

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

Shared Services Canada  
180 Kent Street, 13<sup>th</sup> Floor  
Ottawa, ON K1G 4A8  
Megan.Lamont@ssc-spc.gc.ca

**REQUEST FOR PROPOSAL  
DEMANDE DE PROPOSITION****Proposal To: Shared 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 thereof.

**Proposition aux: Services partagés Canada**

**Nous** offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées

**Instructions : See Herein**

ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction

**Instructions: Voir aux présentes**

énumérés ici sur toute feuille ci-annexées, au(x) prix indiqué(s)

**Comments - Commentaires****This document contains a Security  
Requirement**

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

Issuing Office – Bureau de distribution  
Shared Services Canada  
180 Kent Street  
Ottawa, ON K1G 4A8

<b>Title – Sujet</b> Language Training Program with Professional Tutoring Services	
<b>Solicitation No. – N° de l'invitation</b> 2B0KB-6-2761	<b>Date</b> 29 December 2016
<b>Client Reference No. – N° référence du client</b> R-2761	
<b>GETS Reference No. – N° de reference de SEAG</b> n/a	
<b>File No. – N° de dossier</b> R-2761	<b>CCC No. / N° CCC - FMS No. / N° VME</b>
<b>Solicitation Closes – L'invitation prend fin</b> at – à 12:00 PM on – le 10 February 2017	<b>Time Zone Fuseau horaire</b> Eastern Standard Time EST
<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 Inquiries to : - Adresser toutes questions à:</b> Marijane Ridgeway	<b>Buyer Id – Id de l'acheteur</b> CBW
<b>Telephone No. – N° de téléphone :</b> 613-286-2958	<b>FAX No. – N° de FAX</b>
<b>Destination – of Goods, Services, and Construction:</b> <b>Destination – des biens, services et construction :</b> See Herein	
<b>Delivery required - Livraison exigée</b> See Herein	<b>Delivered Offered – Livraison proposée</b>
<b>Vendor/firm Name and address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Facsimile No. – N° de télécopieur</b> <b>Telephone No. – N° de téléphone</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 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, the Basis of Payment, Security Requirements, the Security Requirements Checklist, the Electronic Payment Instruments, the Federal Contractors Program for Employment Equity - Certification, the Insurance Requirements, the Task Authorization Form and any other annexes.

### **1.2 Summary**

1.2.1 The Directorate of Human Resources and Workplace is responsible for the overall management of language training services for the Department. Language training services are designed to enable SSC to comply with Canadian government legislation and policy on official languages and carry out its operational mandate. In its departmental official languages action plan for the period 2016-2019, SSC is committed to providing all its employees with a language learning tool and develop a centralized fund to meet the priorities of language learning.

The purpose is to provide full-time, part-time, individual, and group second language training in English and French to:

- ensure that clients get SSC quality services in the official language of their choice;
- allow employees to meet the language requirements of their position;
- encourage the use of both official languages in the workplace;
- establish a bilingual environment;
- facilitate career advancement and mobility.

1.2.2 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).

1.2.3 This bid solicitation is to establish a contract with task authorizations (TA) for the delivery of the requirement detailed in the bid solicitation, to the Identified Users across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries within CLCAs



areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside the resulting contract.

### **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 (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

#### **2.1.1 SACC Manual Clauses**

4006 (2010-08-16) Contractor to Own Intellectual Property Rights in Foreground Information  
K3002C (2008-05-12) Contractor to own IP: No Explicit License Rights for Canada

### **2.2 Submission of Bids**

Bids must be submitted only to Shared Services Canada (SSC) by the date, time and place indicated on page 1 of the bid solicitation.

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

### **2.3 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.

### **2.4 Enquiries - Bid Solicitation**

All enquiries must be submitted in writing to the Contracting Authority no later than 5 (five) 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 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.

## **2.6 Improvement of Requirement During Solicitation Period**

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least 10 days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.



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

### **3.0 Bid Preparation Instructions**

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

Section I: Technical Bid (3 hard copies and 1 soft copy on CD/DVD)

Section II: Financial Bid (3 hard copies and 1 soft copy on CD/DVD)

Section III: Certifications (1 hard copy and 1 soft copy on CD/DVD)

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft 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 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.

Part 4, Evaluation Procedures and Attachment 1 to Part 4, contain additional instructions that bidders should consider when preparing their technical bid.





## **Section II: Financial Bid**

1. Bidders must submit their financial bid in Canadian funds and in accordance with the pricing schedule detailed in Attachment 1 to Part 3. The total amount of Applicable Taxes must be shown separately.
2. Bidders must submit their (price(s) and/or rate(s)), FOB destination; Canadian customs duties and excise taxes included, as applicable; and GST or HST excluded.
3. When preparing their financial bid, bidders should review the basis of payment in Annex B and clause 1.2, Financial Evaluation, of Part 4.
4. Bidders should include the following information in their financial bid:

Their legal name;

1. Their Procurement Business Number (PBN); and
2. The name of the contact person (including this person's mailing address, phone and facsimile numbers and email address) authorized by the Bidder to enter into communications with Canada with regards to:
  - a. their bid; and
  - b. any contract that may result from their bid.

## **Section III: Certifications**

Bidders must submit the certifications and additional information required under Part 5.

### **3.1.1 Exchange Rate Fluctuation**

C3011T (2013-11-06) Exchange Rate Fluctuation



**ATTACHMENT 1 TO PART 3  
PRICING SCHEDULE**

- 1.0 The Bidder must complete this pricing schedule and include it in its financial bid.
- 2.0 The price/rates specified below, when quoted by the Bidder, includes the total estimated cost of all travel and living expenses that may need to be incurred for:
  - a. work described in Part 7, Resulting Contract Clauses, of the bid solicitation required to be performed within the National Capital Region (NCR). The NCR is defined in the *National Capital Act*, R.S.C. 1985, c. N-4, S.2. *The National Capital Act* is available on the Justice Website: <http://laws.justice.gc.ca/en/N-4/>;
  - b. travel between the successful bidder's place of business and the NCR; and
  - c. the relocation of resources to satisfy the terms of any resulting contract. These expenses cannot be charged directly and separately from the professional fees to any contract that may result from the bid solicitation.
- 3.0 The inclusion of volumetric data in this document does not represent a commitment by Canada that Canada's future usage of the services described in the bid solicitation will be consistent with this data.
- 4.0 Pricing Schedule:

<b>CATEGORY OF SERVICES – TUTOR LED TRAINING</b>	<b>ESTIMATED USAGE</b>	<b>FIRM PER HOUR RATE</b>	<b>TOTAL</b>
Individual Tele tutoring (Virtual Class) Full Time	<b>50 employees</b>		
Group Tele tutoring (Virtual Class) Full Time	<b>800 employees</b>		
Individual Tele tutoring (Virtual Class) Part Time	<b>400 employees</b>		
Group Tele tutoring (Virtual Class) Part Time	<b>800 employees</b>		
Group Second Language Test Preparation (Virtual Class)	<b>100 employees</b>		
<b>CATEGORY OF SERVICES</b>		<b>FIRM RATE</b>	
Individual Second Language Test Preparation by Telephone (Virtual class)	<b>100 employees</b>		
<b>CATEGORY OF SERVICES</b>		<b>FIRM RATE</b>	
Oral Language Proficiency Level Evaluation Conducted by Telephone	<b>1200 employees</b>		
<b>CATEGORY OF SERVICES</b>		<b>FIRM RATE</b>	
Subscription Based Training Program Delivered Via Web Portal (Unlimited Subscriptions)	<b>Unlimited Subscriptions</b>		
<b>TOTAL</b>			



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

#### **4.1.1 Technical Evaluation**

##### **4.1.1.1 Mandatory Technical Criteria**

Refer to Attachment 1 to Part 4.

