



**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**

<b>Title - Sujet</b> Online Caregiver Training Program	
<b>Solicitation No. - N° de l'invitation</b> 51019-152013/A	<b>Date</b> 2016-02-15
<b>Client Reference No. - N° de référence du client</b> 51019-152013	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$MCT-014-5129	
<b>File No. - N° de dossier</b> MCT-5-38043 (014)	<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 2016-03-29</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> MacDonald, Charline	<b>Buyer Id - Id de l'acheteur</b> mct014
<b>Telephone No. - N° de téléphone</b> (506) 851-6067 ( )	<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 VETERANS AFFAIRS Mental Health - TDB/7415 DJM IB 041, P.O.BOX 7700 CHARLOTTETOWN Prince Edward Island C1A8M9 Canada	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

**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>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 (type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

The bid solicitation is divided into six 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; and
- Part 6 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include:

- Annex A - Statement of Work
- Annex B - Basis of Payment
- Annex C – Outcomes
- Annex D - Evaluation Criteria
- Annex E – Federal Contractor's Program for Employment Equity - Certification
- Annex F – Listing of Board of Directors

### **1.2 Summary**

Design, develop and deliver an e-learning program for informal caregivers of Canadian Veterans with functionality that includes access to course content, peer support, interactive discussion boards and facilitation. The intended population is informal caregivers of Canadian Veterans with mental or physical health problems.

The period of contract is from date of contract award to March 31, 2020, with the option to extend for up to three (3) additional one (1) year periods.

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), and the Agreement on Internal Trade (AIT).

The Federal Contractors Program (FCP) for employment equity applies to this procurement; see Part 5 - Certifications, Part 6 - Resulting Contract Clauses and the annex titled [\*Federal Contractors Program for Employment Equity - Certification\*](#).

### 1.3 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 from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

## PART 2 - BIDDER INSTRUCTIONS

### 2.1 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 (2015/07/03) 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: 60 days  
Insert: 120 days

### 2.2 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 or by electronic mail (email) to PWGSC will not be accepted.**

### 2.3 Former Public Servant

#### Former Public Servant - Competitive - Bid

Contracts awarded to 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 awarded to FPS, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

#### 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 Adjustment Directive**

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **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 adjustment program.

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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.

## **2.4 Enquiries - Bid Solicitation**

All enquiries must be submitted in writing to the Contracting Authority no later than ten (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 question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

## **2.5 Applicable Laws**

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Prince Edward Island.

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.

## **PART 3 - BID PREPARATION INSTRUCTIONS**

### **3.1 Bid Preparation Instructions**

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

Section I: Technical Bid (3 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) (<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 and describe their approach 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.

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

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

#### **3.1.2 Exchange Rate Fluctuation**

[C3011T](#) (2013/11/06), Exchange Rate Fluctuation

### **Section III: Certifications**

Bidders must submit the certifications required under Part 5.

## **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **4.1 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.

#### **4.1.1 Technical Evaluation**

Mandatory and point rated technical evaluation criteria are included in Annex D.

#### **4.1.2 Financial Evaluation**

*SACC Manual* Clause [A0220T](#) (2014/06/26), Evaluation of Price

## **4.2 Basis of Selection**

### **4.2.1 Basis of Selection - Lowest Price Per Point**

1. To be declared responsive, a bid must:
  - (a) comply with all the requirements of the bid solicitation; and
  - (b) meet all mandatory technical evaluation criteria.
2. Bids not meeting (a) or (b) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bid with the lowest evaluated price per point will be recommended for award of a contract.

## **PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION**

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

### **5.1 Certifications Required with the Bid**

Bidders must submit the following duly completed certifications as part of their bid.

#### **5.1.1 Declaration of Convicted Offences**

As applicable, pursuant to subsection Declaration of Convicted Offences of section 01 of the Standard Instructions, the Bidder must provide with its bid, a completed [Declaration Form](#), to be given further consideration in the procurement process.

### **5.2 Certifications Precedent to Contract Award and Additional Information**

The certifications and additional information listed below should be submitted with the bid but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame specified will render the bid non-responsive.

### 5.2.1 Integrity Provisions – List of Names

Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Bidder (See Annex F).

Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the name of the owner(s).

Bidders bidding as societies, firms or partnerships do not need to provide lists of names.

