services, number and type of users, etc.? What would be an appropriate methodology for the financial evaluation of the solution?

6. Once a game has been developed and implemented, there are sometimes requirements to make content changes, for example, due to a change in legislation. Do you have a pricing model for post-launch content changes and what is it?

8. Format of Responses

(a) **Cover Page**: If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent.

(b) **Title Page**: The first page of each volume of the response, after the cover page, should be the title page, which should contain:

(i) the title of the respondent's response and the volume number;

(ii) the name and address of the respondent;

(iii) the name, address and telephone number of the respondent's contact;

(iv) the date; and

(v) the RFI number.

(c) **Numbering System**: Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.

(d) **Number of Copies**: Respondents are requested to submit one softcopy, in PDF format, of their response

9.   Enquiries

Because this is not a bid solicitation, ESDC will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, respondents with questions regarding this RFI may direct their enquiries to:

Contracting Authority: Andrea Quinn

E-mail Address: NC-SOLICITATIONS-GD@hrsdc-rhdcc.gc.ca

10.   Submission of Responses

(a)   **Time and Place for Submission of Responses**: Respondents should send responses electronically via e-mail to the Contracting Authority's address identified herein by the date specified on the front page of the RFI.

(b)   **Responsibility for Timely Delivery**: Each respondent is solely responsible for ensuring its response is delivered on time to the correct location.

(c)   **Identification of Response**: Each respondent should ensure that its name and return address, the solicitation number and the closing date appear legibly on the response.

APPENDIX A: DRAFT STATEMENT OF WORK – GAMIFIED LEARNING RFP

INTRODUCTION

Employment and Social Development Canada (ESDC) requires Gamified Training Services on an "as and when requested" basis. This will be a Task-Based contract where specific tasks and deliverables will be identified by Task Authorization.

BACKGROUND

ESDC is better able to develop programs and deliver services to the public through the appropriate use of technology. In this information age, the behaviour of each employee is a significant factor in reducing the risks faced by this organization. Employees need to better understand the appropriate use of technology, as well as their roles and responsibilities, in safeguarding personal data and departmental information. Gamification is one way to accomplish that.

According to Forbes Magazine (*9/15/2014) "'Gamification' uses characteristics like challenges, rewards, competitions, and moving to the next level based on performance skills or luck, in non-game contexts. It's often accompanied by progress tracking metrics. The objectives are to engage users and change their behaviors in ways brands and organizations want. The extremely broad and expanding range of ways gamification has been successfully utilized in recent years provides insights into other ways the tactic can achieve strategic objectives."*

ESDC has conducted a pilot to determine whether gamification is an effective method for training employees in our department, to test the technical feasibility of using a cloud-based service in our environment and to test the game on various platforms. ESDC has decided to move forward with a gamification approach to awareness and training.

OBJECTIVE

The objective of this contract is to develop training for ESDC using gamification. This could be for multiple organizations/branches in the Department.

As identified in the Gartner Audit of 2013, effective security awareness programs are one of the most effective ways for organizations to reduce their overall risk profile. The Integrated Security Program Plan supports the requirement to increase security awareness and training in ESDC delivered in a form that is appropriate to target audiences. It has been shown that employee engagement increases with the degree of interactivity of the learning event. A new approach such as gamified training will add a fun factor to learning which will be key to driving employee engagement and results. Gamified training has led to employees wanting to complete the module again and again and even leads to healthy competition between employees for better scores. It doesn't feel like work when you're earning points, reaching new levels and getting to the top of the leaderboard. It has

been shown that retention after one month can increase to 90%.