##### **4.1.1.2 Point Rated Technical Criteria**

Refer to Attachment 1 to Part 4. Point-rated technical criteria not addressed will be given a score of zero.

#### **4.1.2 Financial Evaluation**

The volumetric data included in the pricing schedule detailed in Attachment 1 to Part 3 are provided for bid evaluated price determination purposes only. They are not to be considered as a contract guarantee.

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

SACC Manual Clause [A0222T](#) (2014-06-26), Evaluation of Price

### **4.2 Basis of Selection - Highest Combined Rating of Technical Merit (70%) and Price (30%)**

#### **4.2.1 To be declared responsive, a bid must:**

- (a) comply with all the requirements of the bid solicitation;
- (b) meet all the mandatory evaluation criteria; and
- (c) obtain the required minimum number of points specified in Attachment 1 to Part 4 for the point rated technical criteria.

#### **4.2.2 Bids not meeting (a) or (b) or (c) will be declared non-responsive.**

#### **4.2.3 The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.**

#### **4.2.4 To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 70%.**

#### **4.2.5 To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30%.**

#### **4.2.6 For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.**

#### **4.2.7 Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.**



The table below illustrates an example where the selection of the contractor is determined by a 70/30 ratio of the technical merit and price, respectively.

<b>Basis of Selection - Highest Combined Rating of Technical Merit (70%) and Price (30%)</b>			
<b>Bidder</b>	<b>Bidder 1</b>	<b>Bidder 2</b>	<b>Bidder 3</b>
<b>Overall Technical Score</b>	76	82	88
<b>Bid Evaluated Price</b>	C\$50,000*	C\$55,000	C\$60,000
<b>Calculations</b>	<b>Technical Merit Points</b>	<b>Price Points</b>	<b>Total Score</b>
<b>Bidder 1</b>	$76 / 100 \times 70 = 53.2$	$50,000^* / 50,000 \times 30 = 30.00$	83.2
<b>Bidder 2</b>	$82 / 100 \times 70 = 57.4$	$50,000^* / 55,000 \times 30 = 27.27$	84.67
<b>Bidder 3</b>	$88 / 100 \times 70 = 61.6$	$50,000^* / 60,000 \times 30 = 25$	86.6



## ATTACHMENT 1 TO PART 4 TECHNICAL CRITERIA

The Bidder must provide the necessary documentation to support compliance with this requirement.

- a. The Bidder is advised that only listing experience without providing any supporting data to describe where and how such experience was obtained will not constitute “demonstrated” for the purpose of the evaluation.
- b. The Bidder must clearly demonstrate in the proposal how the experience was gained or knowledge was attained, supported by resumes and any necessary supporting documentation.
- c. The Bidder must provide complete details as to where, when and how (through which activities/responsibilities) the stated qualifications/experience were obtained. In order to demonstrate when experience was obtained, the bidder must indicate the duration of such experience, specifying the start and end dates (month and year at a minimum). In the case where the timelines of two or more projects or experience overlap, the duration of time common to each project/experience will not be counted more than once.
- d. It is recommended that the Bidder include a grid in their proposals, cross-referencing statements of compliance with the supporting data and resume evidence contained in their proposals. Note: the compliance grid, by and of itself DOES NOT constitute demonstrated evidence. As stated in bullet “b” above, the resumes and supporting documentation will be accepted as evidence.

Bidders should provide the required references in the Technical Proposal of their bid.

The references provided by the Bidders are subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to validate the references before award of a contract. The bid will be declared non-responsive if any references given by the Bidder are untrue, whether made knowingly or unknowingly. Failure to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

For Mandatory Technical Criteria and Point Rated Technical Criteria listed below requiring Project Summaries, the Bidder and its proposed resource(s) should provide:

- Name and description of client organization;
- Name, phone, email of client ;
- Scope, objective, size in dollars and resources, project timeframe (from-to dates month/year);
- Outcomes of the project; and/or
- Description of the Consultant roles and responsibilities in the project.



**Mandatory Technical Criteria**

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Bids which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

For the purpose of the mandatory technical criteria specified below, the experience of the Bidder\* will be considered.

\* "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.

No	Description	Met / Not Met	Cross Reference to Proposal
<b>M1</b>	<p><b>Bidder's Online Training Program</b></p> <p>The offer must include portal access to the online training program so that the evaluation team can verify the following elements of section 3.1.1 of Annex A – Statement of Work provides the following and on demand of the Technical Authority, the Bidder may be required to demonstrate the online training program to ensure that the requirements are met. The Web-based program must:</p> <ul style="list-style-type: none"> <li>i. Be accessed via an internet link. Both the web-based program and the portal must be hosted on a server based in Canada;</li> <li>ii. meet the Web Content Accessibility Guidelines (WCAG) 2.0 – See definition at <a href="http://www.w3.org/TR/WCAG20/">http://www.w3.org/TR/WCAG20/</a>;</li> <li>iii. Offer an automated, online language assessment (placement test) to determine the learner's initial module;</li> <li>iv. Allows delivery of second language courses, for both official languages – Canadian English and French, in order to achieve and maintain language proficiency - levels A (Beginner), B (Intermediate) and C (Advanced);</li> <li>v. Allows the learner to choose English or French as the interface language, according to his/her preference;</li> <li>vi. Provides the learner with translations in their native tongue (French or English) of description, explanations and new vocabulary;</li> <li>vii. Measures the knowledge acquired by the learner during training. The Bidder must indicate where to find, in the online program, a minimum of two activities that make it possible to verify what has been learned for each of the levels A, B and C, for the following four essential skills: oral comprehension, written comprehension, oral expression and written expression;</li> <li>viii. Enables the learner to review or redo an exercise (go back) as often as needed in order to respect his/her learning style and speed;</li> <li>ix. Enables the learner to print vocabulary and grammar sections;</li> </ul>		



	<ul style="list-style-type: none"> <li>x. Has full tracking capabilities enabling learners to pick-up their online learning exactly where they left off during their previous self-study session;</li> <li>xi. Uses a professional language and a presentation appropriate for adults;</li> <li>xii. Provides audio activities, activities with visual aids and interactive activities at all language levels (A, B and C);</li> </ul>		
<p><b>M2</b></p>	<p><b>Learning Management System</b></p> <p>The bidder's response must include access to the learning management system, so that the evaluation team can verify the following elements of section 3.2 of Annex A – Statement of Work, which provides the following:</p> <ul style="list-style-type: none"> <li>i. The software must be accessible on line via the vendor's portal. Both the vendor's portal and the web-based software must be hosted on a server based in Canada;</li> <li>ii. For each learner, online access to his/her personal profile, progress reports, self-study progress, and his/her training schedule (number of hours per week of training, and tutoring schedule);</li> <li>iii. For the learner's managers, offers online access to the learner's personal profile, progress reports, self-study progress and training schedule (number of hours per week of training and tutoring schedule).</li> <li>iv. For designated Learning Coordinators, online access with different access rights, such as the ability to consult the learner's profile and tracking his/her progress, downloading / printing various usage reports, online timesheets to balance invoices received; and,</li> <li>v. For each learner file, reports that are downloadable, printable and accessible online, as identified in section 3.2.1. of Annex A – Statement of Work</li> </ul>		
<p><b>M3</b></p>	<p><b>Bidder's Experience with Distance English and French Second Language Tutoring Services to Adults</b></p> <p>Post January 1<sup>st</sup>, 2011, the Bidder must have accumulated over 3,000 hours of experience in distance based delivery of English and French second language tutoring services to adults.</p> <p><b>Offer Preparation Instructions</b></p> <p>To demonstrate the experience acquired under MT3, the Bidder must, as a minimum, provide the following information:</p> <ul style="list-style-type: none"> <li>i) Name(s) of client organizations receiving the services;</li> <li>ii) Start and end dates of the tutoring services provided (month/year to month/year);</li> <li>iii) Total number of hours for each period identified in ii);</li> </ul>		



