



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS A :**

Bid Receiving/Réception des soumissions
Bid Receiving Unit
Procurement & Contracting Services Branch
VISITOR'S CENTRE – Main Entrance
Royal Canadian Mounted Police
73 Leikin Drive
Ottawa, Ontario K1A 0R2
Attn: Shannon Plunkett

**REQUEST FOR
PROPOSAL**

**DEMANDE DE
PROPOSITION**

Proposal to: Royal Canadian Mounted Police

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 : Gendarmerie royale du 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 appendices ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments: - Commentaries :

THIS REQUEST FOR PROPOSAL DOES NOT
CONTAIN A SECURITY REQUIREMENT

CE DEMANDE DE PROPOSITION NE CONTIENT
AUCUNE EXIGENCE EN MATIERE DE
SECURITE

Title – Sujet Annual Pilot & Aircraft Maintenance Engineer Recurrent Mandatory Cloud-Based Training		Date October 14, 2016
Solicitation No. – N° de l'invitation 201700900/A		
Client Reference No. - No. De Référence du Client 201700900		
Solicitation Closes – L'invitation prend fin		
At / à :	14:00	EST (Eastern Standard Time) HNE (heure normale de l'Est)
On / le :	November 23, 2016	
Delivery - Livraison See herein — Voir aux présentes	Taxes - Taxes See herein — Voir aux présentes	Duty – Droits See herein — Voir aux présentes
Destination of Goods and Services – Destinations des biens et services See herein — Voir aux présentes		
Instructions See herein — Voir aux présentes		
Address Inquiries to – Adresser toute demande de renseignements à Markos Vennos, Senior Procurement Officer		
Telephone No. – No. de téléphone 613-843-4545	Facsimile No. – No. de télécopieur 613-825-0082	
Delivery Required – Livraison exigée See herein — Voir aux présentes	Delivery Offered – Livraison proposée	
Vendor/Firm Name, Address and Representative – Raison sociale, adresse et représentant du fournisseur/de l'entrepreneur:		
Telephone No. – No. de téléphone	Facsimile No. – No. de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) – Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)		
Signature	Date	



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PART 1 - GENERAL INFORMATION

1.1 Introduction

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

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

The Annexes include the Statement of Work and the Basis of Payment.

1.2 Summary

The Royal Canadian Mounted Police (RCMP) has a requirement for the provision of annual recurrent self-paced cloud-based training for Fixed Wing Pilots, Rotary Wing Pilots and Aircraft Maintenance Engineers employed within the RCMP's Air Services Branch. The Contractor must perform the work in accordance with "Annex A – Statement of Work".

Any resulting contract (1 contract only), will be valid from date of contract award for one (1) year, with the irrevocable option to extend the term of the contract by up to four (4) additional one (1) year periods under the same terms and conditions.

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).

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.

1.4 Procurement Ombudsman

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an independent avenue for suppliers to raise complaints regarding the award of contracts under



\$25,000 for goods and under \$100,000 for services. You have the option of raising issues or concerns regarding the solicitation, or the award resulting from it, with the OPO by contacting them by telephone at 1-866-734-5169 or by e-mail at boa-opo@boa-opo.gc.ca. You can also obtain more information on the OPO services available to you at their website at www.opo-boa.gc.ca.

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.

Revision to Departmental Name: As this solicitation is issued by Royal Canadian Mounted Police (RCMP), any reference to Public Works and Government Services Canada or PWGSC or its Minister contained in any term, condition or clause of this solicitation, including any individual SACC clauses incorporated by reference, will be interpreted as reference to RCMP or its Minister.

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 (2016-04-04) 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 RCMP Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

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

2.3 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than seven (7) 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.



2.4 Applicable Laws

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

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.