SCOPE OF WORK

1. Hosting of a cloud-based and fully managed[1] solution, including:
    a. Service Level Agreement (SLA) (See Appendix G).
    b. The platform must deliver, enable and support the functionality to manage usernames and passwords, provide forgotten passwords recovery, provide a timed lock-out function after a configurable number of failed login attempts and provide an automatic logoff after a configurable period of inactivity.
    c. The Contractor must safeguard the network and all databases including the Government of Canada's (GC) data or information about the GC at all times by taking all measures reasonably necessary to secure it and protect its integrity. To do so, at a minimum, the Contractor must control access to the databases on which any data relating to this contract is stored.
2. Development of games for the purpose of training.
    a. Topic feasibility to be determined in discussion between vendor and ESDC.
    b. Specific tasks and deliverables for each game build will be identified by Task Authorization and include a project schedule (see sample Appendix H).
3. Delivery of usage analysis and reports to ESDC on a monthly basis.
    a. These reports must demonstrate individual learning experiences and provide management level information on usage statistics and performance of learners.
4. Provision of on-going troubleshooting, support and maintenance.
5. Post-launch content changes.
    a. For example as a result of departmental policy or procedure updates/changes.

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[1] See Appendix F – Definitions

FIXED COST PRICING

The Bidder is requested to identify the fixed costs for each unit.

ITEM	UNIT	FIXED COST
1. Hosting of a cloud-based and fully managed gaming solution.	Per Year	

2. Development of games for the purpose of training.	Per game
	Basic:
	- Provides instructions on how to play.
	- Employs progress mechanics such as trophies, badges, positive feedback, a leaderboard, or the accumulation of points.
	- Employs one type of question, for example, multiple choice, drag and drop, who am I, matching
	- Is played on one level
	- Provides feedback for each question: right or wrong and what the correct answer should be
	- Provides the ability to replay the game
	- Employs a baseline pretest
	- Includes a mechanism to provide feedback
	- products may include some or all of the following, but are not limited to:
	   - Audio
	   - Animation
	   - Avatars
	   - Graphics
	   - Hyperlinks (links to web pages, documents, etc…)
	   - Rollover
	   - Pop-Up	

	Intermediate: includes basic plus:	
	- Provides scaffolded learning with 2-3 levels	
	- Provides pre-game training or study materials	
	- Employs 2 styles or types of questions or methods to engage the participant	
	- products may include some or all of the following, but are not limited to:	
	- bonus points for streaks	
	- speed rounds	
	- Video	
	- Interactive Scenarios	
	- Interactive Exercises	
	- Intellectual challenge and problems	
	- Intermediate array of choices and decisions	
	Complex: - includes intermediate plus:	
	- Includes leaderboard by module or branch or division or team (ie not just total score)	
	- Scaffolded learning with multiple levels and increasing levels of difficulty	
	- Provides opportunities for mastery, and leveling up	
	- products may include some or all of the following, but are not limited to:	
	- 3 or more styles or	

	types of questions or methods to engage the learner - changing background - Dynamic interactions - Branching - Action choices - Complex storyboards - Multiple scenario based modules - Simulations - Role playing - Choice of Strategies - Use of collaborative problem solving - Social connection - Authentic real-life situations and after action reviews - Co-presence – the feeling of sharing the game world with others	
3. Delivery of usage analysis and reports to ESDC on a monthly basis. The specific statistics we wish to track must include, but are not limited to: • Player rank and score • Number of active users per day/month • Amount of time (Minutes) played per student • Average amount of time spent for all students • # questions answered per student • # questions correct • Average % correct • Base % in pretest per student • Average % correct in pretest • Growth % over time	Per Year	
4. Provision of on-going troubleshooting, support and maintenance. See Appendix G - Service Level Agreement	Per Year	
5. Post-launch content changes.	Per Question? Word? Game? Activity? Hourly?	

DELIVERABLES

a. Any deliverables (i.e. monthly usage reports) **must** be provided in English in MS Word format in electronic version.

b. All games **must** be in both official languages (English and Canadian French).

c. Each training game **must** be compatible with ESDC's technical environment:

1) must be able to run in a low-bandwidth environment
2) must be able to run successfully with at least 5000 users accessing the same game at the same time
3) must be able to run using technologies that align with Departmental IT standards
    a. The games must be accessible from the ESDC corporate network from a Windows 7 and Internet Explorer 11 environment,

    b. Must be available to users through personal smart phones or tablets running either BlackBerry OS, Blackberry 10, Android, iOS, Windows Mobile and Windows Phone.