	<ul style="list-style-type: none"> <li>iv) Target audience (private sector, public sectors other than the federal government and the federal government sector);</li> <li>v) Mean(s) of communication used (telephone, online, WebEx or other).</li> </ul> <p><b>The Bidder must also provide written confirmation from each client organization listed in i) corroborating the information on the tutoring services provided by the Bidder.</b></p> <p><i>In the event that the Bidder did not provide a written confirmation from each client organization listed in i) corroborating the information on the tutoring services provided by the Bidder, the latter will be given two working days to submit the proper signature pages.</i></p> <p><i>Once notified, any Bidder that fails to provide the required documents within two business days will be informed by the Department that its offer is non-responsive and that it will be given no further consideration.</i></p>		
<p><b>M4</b></p>	<p><b>Bidder’s Pedagogical Advisor</b></p> <p>The Bidder must provide the name of at least one Pedagogical Advisor and demonstrate that they meet the Pedagogical Advisor requirements listed in section 5.1.1 of Annex A – Statement of Work.</p> <p>To demonstrate that the proposed resource or resources meets the MT4 requirements, the Bidder must provide the following information:</p> <ul style="list-style-type: none"> <li>a) For the Pedagogical Advisor who holds a university degree from a recognized Canadian institution or a recognized equivalent and has experience as a Pedagogical Advisor as described in clause 5.1.1.1 of Annex A – Statement of Work: <ul style="list-style-type: none"> <li>i. Copy of the university degree from a recognized Canadian institute or the recognized equivalent;</li> <li>ii. The start and end dates of experience acquired since January 1, 2011 in supervision of Teaching Resources in French and/or English as a second language to adults (month/year to month/year);</li> <li>iii. Total number of hours of supervision of adult English and/or French Second Language Teaching Resources;</li> <li>iv. Number of adult English and/or French Second Language Teaching Resources supervised, for each period identified in ii).</li> </ul> </li> </ul> <p style="text-align: center;"><b>OR</b></p>		





	<p>b) For the Pedagogical Advisor who holds a university degree from a recognized Canadian institution or a recognized equivalent, but with no experience as a Pedagogical Advisor and who has at least 5 years' experience acquired since January 1, 2011 in teaching French and/or English as a second language to adults, as described in clause 5.1.1.2 of Annex A – Statement of Work:</p> <ul style="list-style-type: none"> <li>i. Copy of the university degree or a recognized equivalent</li> <li>ii. Start and end dates since January 1, 2011 of periods teaching English and/or French as a second language to adults (month/year to month/year);</li> <li>iii. Total number of hours teaching English and/or French as a second language to adults for each identified period in ii).</li> </ul> <p style="text-align: center;"><b>OR</b></p> <p>c) For the Pedagogical Advisor without the required degree or a recognized equivalent, but with experience as a Pedagogical Advisor and a Teaching Resource as described in clause 5.1.1.2 of Annex A – Statement of Work:</p> <ul style="list-style-type: none"> <li>i. Start and end dates of periods of supervision of adult English and/or French second language Teaching Resources (month/year to month/year);</li> <li>ii. Total number of hours of supervision of adult English and/or French Second Language Teaching Resources;</li> <li>iii. Number of adult English and/or French Second Language Teaching Resources supervised, for each period identified in ii);</li> <li>iv. Start and end dates since January 1, 2011 of periods teaching English and/or French as a second language to adults (month/year to month/year); and</li> <li>v. Total number of hours teaching English and/or French as a second language to adults for each identified period in iv)</li> </ul> <p><i>The Bidder must provide a copy of the university degree or recognized equivalent upon tendering. Failure to produce the document will result in the offer being declared non-responsive and being denied further consideration.</i></p>		
<p><b>M5</b></p>	<p><b>Bidder's Teaching Resources</b></p> <p>The Bidder must provide the names of at least twenty (20) Teaching Resources and demonstrate that they meet the requirements listed in section 5.2.1 of Annex A – Statement of Work.</p>		



	<p>To demonstrate that the proposed resources meet the MT5 requirements, the Bidder must provide the following information:</p> <ul style="list-style-type: none"><li>a) For the Teaching Resources who hold a university degree from a recognized Canadian institution or a recognized equivalent as described in clause 5.2.1.1 of Annex A – Statement of Work:<ul style="list-style-type: none"><li>i. Copy of the university degree from a recognized Canadian institute or the recognized equivalent;</li></ul></li><li>b) For the Teaching Resources who do not hold a university degree in a discipline related to the position from a recognized Canadian institution or a recognized equivalent, but with at least 3 years' experience acquired since January 1, 2011 in teaching French and/or English as a second language to adults, as described in clause 5.2.1.2 of Annex A – Statement of Work:<ul style="list-style-type: none"><li>i. Start and end dates since January 1, 2011 of periods teaching English and/or French as a second language to adults (month/year to month/year);</li><li>ii. Total number of hours teaching English and/or French as a second language to adults for each identified period in i).</li></ul></li><li>c) For all Teaching Resources, the proof that they have successfully passed a rigorous written language assessment performed by the Supplier.</li></ul> <p>The Bidder must provide a copy of the assessment. Failure to produce the document will result in the offer being declared non-responsive and being denied further consideration.</p>		
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**Point Rated Technical Criteria**

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Bids which fail to obtain the TOTAL required minimum number of points specified will be declared non-responsive. Each point-rated technical criterion should be addressed separately.

Point Rated Technical Criteria		Minimum Number of Points	Maximum Number of Points
RT1	Online training program	90	110
RT2	Learning management system	-	15
RT3	Bidder's experience	25	65
RT4.1	Resources' Experience – Pedagogical	10	35
RT4.2	Resources' Experience – Teaching	15	65
<b>Overall Score</b>		<b>140</b>	<b>290</b>

No.	Point-rated Technical Criterion	Points Awarded	Cross Reference to Proposal
RT1	<p><b>Online training program</b> The evaluation team will use the program access provided for MT2 to verify the elements assessed under RT1.</p> <p><b>Offer Preparation Instructions:</b> The Bidder must show how each of the sub criteria (RT1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8 and 1.9), are met by providing details on the options provided by the proposed program.</p>		
RT1.1	<p>Allows use of a tablet and/or a smartphone compatible with an IOS, Android, Windows, BlackBerry or other operating system.</p> <p>Points will be awarded as follows:</p> <p>IOS operating system – <b>5 points</b>            Android operating system – <b>5 points</b>            Windows operating system – <b>5 points</b>            BlackBerry operating system – <b>5 points</b>            Other operating system – <b>5 points</b></p> <p>Points will be awarded for each operating system available for the proposed program.</p> <p><b>Maximum: 20 points</b></p>		
RT1.2	<p>Provides access to additional tools such as a discussion forum (chat), blogs, Wikis, Buddy System or Web conferences between users to practice what they have learned.</p> <p>Points will be awarded as follows:</p> <p><b>1 tool – 5 points</b>  <b>2 or more tools – 10 points</b></p> <p><b>Maximum: 10 points</b></p>		