2.5 Improvement of Requirement during Solicitation Period

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

2.6 Promotion of Direct Deposit Initiative

The following information is not related to the solicitation process:

An initiative within the Government of Canada called the Cheque Standardization Project has been established whereby eventually for all payments, cheque stubs will no longer be printed and, with few exceptions, will be processed via direct deposit. This option is only available when payment is made in Canadian dollars for deposit into a Canadian bank account. In an attempt to be proactive, RCMP Corporate Accounting is promoting the registration of RCMP suppliers for the upcoming change in the payment process.

If you are the successful bidder on this or any other RCMP requirement, you are encouraged to register with the RCMP for direct deposit. Please contact RCMP Corporate Accounting by email to receive a form entitled *Recipient Electronic Payment Registration Request* along with instructions for completion of the form.

Should you have any questions regarding the Cheque Standardization Project or if you want to register, please contact the following email: corporate_accounting@rcmp-grc.gc.ca

PART 3 - BID PREPARATION INSTRUCTIONS

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

Section I: Technical Bid (4 hard copies – 1 original & 3 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 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 Bidders must submit their financial bid in accordance with the Basis of Payment in Annex "B". The total amount of Applicable Taxes must be shown separately.

- (a) The bidder's all-inclusive rate must include all overhead, general and administrative costs and profit. This may include, but not limited to, expenses such as office space, computer hardware and software, word processing, preparation of reports, photocopying, courier services, facsimile services, telephone services, local travel expenses, and administration related to non-local travel expenses. "Local" as used here is defined as where the Work is to be performed in Canada.

3.2 Exchange Rate Fluctuation

SACC Manual Clause C3011T (2013-11-06) Exchange Rate Fluctuation

Section III: Certifications

Bidders must submit the certifications and additional information 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

The Proposal must meet the Mandatory Requirements specified below. The Bidder must provide necessary documentation to support compliance with each requirement. Any proposal that fails to meet the Mandatory Requirements will be declared non-responsive. The Bidder should address each Mandatory Requirement separately.

Listing experience without providing any supporting data to describe where and how such experience was obtained will result in the experience not being included for evaluation purposes. Evaluation will only be performed on the information provided in the Bidder's response.

4.1.1.1 Mandatory Technical Criteria

Description	Met / Not Met	Reference to Proposal Page #	Substantiating Details
M1 The bidder must have a minimum of five (5) years of demonstrated experience in the development of topics and exams on at least 50% of the subjects found under Task – 1: and Task – 2: of the Statement of Work.			
M2 The bidder must provide a syllabus or outline with their bid which covers all the Fixed Wing and Rotary Wing Pilot and Aircraft Maintenance engineer (AME) training topics as outlined in Tasks – 1: and Tasks – 2: of the Statement of Work.			
M3 The bidder must include a working web-link with their bid demonstrating the ability to provide administrative (client) access to individual training records, for audit purposes.			
M4 The bidder must have a minimum of five (5) years demonstrated experience in web- and or cloud-based delivery of at least 50% of the subjects found under			



Task – 1:: and Task – 2: of the Statement of Work.			
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4.1.2 Financial Evaluation

The price of the bid will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included.

4.2 Basis of Selection

4.2.1 Mandatory Technical Criteria

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

PART 5 - CERTIFICATIONS

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

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, 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 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.

5.1.1 Integrity Provisions

In accordance with the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process:

- Declaration of Convicted Offences (as applicable)
- Required Documentation

5.1.2 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" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969#afed) website (http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969#afed).



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.

5.1.3 Additional Certifications Precedent to Contract Award

5.1.3.1 Former Public Servant

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 FPSs, 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 FPSs 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.

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.

PART 6 – SECURITY REQUIREMENTS

6.1 Security Requirements

There is no security requirement applicable to any resulting contract.

PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Statement of Work

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

7.2 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.

Revision to Departmental Name: As this contract is issued by Royal Canadian Mounted Police (RCMP), any reference to Public Works and Government Services Canada or PWGSC or its Minister contained in



any term, condition or clause of this contract, including any individual SACC clauses incorporated by reference, will be interpreted as reference to RCMP or its Minister.