### 5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "[FCP Limited Eligibility to Bid](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list ([http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/list/inelig.shtml](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)) available from [Employment and Social Development Canada \(ESDC\) - Labour's](#) website.

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed annex [Federal Contractors Program for Employment Equity - Certification](#), before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

### 5.2.3 Status and Availability of Resources

SACC Reference	Section	Date
A3005T	Status and Availability of Resources	2010/08/16

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### 5.2.4 Education and Experience

5.2.4.1 SACC Manual clause [A3010T](#) (2010/08/16) Education and Experience

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **PART 6 - RESULTING CONTRACT CLAUSES**

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

### **6.1 Statement of Work - Contract**

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

### **6.2 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)(<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

#### **6.2.1 General Conditions**

[2035](#) (2015/07/03), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

### **6.3 Security Requirements**

**6.3.1** There is no security requirement applicable to this Contract.

### **6.4 Term of Contract**

#### **6.4.1 Period of the Contract**

The period of the Contract is from contract award to March 31, 2020 inclusive.

#### **6.4.2 Option to Extend the Contract**

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) additional one (1) year period(s) 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 at least ten (10) calendar days 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.

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## 6.5 Authorities

### 6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Charline MacDonald  
Title: Acting Supply Specialist  
Public Services and Procurement Canada  
Acquisitions Branch  
Address: 1045 Main Street, Unit 108  
Moncton, New Brunswick  
E1C 1H1

Telephone: (506) 851-6067  
Facsimile: (506) 851-6759  
E-mail address: Charline.MacDonald@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.

### 6.5.2 Project Authority

The Project Authority for the Contract is:

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

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

The Project 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 Project Authority; however, the Project 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.

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### 6.5.3 Contractor's Representative (bidder please complete)

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

E-mail address: \_\_\_\_\_

### 6.6 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.

### 6.7 Payment

#### 6.7.1 Basis of Payment - Firm Price, Firm Unit Price(s) or Firm Lot Price(s)

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm price as specified in Annex B, Basis of Payment. Customs duties are included and Applicable Taxes are extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

##### 6.7.1.1 Limitation of Price

SACC Manual clause C6000C (2011/05/16) Limitation of Price

#### 6.7.2 Basis of Payment – Limitation of Expenditure

For the Work described in Phases 2 and 3 of the Statement of Work in Annex A:

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 in Annex B, to a limitation of expenditure of \$\_\_\_\_\_ (insert the amount at contract award). Customs duties are included and Applicable Taxes are extra.

### 6.7.2.1 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ \_\_\_\_\_ (insert the amount at contract award). Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. 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 contract funds provided are inadequate for the completion of the Work, whichever comes first.
3. 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.

### 6.7.3 Method of Payment

SACC Reference	Section	Date
H1001C	Multiple Payments (Applies to Phases 2 and 3)	2008/05/12
H3010C	Milestone Payments (Applies to Phase 1)	2010/01/11

### 6.7.4 SACC Manual Clauses

SACC Reference	Section	Date
A9113C	Handling of Personal Information	2014/11/27
A9117C	T1204 - Direct Request by Customer Department	2007/11/30
C0705C	Discretionary Audit	2010/01/11

### 6.8 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.

2. Invoices must be distributed as follows:

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

## 6.9 Certifications

### 6.9.1 Compliance

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing additional information are conditions of the Contract. Certifications are subject to verification by Canada during the entire period of the Contract. If the Contractor does not comply with any certification, fails to provide the additional information, 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.

### 6.9.2 Federal Contractors Program for Employment Equity – Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "[FCP Limited Eligibility to Bid](#)" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

### 6.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Prince Edward Island.

### 6.11 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 General Conditions - 2035 (2015/07/03), General Conditions - Higher Complexity - Services;
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Outcomes; and
- (f) the Contractor's bid dated \_\_\_\_\_.

### 6.12 Insurance

SACC Manual clause [G1005C](#) (2008/05/12) Insurance

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## ANNEX "A" - STATEMENT OF WORK

### Title: Development of an Online Caregiver Workshop

#### 1. SCOPE

##### 1.1. Objective

Design, develop and deliver an e-learning program for informal caregivers of Canadian Veterans with functionality that includes access to course content, peer support, interactive discussion boards and facilitation. The intended population is informal caregivers of Canadian Veterans with mental or physical health problems.

The period of contract is from date of contract award to March 31, 2020, with the option to extend for up to three (3) additional one (1) year periods to support any desired ongoing implementation.