<p><b>RT1.3</b></p>	<p>Contains a learner error recognition system Points will be awarded as follows:</p> <p>Error recognition – <b>10 points</b> Error recognition with corrections – <b>15 points</b> Error recognition with corrections and explanations – <b>20 points</b></p> <p><b>Maximum: 20 points</b></p>		
<p><b>RT1.4</b></p>	<p>Contains language reference tools Points will be awarded as follows:</p> <p>Glossary – <b>5 points</b> Dictionary – <b>5 points</b> Grammar reference – <b>5 points</b> Conjugation tables– <b>5 points</b></p> <p>Points will be awarded for each reference tool provided by the proposed program.</p> <p><b>Maximum: 20 points</b></p>		
<p><b>RT1.5</b></p>	<p>Provides phonetic exercises points will be awarded as follows:</p> <p>Phonetic exercises – <b>10 points</b> Phonetic exercise corrector – <b>5 points</b></p> <p>Points will be awarded for each phonetic exercise provided by the proposed program.</p> <p><b>Maximum: 15 points</b></p>		
<p><b>RT1.6</b></p>	<p>Contains a progress bar or other means informing learner of online self-study progress.</p> <p><b>10 points</b></p>		
<p><b>RT1.7</b></p>	<p>Provides motivational and encouragement emails during training.</p> <p><b>5 points</b></p>		
<p><b>RT1.8</b></p>	<p>Requires a mandatory passing mark or a minimum result after each section or module before being able to access the next section/module.</p> <p><b>10 points</b></p>		
<p><b>RT1</b></p>	<p style="text-align: right;"><b>Maximum for R1: 110 points</b></p>		



<b>RT2</b>	<p><b>Learning Management System</b> The evaluation team will use the program access provided for MT3 to verify the elements assessed under R2.</p>		
<b>No.</b>	<b>Point-rated Technical Criterion</b>	<b>Points Awarded</b>	<b>Cross Reference to Proposal</b>
<b>RT2</b>	<p>The learning management system allows the project manager to filter information, such as grouping learners by branch, directorate and region.</p> <p>To demonstrate that the program meets RT2, the Bidder must provide a list of the filtering options the program offers.</p> <p>Points will be awarded for each filtering option offered by the proposed program.</p> <p>Filtering by directorate – <b>5 points</b> Filtering by branch – <b>5 points</b> Filtering by region – <b>5 points</b></p> <p><b>Maximum: 15 points</b></p>		
<b>R3</b>	<p><b>Bidder’s experience with tutoring services for English and/or French second language learning to adults.</b></p> <p>Since January 1<sup>st</sup>, 2011, the Bidder has accumulated experience in remote tutoring services for adult English and/or French second language learning for tutoring hours at the beginner (Level A), intermediate (Level B) and/or advanced (Level C) levels.</p> <p>To demonstrate the experience accumulated under RT3, the Bidder must provide, as a minimum, the following information for each of the language levels—beginner (Level A), intermediate (Level B) and/or advanced (Level C):</p> <ul style="list-style-type: none"> <li>i) Name(s) of client organizations receiving the services;</li> <li>ii) Start and end dates of the tutoring services provided (month/year to month/year);</li> <li>iii) Total number of hours for each period identified in ii);</li> <li>iv) Mean(s) of communication used (telephone, online, WebEx or other);</li> <li>v) Target audience (private sector, public sectors other than the federal government and the federal government sector).</li> </ul> <p><b>The Bidder must also provide written confirmation from each client organization listed in i), corroborating the information on the tutoring services provided by the Bidder.</b></p>		



	<p><b>A) For tutoring services experience at the levels below:</b></p> <p><b>i. Beginner (Level A):</b></p> <ul style="list-style-type: none"> <li>• 1,000 – 3,000 hours of tutoring – <b>5 points</b></li> <li>• Over 3,000 hours of tutoring – <b>10 points</b></li> </ul> <p><b>Maximum points for i): 10</b></p> <p><b>ii. Intermediate (Level B):</b></p> <ul style="list-style-type: none"> <li>• 1,000 to 3,000 hours of tutoring – <b>5 points</b></li> <li>• Over 3,000 hours of tutoring – <b>15 points</b></li> </ul> <p><b>Maximum points for ii): 15</b></p> <p><b>iii. Advanced (Level C):</b></p> <ul style="list-style-type: none"> <li>• 3,000 to 6,000 hours of tutoring – <b>10 points</b></li> <li>• 6,001 to 9,000 hours of tutoring – <b>15 points</b></li> <li>• Over 9,001 hours of tutoring – <b>25 points</b></li> </ul> <p><b>Maximum points for iii): 25</b></p> <p><b>B) For experience in tutoring services with the following sector(s):</b></p> <ul style="list-style-type: none"> <li><b>i. Private – 5 points</b></li> <li><b>ii. Public other than federal government – 10 points</b></li> <li><b>iii. Federal government – 15 points</b></li> </ul> <p><b>Maximum points for B): 15</b></p> <p>For RT3 B), points will be awarded for the target audience that has received the most tutoring hours in response to RT3 i), ii) and iii).</p>		
<b>RT3</b>	<b>Maximum points for RT3: 65 Points</b>		



<b>RT4 Resources' Experience – Pedagogical Advisor and Teaching Resources</b>			
<b>No.</b>	<b>Point-rated Technical Criterion</b>	<b>Points Awarded</b>	<b>Cross Reference to Proposal</b>
<b>RT4.1</b>	<p><b>Pedagogical Advisor</b>            Since January 1<sup>st</sup>, 2011, the Bidder's Pedagogical Advisor has accumulated experience in supervision of teaching resources having provided tutoring services remotely for adult English and/or French second language learning for tutoring hours at the beginner (Level A), intermediate (Level B) and/or advanced (Level C) levels.</p> <p>To demonstrate the experience accumulated under RT4.1, the Bidder must provide, as a minimum, the following information:</p> <ul style="list-style-type: none"> <li>i) Name(s) of client organizations receiving the services;</li> <li>ii) Start and end dates of the services provided (month/year to month/year);</li> <li>iii) Total number of hours for each period identified in ii);</li> <li>iv) Target audience (private sector, public sectors other than the federal government and the federal government sector).</li> </ul> <p><b>The Bidder must also provide written confirmation from each client organization listed in i), corroborating the information on the pedagogical services provided by the Bidder.</b></p> <p><b>A) For supervising services experience:</b></p> <ul style="list-style-type: none"> <li>• 1,500 – 3,000 hours of supervision – <b>5 points</b></li> <li>• 3,001 - 4500 hours of tutoring – <b>10 points</b></li> <li>• Over 4500 hours – <b>20 points</b></li> </ul> <p><b>Maximum points for A): 20</b></p> <p><b>B) For experience in tutoring services with the following sector(s), per Pedagogical Advisor:</b></p> <p>Private – <b>5 points</b>            Public other than federal government – <b>10 points</b>            Federal government –<b>15 points</b>  <b>Maximum points for B): 15</b></p> <p>For RT4.1 B), points will be awarded for the target audience that has received the most tutoring hours in response to RT4.1 i), ii) and iii).</p>		
<b>RT4.1</b>	<b>Maximum points for RT4.1: 35 points</b>		