4) The solution must be hosted outside of ESDC (i.e. secure cloud based environment) and, hosted securely on Canadian soil. Each game developed and the platform must be available for the entire period of the contract.

d. The games **must not** require the installation of any software on the ESDC network or desktops.

e. Deliverables **must** be provided to and, formally accepted by, the Project Authority.

CONSTRAINTS

Cloud technology solution **must** be secure and hosted on Canadian soil.
Service availability targets, response times and delivery requirements apply to Contractor deliverables only.

LANGUAGE OF WORK

The language that work will be performed and delivered in is English. All games must be developed and delivered in both official languages (English and Canadian French).

TRAVEL REQUIREMENTS

There is no travel requirement associated with this contract.

APPLICABLE DOCUMENTS

Any documentation required by the Bidder to complete project deliverables will be provided by ESDC upon contract award.

GOVERNMENT FURNISHED EQUIPMENT/INFORMATION

ESDC will:

- Provide access to existing training and reference materials including policies, procedures and directives.
- Designate one person to be the primary contact for the vendor. This person will review and approve all deliverables promptly to ensure project milestones are met.
- Provide timely decision making, review and sign-off of deliverables.
- Provide on-time and on-quality delivery of any collateral materials identified and mutually agreed upon during the project.
- Provide timely access to the primary contact.
- Consolidate feedback at every feedback point.

All work will be performed off-site at the vendor's location.

LOCATION OF WORK

The location of work is at the vendor's offices and, as required, at Employment and Social Development Canada in the National Capital Region.

APPENDIX B: BASIS OF PAYMENT

This contract has a limitation of expenditure of **$2M over three years** including applicable taxes.

The Firm Fixed Price is 'all inclusive'. Charges for expenses that are normally incurred in the provision of services, such as, labour for providing estimates and conducting contract negotiations, resolving contract disputes, tracking time sheets, monthly invoicing, facsimile, office supplies, computer hardware and software charges, courier, long-distance telephone charges, travel costs from a personal residence to the work site, local travel costs, and the like are included in the firm fixed price and will not be permitted an additional charge under the contract. Prices of deliverables, if any, are included in the Firm Fixed Price and all deliverables are FOB Destination, Canadian Customs Duty included if applicable.

OPTION YEARS

Option Year 1	
Option Year 2	

APPENDIX C: SECURITY

No security clearance is required for this requirement. Work will be conducted at the vendor location. Files provided to the vendor by ESDC have no security designation. There will be times when the vendor may come to ESDC for meetings. Should this be required, resources will be escorted by ESDC employees.

APPENDIX D: EVALUATION AND SELECTION CRITERIA

1. To demonstrate that the Bidder meets the Mandatory Evaluation Criteria for the Project References, use Table 1 – Corporate Project Reference Template. All fields of the table **must** be completed for the bid to be compliant. (Note: The Bidder must replicate Table 1 for each project requested.)

2. All other projects are to be demonstrated in the grids provided in the column labelled: **Demonstrated Experience.**

3. The client reference contact **must** be a resource from the client organization and not a contracted consultant.

4. Bidders should note that when completing the grids, ESDC is evaluating for the specific information that demonstrates experience for any given criterion. Pasting the same information in a grid and or template every time the same project is used is not what we are expecting. **Only the specific experience for the criterion being evaluated is to be provided.**

5. **Cutting and pasting wording** from the RFP into the grids of the proposed resource does not constitute demonstrating the requirement. This **must** be demonstrated by specific examples of work performed by the resource that map to the requested criteria.

6. ESDC reserves the right to verify any information provided by the Bidder in response to the mandatory and point-rated requirements. This will be done by contacting the client contact, using the contact information provided by the Bidder, and providing the client with a copy of the information submitted by the Bidder (applicable to that specific client only) for independent verification. If verification is required for a project for which ESDC does not have the contact information, the Bidder will be requested to provide this information.