##### 1.2. Background

Providing care and support to an individual with a disability can indeed be a daunting task. In addition to the often unpredictable and lengthy course of certain illnesses, historical barriers to family involvement in the injured person's treatment within the health system and stigma can compound the burden experienced by caregivers which, ultimately, can also compromise the health of the caregiver.

Whereas services to Veterans and or military persons can be provided by formal caregivers (volunteers or paid health care providers associated with a service system), most often informal caregivers or family members and friends provide ongoing care and support without salary to the individual in need of support due to a physical or mental health condition.

Informal caregivers play a central role in assisting with everyday tasks. They often provide basic personal care in activities of daily living (ADL); e.g. toileting, continence, feeding, dressing, bathing, transfer, taking medication and walking) and/or non-institutional community living care instrumental activities of daily living (IADL); e.g. cooking, housework, transportation, arranging services, managing finances and grocery shopping.

Whereas informal caregivers help our country save billions of dollars in health care services caregiving also has a cost given that the caregiving task becomes burdensome for most over time. The increased level of responsibilities in support of an ill or a wounded person results in multiple challenges for many caregivers.

Caregiving of ill and injured Veterans can be especially demanding in comparison to civilian caregiving given that caregivers of Veterans often:

- 1) Assist with complex and severe injuries or illnesses which often require considerable and specific assistance
- 2) Need to navigate transition to civilian life
- 3) Need to learn how to navigate through different healthcare systems (e.g. Veterans Affairs, provinces)
- 4) Are sometimes tasked to support loved ones with invisible wounds such as Post Traumatic Stress Disorder (PTSD)
- 5) Provide constant care (over 80 hours/week for some)
- 6) Hold the caregiving role for a long period of time given that the injured Veteran is often

- 
- relatively young (39% are younger than 50 years old)
- 7) Generally feel obligated to assume the caregiving role.

Adequate support can mitigate the stressors often associated with caregiving. The absence of such supports, on the other hand, can lead to negative effects for family caregivers that jeopardize both their capacity to provide care and their own health and well-being. This subsequently can also negatively impact the Veteran's recovery.

A review of the scientific and grey literature on caregivers reveals common caregiver needs that can be categorized into four main areas: recognition, economic support, services and information. This online caregiver training workshop will address recognition, services and information in order that ultimately, caregiver wellbeing is maintained and a Veteran can continue to benefit from the many positive impacts of an informal caregiving arrangement.

The Department is therefore looking to provide an online and interactive training program for informal caregivers of Canadian Veterans that provides information, opportunities to build problem-solving and resiliency skills and peer support all supported by trained on-line facilitators. An online alumni community will be required to provide ongoing social support as required. The product will be evaluated and refined ongoing based on participant feedback and will be offered in English and French.

The United States Veterans Administration offers an online program to this population entitled *Building Better Caregivers*, which has demonstrated success in terms of improved health outcomes of Veterans and caregivers, with a very similar population to that which is now required in Canada. Thus, in order to align with its allies and to build on existing and proven practices, Veterans Affairs Canada (VAC) wishes to procure a Canadian program in line with the same functionality and user experience of *Building Better Caregivers*. The contractor will function independently and is responsible for all aspects of the workshop development including obtaining any required licenses to allow for replicated functionality; hosting in Canada; implementation; and evaluation.

## **2. REQUIREMENTS**

### **2.1. Scope of Work**

Contract/project scope includes all activities related to product development and customization, functionality, and delivery within a Canadian Veteran context. The project will occur over 4 years, beginning in 2016, and will involve two phases:

Phase one will focus on preparing for delivery, functionality and training of a para-professional team of facilitators. At the end of phase one, the workshop will be ready for delivery to its first participants.

Phase Two will focus on building ongoing capacity and workshop delivery including ongoing evaluation. Between 350-500 participants per year is expected.

There is a possibility of contract extension beyond 2020 as the period of the contract is from date of contract award to March 31, 2020, with the option to extend for up to three (3) additional one (1) year periods.

Specific project scope activities include:

- All activities related to project initiation, management and administration
- All activities related to development of course content
- All activities related to securing ongoing access to trained and facilitators with delivery capacity in English and French as required (to be determined during project planning);
- All activities related to secure hosting the online workshop on a Canadian server;

- All activities related to delivering the workshop in Canada to eligible participants, including those who may reside outside of Canada;
- All activities related to securing ongoing access to an on-line alumni community; and
- All activities related to evaluation (client satisfaction and outcomes) and reporting.