7.2.1 General Conditions

2035 (2016-04-04), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

7.3 Security Requirements

There is no security requirement applicable to this Contract.

7.4 Term of Contract

7.4.1 Period of the Contract

The period of the contract is from date of contract award for one calendar year.

7.4.3 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to four (4) 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 thirty (3) 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.

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Markos Vennos
Title: Procurement & Contracting Officer
Royal Canadian Mounted Police
Address: 73 Leikin Drive, Bldg M1, Mailstop #15
Ottawa, Ontario K1A 0R2
Telephone: 613-843-4545
Facsimile: 613-825-0082
E-mail address: markos.vennos@rcmp-grc.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.

7.5.2 Project Authority

The Project Authority for the Contract is:

(To be inserted at contract award)



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.

7.5.3 Contractor's Representative

The Contractor's Representative for the Contract is:

(To be inserted at contract award)

7.6 Proactive Disclosure of Contracts with Former Public Servants

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

7.7 Payment

7.7.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm all-inclusive price, as detailed at Annex B – Basis of Payment for a cost of \$_____ (*to be inserted at contract award*). Customs duties and excise taxes included, Applicable Taxes extra.

7.7.2 Limitation of Price

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

7.7.3 Method of Payment

SACC Manual clause H1000C (2008-05-12) Single Payment

7.8 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:



(a) The original and one (1) copy must be forwarded to the following address for certification and payment.

(address to be provided at contract award)

(b) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

7.9 Certifications and Additional Information

7.9.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

7.10 Applicable Laws

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

7.11 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) 2035 (2016-04-04) General Conditions – Services (Higher Complexity);
- (d) Annex A, Statement of Work
- (e) Annex B, Basis of Payment;
- (j) the Contractor's bid dated _____

7.12 Procurement Ombudsman

7.12.1 Dispute Resolution Services

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will, on request, and consent of the parties, to participate in an alternative dispute resolution process to resolve any dispute between the parties respecting the interpretation or application of a term or condition of this contract and their consent to bear the cost of such process, provide to the parties a proposal for an alternative dispute resolution process to resolve their dispute.

The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at boa-opo@boa-opo.gc.ca.

7.12.2 Contract Administration

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will review a complaint filed by [*the supplier or the contractor or the name of the entity awarded this contract*] respecting administration of this contract if the requirements of Subsection 22.2(1) of the *Department of Public Works and Government Services Act* and Sections 15 and 16 of the *Procurement Ombudsman Regulations* have been met, and



the interpretation and application of the terms and conditions and the scope of the work of this contract are not in dispute.

The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at boa-opo@boa-opo.gc.ca.

7.13 Insurance

SACC Manual clause G1005C (2016-01-28) Insurance



ANNEX A – STATEMENT OF WORK

TITLE: RCMP Annual Pilot and Aircraft Maintenance Engineer Recurrent Mandatory On-Line Training

1. OBJECTIVE:

To ensure the provision of annual recurrent web based training of Royal Canadian Mounted Police (RCMP) Air Services pilots and aircraft maintenance engineers as mandated by Transport Canada.

2. BACKGROUND:

Annual recurrent training is a Transport Canada requirement to ensure pilots and aircraft maintenance engineers maintain a safe competency level. These requirements are laid out in the Canadian Aviation Regulations (CARs) Part VI, subpart 4. Under these regulations, RCMP Air Services is authorized to operate aircraft as a private operator provided its pilots and aircraft maintenance engineers complete certain mandatory training topics, many of which can be administered through web based solutions. This statement of work is in accordance with the RCMP Fixed Wing Operations Manual (FWOM), the RCMP Rotary Wing Operations Manual (RWOM), sections 6: Training and Proficiency Requirements, and the RCMP Maintenance Control Manual (MCM). Relevant portions of these manuals can be provided upon request.

3. REQUIREMENT:

Provide annual recurrent third party cloud-based self-paced training solution to RCMP Fixed-Wing (FW) Pilots, Rotary Wing (RW) Pilots and Aircraft Maintenance Engineers (AME) that can be customized to the specific needs of RCMP Air Services and accessible as per Technical Requirements section below. Various administrative tasks related to the deliverance of the training are also required.