7. The same project can be referenced and evaluated against multiple mandatory and point-rated criteria providing the project description and the reference confirms qualification against each element required within each referenced criterion.

8. When a maximum number of projects is indicated i.e. (max 3), only the number indicated will be scored if the Bidder provides more than requested. Projects will be scored in the order they appear in the proposal (e.g. the first three).

Proposals that do not meet all of the mandatory evaluation criteria or do not attain the thresholds for the point rated criteria will be given no further consideration and deemed non-compliant.

CORPORATE REFERENCE TEMPLATE

Duplicate this template for both mandatory client reference projects

Table 1 - Corporate Reference Template

Offeror Name:		
Client Identification	Project Title	
	Client Name	
	Client Address	
	Client Contact Name	
	Title	
	Telephone Number	
	Email Address	
1. Client project overview.		
2. Project start and end date (mm/yyyy to mm/yyyy) (that the resource was on the project).		
3. Role of the Bidder on the project.		
4. Description of the Bidder's specific tasks, activities and/or deliverables on the project which demonstrate all the requirement(s) **for this specific mandatory criterion.**[2]		
5. Project was for an organization with a minimum of 10,000 resources.	Yes ☐ No ☐	
6. Was completed in the last five years.	Yes ☐ No ☐	
7. Was for gamification training development.	Yes ☐ No ☐	

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[2] Only the information required to demonstrate the specific experience requested is to appear in this field.

MANDATORY CORPORATE CRITERIA

Table 2 - Corporate Mandatory Criteria

#	Mandatory	Demonstrated Experience
M1[3]	The Bidder **must** certify it will provide cloud-based training services hosted from a location on Canadian soil.	
M2	The Bidder **must** certify that it will provide the resulting games in both Canadian French and English.	
M3	The Bidder **must** certify that they have an existing gaming platform in place for the games to be customized and built on and for generating analytics on game usage and learner performance.	
M4	Using the template in Table 1, the Bidder **must** demonstrate experience with two (2) gamification training development projects. These projects must: i. Be for an organization with a minimum of 10,000 resources; and ii. Have been completed in the last five years.	

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[3] Certifications for M1, M2, M3 can be found in Appendix E: Certifications

POINT RATED CORPORATE CRITERIA

Table 3 Point Rated Evaluation Criteria

#	Rated Criteria:	Max Points	Demonstrated Criteria
R1	The Bidder should provide ESDC access to a website with two games for testing purposes. The following should be provided: i. Access by Web; and ii. Provision of required password and instructions to access the application. **Evaluation Grid**: The Bidder will receive points up to 20 for each game to a maximum of 40 points as follows: ▪ 1 point - Website was accessed without issue; ▪ 2 points - Site was easy to navigate; ▪ 2 points - Game instructions were clear; ▪ 5 points - Game engaged evaluators; ▪ 5 points - Purpose of the game was clear; ▪ 5 points - Value of the game to the organization was clear;	40	
R2	The Bidder should demonstrate, using project descriptions, that it has completed projects as described and which included the following:	20	

#	Rated Criteria:	Max Points	Demonstrated Criteria
	i. Development of a cloud-based solution; ii. Provision of a fully managed service to the client; and iii. Demonstration of how the gamification affected the organization. **Evaluation Grid**: The Bidder will receive up to 10 points for each project (max 2), according to the following: ▪ 10 points - Project was well-described and included all of i to iii; or ▪ 7 points - - Project was well-described and included two of the above; or ▪ 3.5 points - Project was described and included one of the above; or ▪ 0 points - Project was not applicable to the requirement.		
R3	The Bidders should provide a Project Schedule prepared in MSWord or equivalent which included the following: i. Milestones; (3 points) ii. Work Breakdown Structure (WBS); (4 points) iii. Identified resources for each stage; (1 points) iv. Timelines; (2 points) **Evaluation Grid**: The Bidder will receive points as indicated above to a maximum of 10 points.	**10**	