Out of scope activities include:

- Translation of materials into French which will be done by the Government of Canada

The final product must include the following specifications:

- A dedicated website on a secure Canadian server with capacity for individual registration/login through a secure portal;
- Program delivery in English and French;
- Any necessary licensures for relevant intellectual property;
- Accessibility for anyone in the general public;
- Capacity to safeguard personal information as required in line with Access to Information and Privacy Legislation;
- Approximately six weeks of content, topic-specific each week, with participants committing to 2-3 hours per week of participation;
- Trained online facilitators with lived experience as informal caregivers to persons with mental or physical health conditions to work with groups of up to 25 persons;
- Content in a modular format which includes self-management, stress management, problem solving, action planning, communication, working with the health care system, working with health care providers, medication management, difficult care partner behaviours, self-care (sleep, healthy eating, exercise), difficult emotions, care partner emotions, making decisions, finding help and making plans for the future and other pertinent topics;
- Modules that include reading activities, interacting with other participants via on-line bulletin boards, problem solving exercises, weekly action plans, journaling, monitoring logs, and self-tests;
- IT systems that allow for all of the above, on-line participant self-registration, and e-mail links to the facilitators in a secured environment;
- A website that must adhere to Government of Canada website accessibility guidelines;
- Posting of relevant guidelines and privacy policies; and
- Means to collect relevant information for evaluation and reporting purposes.

## 2.2 Tasks and Deliverables by Phase

### Phase One:

**Preparation for implementation. 12 months after contract award.**

TASK	DELIVERABLE
Project planning	Project plan completed and approved by VAC.
Evaluation framework	Evaluation framework approved by VAC.
Content development	All customized content for online program for informal caregivers of Canadian Veterans living with physical and mental health problems. Content must be approved by VAC.
Functionality development	Interactive program available online to eligible participants with adequate administration support, self-help, facilitation and peer support elements. Includes recruitment landing pages, consent and questionnaires, content, on-line discussion boards, reporting features,

	automatic system emails. Workshop available on secure Canadian server for testing.
Facilitators trained	Trained facilitators with lived experience are ready to support participants for the hours per week required by the course delivery with fluency in English and French as required.
Testing and review of program	Program is tested and functions as expected and approved by VAC.
Development of alumni community to support graduates of the program	Alumni community/facilitators are ready to receive first graduates with relevant IT infrastructure.

**Phase Two: Full implementation  
Complete by March 31, 2020.**

<b>TASK</b>	<b>DELIVERABLE</b>
Initial recruitment and delivery.	The online program is delivered to first participants 12 months after contract award.
Ongoing recruitment, delivery and evaluation	The online program is delivered to up to 350-500 persons per calendar year from 12 months after contract award -March 31, 2020.  Evaluations are delivered, collected, analyzed and on an ongoing basis inform development.
Alumni community functioning	Graduates are able to participate in alumni community after the first course offered.
Evaluation and next steps.	Interim (March 2018) and final reports (March 2020) delivered and approved by VAC on the outcomes and performance measures in Annex C. Next steps determined.

**Phase Three: Option Years**

<b>TASK</b>	<b>DELIVERABLE</b>
Ongoing delivery from April 1, 2020 – March 31, 2023 as applicable	Ongoing delivery of the online course as required

**2.3 Constraints**

Delivery in both English and French.

**2.4 Support Provided by Canada**

The Government of Canada will supply information pertaining to Veteran-specific health including relevant research, data relative to participant locations and language requirements, translation and a project lead to support delivery of the project.

**2.5 Timeframe and Delivery Dates**

As noted in section 2.2.

## **2.6 Contractor Qualifications**

The contractor must have the capacity to ensure delivery on all identified tasks. The contractor must have and maintain any relevant licenses required to operate the program.

## **3.0 Security Requirements**

No security requirements. Interested participants will be directed to the Department for screening regarding eligibility. Participants will then be provided with the required login information to access the online program on the external server. Personal information provided to the contractor via login will be done directly by participants. No personal information will be shared between the Department and the contractor. Any evaluation results will be shared by aggregate data only.

## **4.0 Ownership and Control**

All information provided by VAC to the Contractor in order to fulfill the requirements outlined under this contract remains under the ownership and control of VAC. Upon completion or termination of the contract, the Contractor will ensure that all information referenced above is returned to the Project Authority.