No.	Point-rated Technical Criterion	Points Awarded	Cross Reference to Proposal
RT4.2	<p><b>Teaching Resources</b>            Since January 1<sup>st</sup>, 2011, at least 20 of the Bidder's Teaching Resources have accumulated experience in remote tutoring services for adult English and/or French second language learning for tutoring hours.</p> <p>experience accumulated by at least each of 20 Teaching Resources under RT4.2, the Bidder must provide, as a minimum, the following information:</p> <ul style="list-style-type: none"> <li>i) Names of each teaching resource and details on employer(s) where hours were accumulated;</li> <li>ii) Start and end dates of the tutoring services provided (month/year to month/year);</li> <li>iii) Total number of hours for each period identified in ii);</li> <li>iv) Mean(s) of communication used (telephone, online, WebEx or other);</li> <li>v) Target audience (private sector, public sectors other than the federal government and the federal government sector).</li> </ul> <p><b>The bidder must provide a written confirmation of the hours taught by each teaching resource in order to corroborate the hours of tutoring services provided by the teaching resources of the bidder in response to the RT4.2A.</b></p> <p><b>A) For tutoring services experience, per Teaching Resource:</b></p> <ul style="list-style-type: none"> <li>• 1,500 – 2,000 hours of tutoring – <b>10 points</b></li> <li>• 2,000 – 2500 hours of tutoring – <b>30 points</b></li> <li>• Over 2,500 – <b>50 points</b></li> </ul> <p><b>Maximum points for A): 50</b></p> <p><b>B) For experience in tutoring services with the following sector(s), per Teaching Resource:</b></p> <ul style="list-style-type: none"> <li>i. Private – <b>5 points</b></li> <li>ii. Public other than federal government – <b>10 points</b></li> <li>iii. Federal government – <b>15 points</b></li> </ul> <p><b>Maximum points for B): 15</b></p> <p>For RT4.2 B), points will be awarded for the target audience that has received the most tutoring hours in response to RT4.2 i), ii) and iii).</p>		
RT4.2	<b>Maximum points for RT4.2: 65 points</b>		





## **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. 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 Required with the Bid**

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

#### **5.1.1 Integrity Provisions - Declaration of Convicted Offences**

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

#### **5.1.2 Additional Certifications Required with the Bid**

Bidders must submit as part of their bid the certifications included in Attachment 1 to Part 5, Certifications Required with the Bid, duly completed.

### **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 – Required Documentation**

In accordance with the *Ineligibility and Suspension Policy* (<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.

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



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 Additional Certifications Precedent to Contract Award**

#### **5.2.3.1 Status and Availability of Resources**

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

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

#### **5.2.3.2 Education and Experience**

*SACC Manual* clause A3010T (2010-08-16) Education and Experience



**ATTACHMENT 1 TO PART 5  
CERTIFICATIONS PRECEDENT TO CONTRACT AWARD**

**1. Federal Contractors Program**

**1.1 Federal Contractors Program For Employment Equity - Certification**

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

The Bidder must complete A and B.

A. The Bidder must include in the certification one of the following statements:

A1. The Bidder is not a Joint Venture. \_\_\_\_\_

A2. The Bidder is a Joint venture. \_\_\_\_\_

B. The Bidder must include in the certification: "I, the Bidder, submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated above. 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 such request by Canada will also render the bid non-responsive or will constitute a default under the Contract."

For A1, the Bidder must include in the certification: " The Bidder:" followed by the applicable statement among the statements B.1 to B.5 appearing below.

For A2: the Bidder must include in the certification for each member of the Joint Venture: 1) " I, [insert the name of the member of the Joint Venture], member of the Joint Venture: " followed by the applicable statement among the statements B.1 to B.5 appearing below.

Choose only one of the following statements:

B1. certifies having no work force in Canada.

B2. certifies being a public sector employer.

B3. certifies being a federally regulated employer being subject to the Employment Equity Act.

B4. 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]).

B5. certifies having a combined workforce in Canada of 100 or more employees; and

B5.1. certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with HRSDC-Labour.

or



B5.2. certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to HRSDC-Labour. As this is a condition precedent to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to HRSDC-Labour.

For further information on the Federal Contractors Program for Employment Equity visit HRSDC-Labour's website.

**1.2 Former Public Servants Certification**

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

**Definitions**

For the purposes of this clause,

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

- a) an individual;
- b) an individual who has incorporated;
- c) a partnership made up of former public servants; or
- d) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity. "Lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the Public Service.

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

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

Is the Bidder a FPS in receipt of a pension as defined above? **YES ( ) NO ( )**

If so, the Bidder must provide the following information:

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

**Work Force Reduction Program**

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? **YES ( ) NO ( )**

If so, the Bidder must provide the following information:

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



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

**1.2 Status and Availability of Resources**

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

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

**1.3 Education and Experience**

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

\_\_\_\_\_  
**Name of Supplier's Authorized Signatory**

\_\_\_\_\_  
**Signature of Supplier's Authorized Signatory**

\_\_\_\_\_  
**Date**



## ATTACHMENT 2 TO PART 5

### Integrity Check

<b>Adresse de courriel /E-mail Address:</b> Cliquez ici pour entrer du texte. / Click here to enter text.
<b>Ministère/Department:</b> Shared Services Canada
<b>Dénomination sociale complète du fournisseur / Complete Legal Name of Supplier</b> Cliquez ici pour entrer du texte. / Click here to enter text.
<b>Adresse du fournisseur / Supplier Address</b> Cliquez ici pour entrer du texte. / Click here to enter text.
<b>NEA du fournisseur / Supplier PBN</b> Cliquez ici pour entrer du texte. / Click here to enter text.
<b>Numéro de la demande de soumissions (ou numéro du contrat proposé)</b> <b>Solicitation Number (or proposed Contract Number)</b> Cliquez ici pour entrer du texte. / Click here to enter text.
<b>Membres du conseil d'administration (Utilisez le format - Prénom Nom)</b> <b>Board of Directors (Use format - first name last name)</b>
Membre / Director - Cliquez ici pour entrer du texte. / Click here to enter text.
Membre / Director - Cliquez ici pour entrer du texte. / Click here to enter text.
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Membre / Director - Cliquez ici pour entrer du texte. / Click here to enter text.
<b>Autres Membres/ Additional Directors:</b> Cliquez ici pour entrer du texte. / Click here to enter text.



## **PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS**

### **6.1 Security Requirements**

The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Services and Procurement Canada (PSPC).

The contractor and/or its employees must maintain a valid RELIABILITY Status granted by Canada and approved by Shared Services Canada. Some GC sites may require contractor employees needing access to have site specific clearances in order to have access.

The contractor and/or its employees MUST NOT remove any PROTECTED or CLASSIFIED information or assets from the identified work site(s).

The contractor and/or its employees MUST NOT use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data.

Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of Shared Services Canada.

The contractor and its employees must comply with the provisions of the:

- a) Justice Canada – Security of Information Act (Latest Edition);
- b) Industrial Security Manual (Latest Edition).



## **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 the Statement of Work in Annex A.

#### **7.1.1 Optional Goods and/or Services**

The Contractor grants to Canada the irrevocable option to acquire the goods, services or both described at Annex 'A' of the Contract under the same conditions and at the prices and/or rates stated in the Contract. The option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment.

The Contracting Authority may exercise the option at any time before the expiry of the Contract by sending a written notice to the Contractor.

#### **7.1.2 Task Authorization**

The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

##### **7.1.2.1 Task Authorization Process**

The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

1. The Technical Authority will provide the Contractor with a description of the task using the "Task Authorization Form" specified in Annex 'D'.
2. The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis (bases) and methods of payment as specified in the Contract.
3. The Contractor must provide the Technical Authority, within 5 (five) calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
4. The Contractor must not commence work until a TA authorized by the Contracting Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

##### **7.1.2.2 Task Authorization Limit**

The Technical Authority may authorize individual task authorizations up to a limit of \$0.00, Applicable Taxes included, inclusive of any revisions.

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





### 7.1.2.3 Minimum Work Guarantee - All the Work - Task Authorizations

1. In this clause,

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

"Minimum Contract Value" means 3%.

2. Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with paragraph 3. In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.
3. In the event that Canada does not request work in the amount of the Minimum Contract Value during the period of the Contract, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.
4. Canada will have no obligation to the Contractor under this clause if Canada terminates the Contract in whole or in part for default.

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

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

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

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

The quarterly periods are defined as follows:

1st quarter: April 1 to June 30;

2nd quarter: July 1 to September 30;

3rd quarter: October 1 to December 31; and

4th quarter: January 1 to March 31.

