

## **ADVANCE CONTRACT AWARD NOTICE (ACAN):**

### **AGRICULTURE AND AGRI-FOOD CANADA (AAFC) - ACAN #01B68-15-0186**

The Department of Agriculture and Agri-Food Canada has a requirement to maintain current service with Terranova ensuring no disruption so that employees continue to have access to online security awareness training as required by the Department. The purpose of this Advance Contract Award Notice (ACAN) is to signal the government's intention to award a contract for these services to the pre-selected supplier:

Terranova  
1545 boul. De l'Avenir  
Laval, Québec  
H7S 2N5

Before awarding a contract, however, the government provides other suppliers with the opportunity to demonstrate that they are capable of satisfying the requirements set out in this Notice, by submitting a 'Statement of Capabilities' during the fifteen calendar day posting period.

If other potential suppliers submit Statements of Capabilities during the fifteen calendar day posting period that meet the requirements set out in the ACAN, the government will proceed to a full tendering process on either the government's electronic tendering service ([buyandsell.gc.ca](http://buyandsell.gc.ca)) or through traditional means, in order to award the contract.

If no other supplier submits, on or before the closing date, a statement of capabilities meeting the requirements set out in the ACAN, a contract will be awarded to the pre-selected supplier, as referenced above.

#### **PROJECT TITLE:**

Web Based Security Training Program

#### **OBJECTIVES:**

To maintain current service with Terranova ensuring no disruption so that employees continue to have access to online security awareness training as required by the Department. The department is purchasing access licenses as well hosting and maintenance to the Learning Management System which is hosted by Terranova.

#### **SCOPE OF WORK:**

- 1) Hosting of Learning Management System (LMS), **up to 10000 licenses**, 12 months access which includes hosting of courses
- 2) **Customization of existing structure of courses that were prepared for AAFC** (Internal Disclosure Program, Violence Prevention in the Workplace, Administrative Investigation Directive, Business Continuity and Emergency Management). All courses will be integrated **into one global** course
- 3) **Option (Year 1):** to cover the development and addition of 4 new bilingual courses to be integrated into the main course (as stated above)

Values and Ethics

Privacy Breach  
BEET/BEEP (Building Emergency Evacuation Teams/Building Emergency Evacuation Plans)  
Fraud Protection

- 4) **Options (Option Year 1-4):** to cover the development and addition of 4 new bilingual courses to be integrated into the main course (as stated above)

### **DELIVERABLES AND SCHEDULE:**

- 1) The Learning Management System (LMS) with access to current courses (Internal Disclosure Program, Violence Prevention in the Workplace, Administrative Investigation Directive, Business Continuity and Emergency Management) must be in place no later than December 30, 2015.
- 2) All optional work to be completed when and if options are exercised.

### **MINIMUM ESSENTIAL QUALIFICATIONS:**

1. Hosting of Learning Management System (LMS), **up to 10000 licenses**, 12 months access which includes hosting of courses
2. **Customization of existing structure of Fully Bilingual courses that were prepared for AAFC** (Internal Disclosure Program, Violence Prevention in the Workplace, Administrative Investigation Directive, Business Continuity and Emergency Management). All courses will be integrated **into one global** course
3. **Option (Year 1):** to cover the development and addition of 4 new bilingual courses to be integrated into the main course (as stated above)

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### **FEATURES AND FUNCTIONALITY**

**User Tutorial:** a tutorial for users to reference as a guide in completing the training course. The tutorial should provide instructions on the basics of navigating through the program and completing course material.

**User Profile:** the ability to create an individual profile for each user; users should register and be provided with an individual log-in and password with their basic contact information, name, e-mail, etc.

**Reporting User Registration and Completion:** a reporting feature that will provide statistics on the number of AAFC employees who have registered and completed the online web-based training; the reporting feature should be accessible by AAFC administrator on an as and when required basis to track completion of the courses for employees and the department.

**Narrator/Audio Feature:** a narrator/audio option that is incorporated in the program to allow students to select a full audio tutorial or to choose to complete the program without the audio. The narrator/audio tool should have full functionality to be turned on or off at anytime during the training sessions throughout the program.

**User Glossary:** a user glossary that provides key terminology/online tutorial for users to reference, it is preferred that key terms are available through hyperlinks throughout the training program.

**Bookmarking Feature:** functionality should be included that allows users to bookmark and return to the “bookmarked training content” at any time; this allows users to navigate training material and return to content throughout the course.

**Evaluation Tools & User Performance:** evaluation tools should be incorporated throughout the training program that includes tests and or quizzes to assist users in determining their strengths and weaknesses for each major topic area. In addition, a testing accountability feature(s) should be built into the program to gauge user performance and progress such as percentage of course completion (%) and user grading, etc.

**User “Help Menu”:** an online help menu should be available that addresses “how-to” in terms of completing the training program and questions and answers regarding course comprehension.

**Administrator Training and Support:** provide AAFC’s appointed administrator with initial setup and operational training for the online Web-Based Security Training Program. The training will include instructions on the reporting and statistical functionality. In addition, the training will include registration password provisions to AAFC employees, reports on registration and completion rates and user performance rates by AAFC employees. Online and telephone support should be provided to the administrator to ensure efficient product delivery. The customer support should be available from approximately 7:00 a.m. to 5:00 p.m. EST.

**The Contractor must provide AAFC with access to an on-line Web-Based Training Security program that will:**

Be available to all users in both official languages, English and French; all training sessions and course content within the program must be accessible in both English and French.