All information created by the Contractor solely for the purposes of fulfilling the requirements of this contract, including but not limited to the content of the caregiver course modules, remains under the ownership and control of VAC. All applicable Federal legislations apply under all circumstances, even when such information is in the sole custody of the Contractor. Should the Contractor wish to demonstrate the functionality and content of these modules to prospective clients or other interested parties, the Contractor must receive prior written permission from the Project Authority.

In accepting this contract, the Contractor acknowledges that VAC maintains ownership and control over all metrics and performance indicators collected, created, captured, received, used, processed, handled, stored, and recorded by the Contractor while fulfilling the requirements outlined in this Contract.

Upon completion or termination of this contract, the Contractor must dispose of any and all 3<sup>rd</sup> party caregiver information that it has received, collected, modified, captured, handled or stored while fulfilling the requirements outlined in this Contract.

## **5.0 Project Authority**

Director General, Policy and Research Division.

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

<b>Phase 1 – Preparation for implementation (for the period of 12 months from Contract Award):</b>			
<b>Milestone No.</b>	<b>Deliverables</b>	<b>Delivery Date</b>	<b>Dollar Value</b>
1	1. Project plan completed and approved by VAC. 2. Evaluation framework developed and approved by VAC.	<u>1</u> month after Contract Award	\$ _____
2	1. First round of consultations complete for content customization and information summarized.	<u>3</u> months after contract award	\$ _____
3	1. First draft of customized online program is complete, appropriate and available for stakeholder view and input.	<u>6</u> months after Contract Award	\$ _____
4	1. Stakeholder feedback is integrated and revised online program is complete.	<u>7</u> months after contract award	\$ _____
5	1. Trained facilitators with lived experience are ready and available in both official languages to support participants in hours per week as required for initial course delivery.	<u>9</u> months after Contract Award	\$ _____
6	1. Program functionality is complete, tested and functions as expected, approved by VAC.	<u>10</u> months after Contract Award	\$ _____
7	1. Alumni community/facilitators area ready to receive first graduates.	<u>12</u> months after Contract Award	\$ _____
<b>Total (1)</b>			\$ _____
<b>Applicable Taxes Extra</b>			

<b>Phase 2 – Full Implementation (for the period from one year post contract award to March 31, 2020)</b>					
Item No.	Description	Unit of Issue	Estimated Quantity	Unit Price	Extended Price
1	Online program is delivered in full to the first group of participants and graduates are able to participate in the alumni community (1 course of up to 25 people) by March 31, 2017.	Each (Course)	1	\$_____	\$_____
2	Online program is delivered for the period from April 1, 2017 to March 31, 2018 and graduates are participating in the alumni community (up to 20 courses of up to 25 people each).	Each (Course)	20	\$_____	\$_____
3	Interim reports on the outcomes and performance measures in Annex A are submitted to VAC to be completed by March 31, 2018.	Lot	1	\$_____	\$_____
4	Online program is delivered for the period from April 1, 2018 to March 31, 2019 and graduates are participating in the alumni community (up to 20 courses of up to 25 people each).	Each (Course)	20	\$_____	\$_____
5	Online program is delivered for the period from April 1, 2019 to March 31, 2020 and graduates are participating in the alumni community (up to 20 courses of up to 25 people each).	Each (Course)	20	\$_____	\$_____
6	Final report on the outcomes and performance measures is submitted to VAC and next steps are determined to be completed by March 31, 2020.	Lot	1	\$_____	\$_____
<b>Total (2)</b>					\$_____
<b>Applicable Taxes Extra</b>					

<b>Phase 3 – Option Years:</b>					
<b>1st Option Year – April 1, 2020 to March 31, 2021</b>					
Item No.	Description	Unit of Issue	Estimated Quantity	Unit Price	Extended Price
1	Online program is delivered for the period from April 1, 2020 to March 31, 2021 and graduates are participating in the alumni community (up to 20 courses of up to 25 people each).	Each (Course)	20	\$ _____	\$ _____
<b>2nd Option Year – April 1, 2021 to March 31, 2022</b>					
Item No.	Description	Unit of Issue	Estimated Quantity	Unit Price	Extended Price
2	Online program is delivered for the period from April 1, 2021 to March 31, 2022 and graduates are participating in the alumni community (up to 20 courses of up to 25 people each).	Each (Course)	20	\$ _____	\$ _____
<b>3rd Option Year – April 1, 2022 to March 31, 2023</b>					
Item No.	Description	Unit of Issue	Estimated Quantity	Unit Price	Extended Price
3	Online program is delivered for the period from April 1, 2022 to March 31, 2023 and graduates are participating in the alumni community (up to 20 courses of up to 25 people each).	Each (Course)	20	\$ _____	\$ _____
<b>Total (3)</b>					\$ _____
<b>Applicable Taxes Extra</b>					