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

#### Reporting Requirement- Details

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

For each authorized task:

- i. the authorized task number or task revision number(s);
- ii. a title or a brief description of each authorized task;
- iii. the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;



- iv. the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
- v. the start and completion date for each authorized task; and
- vi. the active status of each authorized task, as applicable.

For all authorized tasks:

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

## **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>) issued by Public Works and Government Services Canada.

### **7.2.1 General Conditions**

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

### **7.2.2 Supplemental General Conditions**

4010 (2012-07-16) Services - Higher Complexity, apply to and form part of the Contract.

## **7.3 Security Requirements**

The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Services and Procurement Canada (PSPC).

The contractor and/or its employees must maintain a valid RELIABILITY Status granted by Canada and approved by Shared Services Canada. Some GC sites may require contractor employees needing access to have site specific clearances in order to have access.

The contractor and/or its employees MUST NOT remove any PROTECTED or CLASSIFIED information or assets from the identified work site(s).

The contractor and/or its employees MUST NOT use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data.

Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of Shared Services Canada.

The contractor and its employees must comply with the provisions of the:

- a) Justice Canada – Security of Information Act (Latest Edition);
- b) Industrial Security Manual (Latest Edition).



## 7.4 Term of Contract

### 7.4.1 Period of the Contract

The period of the Contract is from date of Contract to February 28, 2019, inclusive.

### 7.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two additional one-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 1 calendar day 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: Marijane Ridgeway  
Title: Supply Specialist  
Organization: Shared Services Canada  
Directorate: Procurement and Vendor Relations  
Address: 180 Kent Street, Ottawa, On  
Telephone: 613-286-2958  
Email Address: [Marijane.Ridgeway@Canada.ca](mailto:Marijane.Ridgeway@Canada.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 Technical Authority

The Technical Authority for the Contract is:

Name: **TBD**  
Title:  
Organization:  
Directorate:  
Address:  
Telephone:  
Email Address:

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



### 7.5.3 Contractor's Representative

Name: **TBD**

Title:

Organization:

Address:

Telephone:

Email Address:

### 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

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work specified in the authorized Task Authorization (TA), as determined in accordance with the Basis of Payment in Annex 'B' to the limitation of expenditure specified in the authorized TA.

Canada's liability to the Contractor under the authorized TA must not exceed the limitation of expenditure specified in the authorized TA. Customs duties are excluded and Applicable Taxes are extra.

No increase in the liability of Canada or in the price of the Work specified in the authorized TA 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 authorized, in writing, by the Contracting Authority before their incorporation into the Work.

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

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



### 7.7.3 Multiple Payments

Canada will pay the Contractor upon completion and delivery of units in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work delivered has been accepted by Canada.

### 7.7.4 Discretionary Audit

The Contractor's certification that the price or rate is not in excess of the lowest price or rate charged anyone else, including the Contractor's most favoured customer, for the like quality and quantity of the goods, services or both, is subject to verification by government audit, at the discretion of Canada, before or after payment is made to the Contractor.

If the audit demonstrates that the certification is in error after payment is made to the Contractor, the Contractor must, at the discretion of Canada, make repayment to Canada in the amount found to be in excess of the lowest price or rate or authorize the retention by Canada of that amount by way of deduction from any sum of money that may be due or payable to the Contractor pursuant to the Contract.

If the audit demonstrates that the certification is in error before payment is made, the Contractor agrees that any pending invoice will be adjusted by Canada in accordance with the results of the audit. It is further agreed that if the Contract is still in effect at the time of the verification, the price or rate will be lowered in accordance with the results of the audit.

### 7.8 Invoicing Instructions

1. An invoice for monthly payment cannot be submitted until all Work identified on the invoice is completed.
2. Each invoice must be supported by:
  - (a) a copy of time sheets to support the time claimed;
  - (b) a copy of the release document and any other documents as specified in the Contract;
  - (c) a copy of the invoices, receipts, vouchers for all direct expenses, travel and living expenses; and
  - (d) a copy of the monthly progress report.
3. Invoices must be distributed as follows:
  - (a) The original and one (1) copy must be forwarded to the following address for certification and payment: as appearing on the front page of the contract; and,
  - (b) One (1) copy must be forwarded to the Contracting Authority identified under article 5 of the Contract entitled "Authorities".

All invoices must be sent to:

SSC - Accounts Payable Non-Telecommunications  
11 Laurier Street, PDP 3, 5A1  
PO Box 9808 STN T CSC  
Gatineau, Quebec  
K1G 4A8

OR

Email invoices to: [SSC.accounts payable-comptespayables.SPC@canada.ca](mailto:SSC.accounts payable-comptespayables.SPC@canada.ca)



## 7.9 Certifications and Additional Information

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 Ontario.

## 7.11 Protection and Security of Data Stored in Databases

1. The Contractor must ensure that all the databases containing any information related to the Work are located in Canada or, if the Contracting Authority has first consented in writing, in another country where:
  - a. equivalent protections are given to personal information as in Canada under legislation such as the [Privacy Act](#), R.S. 1985, c.P-21, and the [Personal Information Protection and Electronic Documents Act](#), S.C. 2000, c.5, and under any applicable policies of the Government of Canada; and
  - b. the laws do not allow the government of that country or any other entity or person to seek or obtain the right to view or copy any information relating to the Contract without first obtaining the Contracting Authority's written consent.
2. In connection with giving its consent to locating a database in another country, the Contracting Authority may, at its option, require the Contractor to provide a legal opinion (from a lawyer qualified in the foreign country) that the laws in that country meet the above requirements, or may require the Contractor to pay for Canada to obtain such a legal opinion. Canada has the right to reject any request to store Canada's data in a country other than Canada if there is any reason to be concerned about the security, privacy, or integrity of Canada's data. Canada may also require that any data sent or processed outside of Canada be encrypted with Canada-approved cryptography and that the private key required to decrypt the data be kept in Canada in accordance with key management and storage processes approved by Canada.
3. The Contractor must control access to all databases on which any data relating to the Contract is stored so that only individuals with the appropriate security clearance are able to access the database, either by using a password or other form of access control (such as biometric controls).
4. The Contractor must ensure that all databases on which any data relating to the Contract is stored are physically and logically independent (meaning there is no direct or indirect connection of any kind) from all other databases, unless those databases are located in Canada (or in an another country approved by the Contracting authority under subsection 1) and otherwise meet the requirements of this article.
5. The Contractor must ensure that all data relating to the Contract is processed only in Canada or in another country approved by the Contracting Authority under subsection 1.
6. The Contractor must ensure that all domestic network traffic (meaning traffic or transmissions initiated in one part of Canada to a destination or individual located in another part of Canada) is routed exclusively through Canada, unless the Contracting Authority has first consented in writing to an alternate route. The Contracting Authority will only consider requests to route domestic traffic through another country that meets the requirements of subsection 1.
7. Despite any section of the General Conditions relating to subcontracting, the Contractor must not subcontract (including to an affiliate) any function that involves providing a subcontractor with access to any data relating to the Contract unless the Contracting Authority first consents in writing.



## 7.12 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the supplemental general conditions, 4010 (2012-07-16) Services - Higher Complexity;
- (c) the general conditions, 2035 (2016-04-04) General Conditions - Higher Complexity – Services;
- (d) Annex 'A', Statement of Work;
- (e) Annex 'B', Basis of Payment;
- (f) the signed Task Authorizations (including all of its annexes, if any);
- (g) the Contractor's bid dated \_\_\_\_\_.