#	Rated Criteria:	Max Points	Demonstrated Criteria
R4	The Bidders should provide a list of additional statistics that can be generated from their system, over and above the mandatory ones – for example: • # days played per student • Performance: test results over time • Ave. student score % per module • Ave material covered by any student • % correct per question **Evaluation Grid**: The Bidder will receive 1 point for each type of statistic to a maximum of 25 points.	**25**	
R5	The Bidder should demonstrate, using project descriptions, its approach to gamification Best Practices including: i. Partnering with clients;(5 points) ii. Planning, Modelling and Testing; (5 points) iii. Designing for engagement; (5 points) iv. Consistency in implementation and design; (5 points) v. Refreshing game information; (5 points) vi. Varying plug-and-play and customizable plug-ins; (5 points) **Evaluation Grid:** The Bidder will receive up to 5 points for **each** element (i to vi), to a maximum of 30 points, as follows:	**30**	

#	Rated Criteria:	Max Points	Demonstrated Criteria
	• 5 points – Approach is well-described and fully and clearly demonstrates the requirement; or • 3.5 points - Approach is described but information and context is lacking to obtain a full understanding of the approach; or • 1.5 points – Some information of the vendors approach is provided but not well-organized and provided minimal detail and context; or • 0 point - Project is not applicable to the requirement.		
R6	The Bidder should demonstrate, using project descriptions, that it has developed a gamification solution for Corporate IT security awareness training. **Evaluation Grid:** The Bidder will receive up to twenty (20) points for demonstrating one projects as follows: • 20 points – Project is well-described, fully implemented and provides feedback as to how the gamification affected the organization and project was public sector; or • 15 points - Project is well-described, fully implemented and provides feedback as to how the gamification affected the organization and project was private sector; or	20	

#	Rated Criteria:	Max Points	Demonstrated Criteria
	• 10 points - Project is somewhat described, fully implemented and provides some feedback as to how the gamification affected the organization but is lacking in detail and context. Project was **public** sector; or • 5 points - Project is somewhat described, fully implemented and provides some feedback as to how the gamification affected the organization but is lacking in detail and context. Project was **private** sector; or • 0 point – Project was not applicable to the requirement.		

Maximum Points   145   **Minimum Threshold 70% = 101.5**

APPENDIX E: CERTIFICATIONS

Bidders must provide the required certifications with their bid submission.

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.

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 or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

E.1 Federal Contractors Program for Employment Equity - Certification

(a)   The Federal Contractors Program for Employment Equity (FCP-EE) requires that some suppliers bidding for federal government contracts, valued at $200,000 or more (including all applicable taxes), make a formal commitment to implement employment equity. This is a condition precedent to contract award. If the Bidder is subject to the FCP-EE, evidence of its commitment must be provided before the award of the Contract.

(b)   Suppliers who have been declared ineligible contractors by Employment and Social Development Canada (ESDC) are no longer eligible to receive government contracts over the threshold for solicitation of bids as set out in the *Government Contract Regulations*. Suppliers may be declared ineligible contractors either as a result of a finding of non-compliance by ESDC, or following their voluntary withdrawal from the FCP-EE for a reason other than the reduction of their workforce to fewer than 100 employees. Any bids from ineligible contractors will be declared non-responsive.

(c)   If the Bidder does not fall within the exceptions enumerated in (d) (i) or (ii) below, or does not have a valid certificate number confirming its adherence to the FCP-EE, the Bidder must fax (819-953-8768) a copy of the signed form LAB 1168, Certificate of Commitment to Implement Employment Equity (http://www1.servicecanada.gc.ca/cgi-bin/search/eforms/index.cgi?app=profile&form=lab1168&dept=sc?=e), to the Labour Branch of ESDC.