4. TASKS AND DELIVERABLES:

1: The Contractor must provide cloud-based self-paced training on the following aviation topics in accordance with the Canadian Aviation Regulations (CARs) Part VI, subpart 4:

- a) Airborne Icing – (FW and RW)
- b) Aircraft Critical Surface Contamination (FW and RW)
- c) CFIT- Controlled Flight into Ground (FW and RW)
- d) Emergency Procedures Training (FW, RW and AME)
- e) Crew Resource Management (FW and RW)
- f) High Altitude and Physiology and Effects (FW and RW)
- g) Human Factors for pilots (FW and RW)
- h) Area Navigation (RNAV) – Global Position System and Wide Area Augmentation System (FW)
- i) Reduced Vertical Separation Minimum (RVSM) Review (FW)
- j) Transportation of Dangerous Goods (FW and RW)
- k) Human Factors for engineers – (e.g. Fatigue Management, Threat and Error management) (AME)
- l) Maintenance Review (e.g. Control Manual, Regulations and standards) (AME)
- m) Maintenance specific Occupational Health and Safety topics (e.g. WHIMS, Fall protection, confined space awareness) (AME)
- n) Marshalling for engineers (AME)
- n) Safety Management Systems review (FW, RW and AME)

The Contractor must ensure that each topic contains relevant Canadian aviation content.



Each training module must be approved by the Technical Authority prior to the Contractor making it available to any learning participant.

2: The Contractor must provide cloud-based self-paced training on the following aviation topics in accordance with the RCMP's Fixed and Rotary Wing Operations Manual:

- a) Fatigue Management (FW and RW)
- b) High Speed and High Altitude Effects (FW)
- c) Meteorology Review (FW and RW)
- d) CARS Regulations and Standards Review (FW and RW)
- e) International Operations (USA) (FW)
- f) Runaway incursion awareness (FW, RW and AME)
- g) Survival Principles (FW and RW)
- h) 1200 Reduced Visual Range (RVR) training (FW)
- i) Occupational Health and Safety modules (AME)

The Contractor must ensure that each topic contains relevant Canadian aviation content. Each training module must be approved by the Technical Authority prior to the Contractor making it available to any learning participant.

3: The Contractor must complete the following administrative tasks in addition to providing the required cloud-based self-paced training:

- a) Maintain online audit ready records of training for individual pilots and aircraft maintenance engineers for a period of 2 years.
- b) Via web link, provide RCMP Air Service managers access to the on-line training records of RCMP pilots and engineers
- c) Develop and customization course content and meet delivery deadlines for development and or customization.
- d) Utilize subject matter experts to maintain currency of training topics. Examples subject matter experts include: Alertness Solutions for Fatigue Management topics, Flight Safety Foundations for Controlled Flight into Terrain and NASA/Canadian National Research Council for Icing.
- e) An exam must be provided for each module found within each training topic
- f) Provide an annual review on the topics and / or courses provided to ensure the RCMP's compliance with the Canadian Aviation Regulations 604 (CARS 604).
- g) Generate email notifications to trainees and administrators within two (2) weeks when training on a topic is overdue.

5. LANGUAGE REQUIREMENT(S):

The successful contractor must provide cloud-based self-paced training in English.