## 7.13 Foreign Nationals (Canadian Contractor OR Foreign Contractor)

SACC Manual clause A2000C (2006-06-16) Foreign Nationals (Canadian Contractor)

SACC Manual clause A2001C (2006-06-15) Foreign Nationals (Foreign Contractor)

## 7.14 Insurance

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



## ANNEX A STATEMENT OF WORK

### Online Language Training Program with Professional Tutoring Services

#### 1 BACKGROUND

More demanding bilingual requirements are imposed on Shared Services which translates into identifying a higher number of bilingual positions. As the Department is focused on providing IT services and support to partner organizations, it is required to offer services to clients in the official language of their choice. SSC's operational and virtual environment dictates that employees in bilingual positions maintain high levels of proficiency, for the most part, at the CBC level.

In addition, and unlike other departments, SSC has experienced the unique challenge resulting from the amalgamation of 43 departments and transfers via Orders-in-Council (OIC) of positions with different language requirements, and employees with varying language competencies.

Furthermore, and as a result of the significant increase in complaints regarding the language designation of positions, OCOL informed all Deputy Heads (communiqué dated August 9, 2016), of his recommendation to Treasury Board to change the *Directive on Official Languages for People Management*, so that CBC/CBC becomes the minimum language proficiency requirement for a manager or a supervisor position in a bilingual region.

The Commissioner has also informed all federal institutions that any complaint pertaining to positions with supervisory functions in bilingual regions designated as BBB/BBB or unilingual will automatically be deemed founded from this point forth. Failing to apply the appropriate proficiency levels to positions and fill them with linguistically qualified employees will have a negative impact on SSC's ability to comply with its legislated obligations, provide quality services to its clients, and ultimately, affect departmental performance. The ability to provide appropriate language training to support this obligation is therefore crucial for SSC.

#### 2 OBJECTIVE

The Directorate of Human Resources and Workplace is responsible for the overall management of language training services for the Department. Language training services are designed to enable SSC to comply with Canadian government legislation and policy on official languages and carry out its operational mandate. In its departmental official languages action plan for the period 2016-2019, SSC is committed to providing all its employees with a language learning tool and develop a centralized fund to meet the priorities of language learning.

The purpose is to provide full-time, part-time, individual, and group second language training in English and French to:

- ensure that clients get SSC quality services in the official language of their choice;
- allow employees to meet the language requirements of their position;
- encourage the use of both official languages in the workplace;
- establish a bilingual environment;
- facilitate career advancement and mobility.

#### 3 SCOPE OF WORK

In order to give all our employees a chance to take training according to their work schedules and/or professional and personal obligations, we favor a flexible learning approach that adapts to our employees' different schedules.

The language services Supplier must therefore provide online training to approximately 900 employees,





using a training program to which it holds the intellectual property rights or user rights, which must allow inclusion, in a proportion of approximately 90%, of professional one-on-one and group tutoring services by phone and online. Virtual group classroom tutoring is estimated at approximately 80% of the needs.

Moreover, the Supplier must deliver full-time and part-time virtual individual and group preparation sessions for second language evaluations.

The Supplier must make a learning management system (LMS) available to the learners and to the Technical Authority (a Technical Authority corresponds to any representative or stakeholder of the Department).

The Supplier must ensure that its program (web-based solution) and its learning management system are available to SSC employees in accordance with Appendix 2 of this Annex.

### **3.1 Self-study Online Training**

#### **3.1.1 Online Training Program – The Supplier must ensure that the online training program:**

- Meets the Web Content Accessibility Guidelines (WCAG) 2.0 – See definition at <http://www.w3.org/TR/WCAG20/>
- Offers a subscription that allows access to an unlimited number of licenses for the online training program to respond to all the training requests with and without tutoring;
- Allows delivery of second language courses, for both official languages – Canadian English and French, in order to achieve and maintain language proficiency - levels A (Beginner), B (Intermediate) and C (Advanced) for written comprehension, written expression and oral proficiency (in accordance with the Qualification Standards in Relation to Official Languages of the Government of Canada);
- Is accessible 24 hours a day, 7 days a week;
- Allows the learner to choose English or French as the interface language, according to his/her preference;
- Provides the learner with translations in their native tongue (French or English) of explanations and new vocabulary;
- Offers an automated, online language assessment (placement test) to determine the learner's initial module;
- Allows full-time (15 hours or more of tutoring per week) and part-time (14 hours or less of tutoring per week) delivery of second language courses, for both official languages—Canadian English and French—in order to achieve and maintain language proficiency levels A (Beginner), B (Intermediate) and C (Advanced);
- Is accessible in self-study with or without a tutor;
- Is accessible from a computer at work or at home;
- Is accessible from a computer compatible with the following technical requirements:
  - i. Microsoft Windows 7 Service Pack 1;
  - ii. Mac OS 10.X
  - iii. Internet Explorer 11;
  - iv. Adobe Shockwave Player; and
  - v. Adobe Flash Player ActiveX and Plugin.
- Includes maintenance (updates) and telephone and/or online technical support services throughout the learner's training, in both official languages, Monday to Friday from 7 a.m. to 10 p.m. (Eastern Time), except federal statutory holidays; If a learner leaves a message, a technical support representative must contact the learner within 24 hours on working days;
- Offers an individually assigned protected password for each user. The passwords must have the following features:



- i. generated automatically and/or chosen by the learner;
  - ii. is longer than 8 characters and contains at least :
    - a. at least 1 uppercase
    - b. at least 1 number
    - c. at least 1 symbol
  - iii. In case a learner forgets his / her password, they can reset their password from their Portal login page.
- Measures the knowledge acquired by the learner during training. The Supplier must indicate where to find, in the online program, the activities that make it possible to verify what has been learned for each of levels A, B and C, for the following four essential skills: oral comprehension, written comprehension, oral expression and written expression;
- Enables the learner to review or redo an exercise (go back) as often as needed in order to respect his/her learning style and speed;
- Enables the learner to print vocabulary and grammar sections;
- Has full tracking capabilities enabling learners to pick-up their online learning exactly where they left off during their previous self-study session;
- Offers a monthly per learner self-study time summary;
- Stores learners end-of-module online assessment result;
- Uses professional language and a presentation appropriate for adults;
- Provides audio activities, activities with visual aids and interactive activities at all language levels (A, B and C);
- Includes a help and a search function or a guide to help the learner use the program properly.

### 3.1.2 Online Training Program – Optional Services

In addition, the program could be:

- Sharable Content Object Reference Model (SCORM) compliant;
- Accessed from a tablet and/or a smartphone compatible with an IOS, Android, Windows, Blackberry or other operating system.

It could also offer:

- A discussion forum (chat), blogs, Wikis or Web conferences (Buddy System) between users to practice what they have learned;
- Prognostic online written tests based on government proficiency level;
- An error recognition and correction system;
- A glossary, a dictionary and a grammar reference, conjunction tables;
- Phonetic exercises;
- A progress bar, motivational and encouragement emails or any other means to inform the learner of the good results he/she is achieving;
- A mandatory passing mark or a minimum result needed after each section/module before being able to access the next section/module.