(d)   Each Bidder is requested to indicate in its bid whether it is:

   (i)   not subject to FCP-EE, having a workforce of fewer than 100 permanent full or part-time employees in Canada;

   (ii)   not subject to FCP-EE, being a regulated employer under the *Employment Equity Act*, S.C. 1995, c. 44;

   (iii)   subject to the requirements of FCP-EE, because it has a workforce of 100 or more permanent full or part-time employees in Canada, but it has not previously obtained a

certificate number from ESDC (because it has not bid before on requirements of $200,000 or more), in which case a duly signed certificate of commitment is required from the Bidder; or

(iv) subject to FCP-EE, and has a valid certification number (i.e., has not been declared an ineligible contractor by ESDC).

(e) Further information on the FCP-EE is available on the following ESDC Website: http://www.hrsdc.gc.ca/en/gateways/topics/wzp-gxr.shtml.

> *Note to Bidders: For a joint venture Bidder, this information must be provided for each member of the joint venture.*

E.2 Former Public Servant Certification

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

(b) For the purposes of this clause,

(i) "**former public servant**" means a former member of a department as defined in the *Financial Administration Act*, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police and includes:

(A) an individual;

(B) an individual who has incorporated;

(C) a partnership made up of former public servants; or,

(D) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

(ii) "**lump sum payment period**" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the Public Service.

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

(c) If the Bidder is an FPS in receipt of a pension as defined above, the Bidder must provide the following information:

(i) name of former public servant;

(ii) date of termination of employment or retirement from the Public Service.

(d) If the Bidder is an FPS who received a lump sum payment pursuant to the terms of a work force reduction program, the Bidder must provide the following information:

(i) name of former public servant;

(ii) conditions of the lump sum payment incentive;

(iii)   date of termination of employment;

(iv)   amount of lump sum payment;

(v)   rate of pay on which lump sum payment is based;

(vi)   period of lump sum payment including start date, end date and number of weeks; and

(vii)   number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

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

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

E.3   Reference Checking

The Bidder certifies that the information provided regarding the proposed Bidder is fully accurate. Further, the Bidder acknowledges that Canada may provide the Client Contact(s), identified by the Bidder, with a copy of the information submitted by the Bidder (related to the applicable Reference Project) for independent verification. This will be done by contacting the client contact, using the contact information provided by the Bidder, and providing the client with a copy of the information submitted by the Bidder (applicable to that specific client only) for independent verification.   In addition, the Department reserves the right to verify any project that is provided to demonstrate a requirement. If the client contact information is not available in the bid, the Bidder will be contacted to provide such.

E.4   Corporate Mandatory 1 Certification

The Bidder must certify that it will provide cloud-based hosting from a location on Canadian soil.

_____   _____   _____
Print Name of Authorized Individual   **Authorized Signature**   **Date**

E.5   Corporate Mandatory 2 Certification

The Bidder must certify that it will provide the games in both Canadian French and English.

_____   _____   _____
Print Name of Authorized Individual   **Authorized Signature**   **Date**

E.6   Corporate Mandatory 3 Certification

The Bidder **must** certify that they have an existing gaming platform in place for the games to be customized and built on and for generating analytics on game usage and learner performance.

_____   _____   _____
Print Name of Authorized Individual   **Authorized Signature**   **Date**

APPENDIX F: DEFINITIONS

Definition: Fully Managed Service

The proactive management of IT assets or objects by a Managed Service Provider (MSP) will have the following distinguishing characteristics:

- Have some form of Network Operation Centre (NOC) service;
- Have some form of service or help desk service;
- Be able to remotely monitor and manage all or a majority of the objects on behalf of ESDC;
- Proactively, compared to reactive, maintain the objects under management on behalf of ESDC; and
- Deliver these solutions with some form of predictable billing model, where ESDC knows with great accuracy what its regular IT Management expense will be.