6. TECHNICAL REQUIREMENT(S):

The Contractor must provide a cloud-based self-paced training solution where the software in its entirety, including all databases, hardware, and backups are provided by the vendor outside of the RCMP network. The training solution will meet the following technical requirements:

- a. The Training solution must be compatible with the following internet browsers:
 - i. Microsoft Internet Explorer v. 11 and higher;
 - ii. Safari on iOS 9.3



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- b. The Training solution must be fully compatible with the following operating systems:
 - i. Microsoft Windows 7;
 - ii. iOS 9.3 and higher
 - c. The Training solution must support having unique username and passwords for each user.
 - d. The Training solution must have HTTPS with current version TLS data encryption.
 - e. The contractor must provide technical support during core-hour support. Core-hours are define as 09:00 – 17:00 Eastern Time, Monday – Friday excluding national holidays.
 - f. The contractor must provide a technical support phone number and email address.
 - g. The Training solution must be a turnkey solution, must not be a beta version of the software nor a work in progress.
 - h. The Training solution provider must have provisions in place to ensure that the any training developed with data provided by the RCMP will not be shared or disclosed to anyone outside of the RCMP without prior approval by the RCMP Technical Authority.
 - i. Ensure that the cloud-based self-paced training is available to any number of users 24 hours per day and 7 days per week. Notification for any inaccessibility due to routine site maintenance must be provided to the Technical Authority.



ANNEX B – BASIS OF PAYMENT

Name of Firm: _____

Address: _____

Contact Person: _____

Phone number: (____) ____ - ____ Fax number: (____) ____ - ____

Email: _____@_____

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm all-inclusive price, as specified below for a cost of \$ _____ (insert the amount at contract award). 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.

The Bidder will propose a firm all-inclusive price per item in each of the tables below. The Bid Price for Evaluation will comprise the sum of the totals of all tables.

Initial Contract Period (1 Year)

Item	Description	# of Trainees Per Annum	Firm All-Inclusive Price (GST/HST Extra)
1	Annual Recurring Online Computer Based Training for Fixed Wing Pilots	55	\$
2	Annual Recurring Online Computer Based Training for Rotary Wing Pilots	16	\$
3	Annual Recurring Online Computer Based Training for Aircraft Maintenance Engineers	45	\$
TOTAL ESTIMATED COST (A)			\$

Option Year 1

Item	Description	# of Trainees Per Annum	Firm All-Inclusive Price (GST/HST Extra)
	Annual Recurring Online	55	



1	Computer Based Training for Fixed Wing Pilots		\$
2	Annual Recurring Online Computer Based Training for Rotary Wing Pilots	16	\$
3	Annual Recurring Online Computer Based Training for Aircraft Maintenance Engineers	45	\$
TOTAL ESTIMATED COST (B)			\$

Option Year 2

Item	Description	# of Trainees Per Annum	Firm All-Inclusive Price (GST/HST Extra)
1	Annual Recurring Online Computer Based Training for Fixed Wing Pilots	55	\$
2	Annual Recurring Online Computer Based Training for Rotary Wing Pilots	16	\$
3	Annual Recurring Online Computer Based Training for Aircraft Maintenance Engineers	45	\$
TOTAL ESTIMATED COST (C)			\$

Option Year 3

Item	Description	# of Trainees Per Annum	Firm All-Inclusive Price (GST/HST Extra)
1	Annual Recurring Online Computer Based Training for Fixed Wing Pilots	55	\$
2	Annual Recurring Online Computer Based Training for Rotary Wing Pilots	16	\$
3	Annual Recurring Online Computer Based Training for Aircraft Maintenance Engineers	45	\$
TOTAL ESTIMATED COST (D)			\$

Option Year 4



Item	Description	# of Trainees Per Annum	Firm All-Inclusive Price (GST/HST Extra)
1	Annual Recurring Online Computer Based Training for Fixed Wing Pilots	55	\$
2	Annual Recurring Online Computer Based Training for Rotary Wing Pilots	16	\$
3	Annual Recurring Online Computer Based Training for Aircraft Maintenance Engineers	45	\$
TOTAL ESTIMATED COST (E)			\$

TOTAL BID PRICE FOR EVALUATION: (A) + (B) + (C) + (D) + (E)	\$
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GST/HST:

All prices and amounts of money in the Contract are exclusive of Goods and Services Tax (GST) or Harmonized Sales Tax (HST), as applicable, unless otherwise indicated. The GST or HST, whichever is applicable, is extra to the price herein and will be paid by Canada.