The total cost for evaluation purposes will be calculated by adding the Total (1) + Total (2) + Total (3):

\$ \_\_\_\_\_

## **ANNEX "C" - OUTCOMES**

### **Immediate Outcome**

- Eligible caregivers have access to necessary supports to ensure uninterrupted informal caregiving requirements are met through decreased caregiver burden and increased caregiver wellbeing.

### **Intermediate Outcome**

- Eligible Veterans are able to maximize the quality of informal care received on a continuous basis.

### **Ultimate Outcome**

- The Veteran continues to receive the numerous benefits of informal care based on his or her individual needs.

### **Performance Indicators**

Performance indicators will be refined over the course of the project, but are anticipated at a basic level to include:

- The number of case manager referrals to caregiver training;
- The number of caregiver training registrations;
- The number of training completions; and
- Indicators, by participant pre- and post-survey, of reduction in participant stress levels, relationship satisfaction measures, and caregiver sick days.

**ANNEX “D” – EVALUATION CRITERIA**

**MANDATORY REQUIREMENTS:**

In order to receive consideration by Veterans Affairs Canada, proposals MUST respond to and meet the following mandatory requirements. Any proposal which fails to demonstrate clearly that they meet all mandatory requirements will not receive further consideration.

DESCRIPTION		Met	Not Met	Reference to Proposal page #
M.1	The bidder must demonstrate that they have the capacity to meet the milestones as specified, demonstrated by a proposed project plan which clearly outlines, by task, the steps required to meet all milestones as articulated in the Basis of Payment.			
DESCRIPTION		Met	Not Met	Reference to Proposal page #
M.2	The bidder must demonstrate experience developing and implementing interactive e-learning <sup>1</sup> products for the general population with a health focus <sup>2</sup> in the last three years.			
DESCRIPTION		Met	Not Met	Reference to Proposal page #
M.3	The bidder must demonstrate capacity to host on a secure Canadian server by providing the name and location of the host and its capacity to meet industry standards for security.			

1 Interactive is defined as including functionality for on-line discussion boards, peer support and means for facilitators to communicate with individual participants.

2 Examples of health related topics are diabetes management, preventive health care programs or self-management for physical or mental health conditions.

**RATED REQUIREMENTS:**

The Bidder may use cross referencing wherever applicable. Such references should be made at the lowest applicable number level within the table below.

Item No.	Rated Criteria	Experience Scale/Rating	Points	Reference to Proposal page#
R. 1	Number of projects where the provider developed and implemented interactive e-learning, products in the last three years as defined in Mandatory Criteria 2.	One point per project to a maximum of 10 points.  Max 10 points		
R. 2	Experience developing and delivering e-learning which has demonstrated success in terms of improved health outcomes.	No experience = 0 points  Experience = 10 points  Max 10 points		
R. 3	Experience developing and delivering e-learning which has demonstrated success in terms of improved health outcomes for Veterans.	No experience = 0 points  Experience = 10 points  Max 10 points		
R. 4	Experience developing and implementing e-learning products for a Veteran caregiver population.	No experience = 0pts  Experience = 10 points  Max 10 points		

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**ANNEX "E" to PART 5 - BID SOLICITATION -**

***FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION***

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\) – Labour's](#) website.

Date: \_\_\_\_\_(YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
- A2. The Bidder certifies being a public sector employer.
- A3. The Bidder certifies being a [federally regulated employer](#) being subject to the [Employment Equity Act](#).
- A4. The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

- A5.1. The Bidder certifies already having a valid and current [Agreement to Implement Employment Equity](#) (AIEE) in place with ESDC-Labour.

**OR**

- A5.2. The Bidder certifies having submitted the [Agreement to Implement Employment Equity \(LAB1168\)](#) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- B1. The Bidder is not a Joint Venture.

**OR**

- B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)