    Fully managed support may include, but is not limited to:

- Security audits;
- Load problems or sluggishness;
- Network related issues;
- Failure of server to boot;
- Hardware failures;
- DNS Configuration;
- Troubleshooting script configurations and/or website errors;
- Firewall setup and troubleshooting;
- E-mail configuration;
- Software upgrades and migrations;
- Backup configurations;

The services managed may include, but are not limited to:

- Application;
- Authentication;
- Databases;
- Backup;
- Data recovery;
- Storage;
- Security, including audits;
- 24/7/365 Monitoring;
- Help Desk/Service Desk;
- Network Management;
- User Management;
- Data Management;
- Systems Management;
- Software – Production support and maintenance;
- Communications Services.

Definition: Cloud Computing

Cloud Hosting is the practice of using a network of remote servers hosted by an external provider to store, manage and process data and applications through a real-time communication network such as the Internet.

Cloud computing relies on sharing of resources to achieve coherence and economies of scale, similar to a utility (like the electricity grid) over a network. At the foundation of cloud computing is the broader concept of converged infrastructure and shared services.

Cloud computing, or in simpler shorthand just "the cloud", also focuses on maximizing the effectiveness of the shared resources. Cloud resources are usually not only shared by multiple users but are also dynamically reallocated per demand.

The contractor will provide this secure "utility like" cloud service to ESDC.

ESDC, as the consumer, needs nothing more than a personal computer and internet access to use the Gamified learning products hosted in the cloud.

APPENDIX G: SERVICE LEVEL AGREEMENT

The game and platform must be available to ESDC employees 24 hours a day, 365 days a year, and must be available 98.5% of the time.

The Contractor must respond to a problem report submitted by ESDC within the following time frames, using the classification scheme listed below:
   a) Respond to critical urgency problems within 4 business hours.
   b) Respond to high urgency problems within 1 business day.
   c) Respond to medium urgency problems within 2 business days.
   d) Respond to low urgency problems within 5 business days.

Problem Classification Scheme:

Critical Urgency Problem

A critical urgency problem renders the service unavailable for use and no work-around solution is available. For example:
   a) 100% of the Users cannot access the game
   b) Service is inaccessible due to software, hardware, network, or power outage.
   c) A breach of security that has rendered the game inaccessible by Administrators and Users

High Urgency Problem

A high urgency problem is when Service Availability targets are degrading but Users are still able to use the game (i.e. all Users are experiencing slow response performing game tasks or navigating the interface).

Medium Urgency Problem

A medium urgency problem has minimal client impact or no Government of Canada (GC) financial impact. For example:

   a) Less than 10% of the Users experience a slowing of service.
   b) Some User content is missing from the interface.

Low Urgency Problem

A low urgency problem only impacts a single client and has no GC financial impact. For example:

   a) User requires coaching

Problem Escalation:

The Contractor must deliver, enable and support an escalation procedure, triggered by ESDC, if support response times, service availability or search response times are not met as defined in this SLA.

APPENDIX H: SAMPLE TASK AUTHORIZATION

Task Authorization			
Contractor:		**Contract Number:**	
Tracking Number:		**Financial Coding:**	
Task Number:		**Date:**	
TA Request			
1. Description of Work to be Performed **Statement of Work** **Description of any Deliverable(s) required** (including the required format and media)			
2. Period of Services	**From:**		**To:**
3. Work Location			
4. Travel Requirements	☐ Yes ☐ No Specify:		
5. Other Conditions /Restraints	☐ Yes ☐ No Specify:		
6. Task Proposal (insert rows as required)	**Estimated Cost** ☐	**Fixed Price** ☐	**$**
TA Approval			
7. Signing Authorities			
Individual Authorized to Sign on Behalf of:	**Name**	**Title**	**Signature**
Contractor			
EDSC Contract Authority			
EDSC Project Authority			
9.0 Basis of Payment & Invoicing			
In Accordance with the article entitled "Basis of Payment" in the Contract, payment will be made based on receipt of detailed monthly invoices for services rendered, subject to full acceptance by the Project Authority. Total payment is not to exceed the grand total of the TA. Original invoices are to be sent to : TBD at Contract Award Invoices being processed by : (For Internal Use Only)			