Be hosted on an external server from AAFC and be only accessible by Agriculture and Agri-Food Canada.

Be accessible from any AAFC computer from 6:00 a.m. EST to 9:00 p.m. EST.

**The online web based training security program should have the ability to integrate the following branding as required:**

Agriculture and Agri-Food Canada Branding

- a. The user interface must be branded with the AAFC name and Government of Canada banner
- b. Provide an AAFC introduction (to be supplied by the Department)

The Company must keep the product current to the Government of Canada Security Policy.

**Contractor must include the following courses in the Web-Based Training Security Program:**

1. **Internal Disclosure Program**
2. **Violence Prevention in the Workplace**
3. **Administrative Investigation Directive**
4. **Business Continuity and Emergency Management**

**GOVERNMENT OF CANADA REGULATIONS EXCEPTION:**

The Treasury Board’s Government Contract Regulations, Part 10.2.1 Section 6 states there are four exceptions that permit the contracting authority to set aside the requirement to solicit bids. The exception for related to this ACAN includes:

***d. "only one supplier person or firm is capable of performing the contract."***

**JUSTIFICATION FOR THE PRE-SELECTED SUPPLIER:**

Please refer to the attached Sole Source and Limited Tendering Certification document.

**CONTRACT PERIOD:**

Contract is to commence upon award for 1 (one) calendar year from the award date and be open to 4 (four) 1 (one) year periods.

**ESTIMATE OF COSTS:**

It is intended to award a service contract to the supplier below for a Limitation of Expenditure for each contract year as follows:

**Part 1:**

Hosting of Learning Management System (LMS), up to 10000 licenses, 12 months access which includes hosting of courses previously developed by Terranova  
\$10,800.00 x 5 = **\$54,000.00** (one (1) year with four (4) option years)

Customization of existing structure of courses (Internal Disclosure Program, Violence Prevention in the Workplace, Administrative Investigation Directive, Business Continuity and Emergency Management). All courses will be integrated into one global course = **\$1,875.00** (one-time fee)

Removal of three (3) existing courses: Security Awareness Web-based Training, Social Networks, IM/IT Directives online training = **no charge**

**Part 2:**

**Optional:** to cover the development and addition of four (4) new bilingual courses to be integrated into the main course (as stated above)

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Estimated: 400 Hrs @ 125/Hr = **\$50,000.00**

**Optional:** to cover future development of new bilingual courses to be integrated into the main course (as stated above) 800 Hrs @ 125/Hr (200 Hrs for each option year)

Estimated: \$25,000 x 4 = **\$100,000.00** (one (1) year with four (4) option years)

Totaling: \$ 205,875 (taxes excluded) - if all options are exercised

Terranova  
1545 boul. De l'Avenir  
Laval, Québec  
H7S 2N5

**PROJECT AUTHORITY:**

The Project Authority for the contract is:

Name: Steven Guiho  
Title: Manager, Office of Emergency Management and Business Continuity  
Dept: Agriculture and Agri-Food Canada  
Telephone: 613-773-1488  
E-mail address: [steven.guiho@agr.gc.ca](mailto:steven.guiho@agr.gc.ca)

**CONTRACTING AUTHORITY:**

The Contracting Authority for the contract is:

**Parker Kennedy**  
**Senior Contracting Advisor**  
Agriculture and Agri-Food Canada (AAFC)  
1341 Baseline Road, Tower 5, Floor 2, Room 334  
Ottawa, ON K1A 0C5  
Tel: (613) 773-0937  
E-mail: [parker.kennedy@agr.gc.ca](mailto:parker.kennedy@agr.gc.ca)

**SUPPLIERS RIGHT TO SUBMIT A STATEMENT OF CAPABILITIES:**

Suppliers who consider themselves fully qualified and available to meet the specified requirements, may submit a Statement of Capabilities in writing to the contact person identified in this Notice on or before the closing date of this notice.

The Statement of Capabilities must clearly demonstrate how the supplier meets the advertised requirements. Statements of Capabilities must be delivered to and received by the Contracting Authority on or before the closing date.

The closing date and time for accepting Statements of Capabilities is **December 29<sup>th</sup>, 2015 at 12:00 P.M. (EST, Ottawa time)** to the following address:

**Parker Kennedy**  
**Senior Contracting Advisor**  
Agriculture and Agri-Food Canada (AFFC)  
Professional Services Contracting Unit  
1341 Baseline Road, Tower 5, Floor 2, Room 334  
Ottawa, ON K1A 0C5  
Tel: (613) 773-0937  
E-mail: [parker.kennedy@agr.gc.ca](mailto:parker.kennedy@agr.gc.ca)

**Requisition Number: ACAN # 01B68-15-0186**

Statements of Capabilities must be mailed or faxed on or before the closing date. Statement of Capabilities received on or before the closing date will be considered solely for the purpose of deciding whether or not to conduct a more extensive tendering process. Information provided will be used by the Crown for technical evaluation purposes only with respect to a decision to proceed to a further competitive process. Suppliers that have submitted a Statement of Capabilities will be notified in writing of AAFC's decision to proceed to award the contract without a further additional tendering process.

Should you have any questions concerning this requirement, contact the Contracting Officer identified above. The AAFC Solicitation Number (01B68-15-0186), the Contracting Officer's name and the closing

date of the ACAN must appear on the outside of the envelope in block letters or, in the case of facsimile transmission, on the covering page.

The Crown retains the right to negotiate with suppliers on any procurement. Documents may be submitted in either official language of Canada.