### 3.2 Learning Management System: The Supplier must ensure that the online training program includes a learning management system that:

1. Is accessible 24 hours a day, 7 days a week;



2. Provides a secure automated environment for registration, creation of personal profiles, timesheets, tracking the learner's training and progress and, learner's training hours information (total of hours authorized, total of hours charged and, total of hours available);
  - Offers:
    - a. for each learner, offers online access to his/her personal profile, progress reports, self-study progress, and his/her training schedule (number of hours per week of training, and tutoring schedule);
    - b. for Technical Authorities, offers online access with different access rights, such as the ability to consult the learner's profile, tracking his/her progress, downloading / printing various usage reports, online timesheets to balance invoices received;
    - c. for the learner's manager, offers online access to the learner's personal profile, progress reports, self-study progress and training schedule (number of hours per week of training, and tutoring schedule).
    - d. for each learner file, learning management system offers reports that are downloadable, printable, and accessible online and that provide:
      - i. online placement test results, including the number of hours of training and the initial module recommended to achieve the target level;
      - ii. placement test results for learners with tutoring, including the number of hours of training and the initial module recommended to achieve the target level;
      - iii. the training activities and the modules completed by the learner in self-study;
      - iv. the tutoring sessions completed by the learner, presented in the form of an attendance report (noting if present or absent for tutoring);
      - v. the type of training authorized by the Department (full-time, part-time, self-study only, self-study with tutoring, and any other format agreed between the Department and the Supplier in compliance with the Statement of Work);
      - vi. the learner's progress, such as the Teaching Resources' notes and/or the results of the online program progress tests, throughout the training and according to the training type (tutoring, one-on-one, group); and
      - vii. the initial estimated end date of the training and the updated estimated end date in case it has changed (e.g. vacation, sick leave...).

The system data must be up to date and accessible at all times throughout the training to allow the learner to consult it and the Technical Authority to obtain information and generate reports which can be uploaded, printed or exported in Excel.

### **3.2.1 Optional Service**

In addition, the program could offer:

- Filtering options to group the learners by branch, directorate and region; and,
- Custom-made on-demand reports, in case an emerging need is identified.

### **3.3 Tutoring Services**

The Teaching Resources must be able to start the sessions at the time stipulated in the Contract (must take into consideration the necessary connection time before the courses begin).



### **3.3.1 Tutoring in Support of Online Training - The Supplier must ensure that the tutoring services:**

1. Last at least one hour per tutoring session;
2. Are available Monday to Friday between 7 a.m. and 10 p.m. (Eastern Time), except federal statutory holidays;
3. Are delivered in Canadian English and French and are in compliance with the Qualification Standards in Relation to Official Languages of the Government of Canada;
4. Include an initial linguistic evaluation by a Teaching Resource and preparation of a learning plan for the learner which indicates:
  - the learner's name;
  - the date of the evaluation;
  - the target language levels;
  - the learner's strengths;
  - the skills needing work;
  - the evaluator's specific comments;
  - the initial module/stage/lesson/session recommended;
  - the total number of hours and weeks of training recommended;
  - language training cost;
  - once language training is approved, tentative end date to obtain targeted language proficiency level as well as total cost per fiscal year; and
  - the evaluator's name.
5. Include an end of module oral test conducted by a dedicated evaluator;
6. Include interactive activities related to the work world;
7. Include language functions (see Appendix A) evaluated by the Public Service Commission for levels A, B and C;
8. Include tracking of the learner's progress, accessible in the learning management system, which must specify at least the following information for the current module/stage/lesson/session:
  - if, and to what extent, the learner meets the objectives during the training period;
  - elements to review or strengthen;
  - recommended learning activities and comments from the Teaching Resource;
  - the date of the session;
  - the date of the next follow-up session;
  - the name of the Teaching Resource who provided the session.
9. Are offered by phone or online (WebEx or any other method used or determined by the Department); and
10. Include all the expenses related to the means of communication used by the Supplier.

### **3.3.2 Tutoring for Second Language Test Preparation Sessions**

The preparation sessions for the Public Service Commission of Canada's Second Language Evaluations are sessions that prepare learners for evaluation of one or more of the following skills: written comprehension, written expression and oral proficiency. These sessions are designed to help the learner prepare for the PSC evaluations after having acquired the target level. A preparation session must not be used to acquire a second language at the desired level.

The second language test preparation sessions will be offered in a virtual classroom, either full-time or part-time, individually or in group. In group, the number of learners will range from two (2) to six (6). The sessions will be offered by WebEx (or another method determined by SSC and the vendor. A WebEx (or other) online platform will be provided by SSC to facilitate remote teaching. The Supplier will ensure its resources are trained in the use of the platform.



## 4 Learner Registration and Training Conditions

The Supplier will be responsible for ensuring that the registration procedures and conditions related to training are followed at all times.

The Supplier must ensure that the registration procedures are automated. They include:

- A dedicated registration link;
- A tailored online registration form allowing to choose a given methodology (for example, self-directed training or blended training);
- An automated registration email to learner's manager as requested;
- The creation of groups according to language and proficiency level as requested; and,
- A monthly registration report.

### 4.1 Self-study without Tutoring

For self-study without tutoring, the learner completes a dedicated registration form on the Supplier's LMS.

The registration form will contain the following information:

- The learner's name;
- The learner's work email address;
- The learner's work phone number;
- The name of the branch, the directorate and the region;
- The name of the learner's manager;
- The manager's work email address;
- The learner's group;
- The target language;
- The target levels;
- The reason for language training; and
- Whether self-study will be done during or outside work hours.

After receipt of the learner's request, the Supplier will create the learner's account, including his/her profile, confirm his/her registration within two working days, and guide him/her regarding the procedures to follow for the online placement test and the beginning of his/her training. The Supplier will then give the learner access to the online program.

### 4.2 Self-study with Tutoring

For self-study with tutoring (full-time, or part-time,), the learner completes a dedicated registration form on the supplier's LMS.

The Supplier will send the Technical Authority and / or learner's Manager automated authorization request email. The tutoring services will only take place once the learner's contract is received by the Supplier.

The registration form will contain the following information:

- The learner's name;
- The learner's work email address;
- The learner's work phone number;
- The name of the branch, the directorate and the region;
- The name of the learner's manager;



- The manager's work email address;
- The learner's group;
- The target language;
- The learner's availability;
- The desired training type (full-time or part-time) and any other information considered relevant by the learner or the Department;
- The target levels;
- The reason for language training; and
- Whether self-study will be done during or outside work hours.

After receipt of the language training task authorization from the Department, the Supplier will create the learner's account, including his/her profile, confirm his/her registration, and guide him/her regarding the procedures to follow for the initial oral evaluation and the beginning of his/her training.

A Teaching Resource will then proceed with an initial oral evaluation and propose a learning plan for the learner. The plan will be submitted to the Technical Authority / learner's Manager for review and approval before the beginning of the tutoring sessions. The Technical Authority reserves the option of changing the proposed plan in consultation with the Supplier.

#### **4.2.1 One-on-one Tutoring**

The Teaching Resource and the learner will have to establish the training schedule according to the information contained in the language training request form. They will also have to agree on the communication method that will best meet the learner's needs (by phone or online).

#### **4.2.2 Group Tutoring**

To maximize the training, groups of learners will be formed after discussion between the Technical Authority and the Supplier's Pedagogical Advisor. An online group may be composed of a minimum of two (2) learners to a maximum of four (4) learners. These group tutoring sessions will be conducted by phone and online.

The Supplier will create groups of homogeneous level based on the evaluation results. The Supplier will establish a training plan that will meet the needs indicated in the learning plans of the learners in the group. The Teaching Resource providing the tutoring will follow the plan and will track the group, entering his/her notes and recommendations in the learning management system for each learner. Group progress reports and attendance will be made available to the Technical Authority on the LMS and learners will be able to consult their individual progress report in their profile on the LMS.

### **4.3 Second Language Test Preparation**

For the second language test preparation, the learner completes a dedicated registration form on the supplier's website.

The Supplier will send the Technical Authority and / or the learner's Manager an automated authorization request email. The tutoring services will only take place once the learner's contract is received by the Supplier.

The registration form will contain the following information:

- The learner's name;
- The learner's work email address;
- The learner's work phone number;
- The name of the branch, the directorate and the region;
- The name of the learner's manager;



- The manager's work email address;
- The learner's group;
- The target language;
- The learner's availability;
- The desired training type (full-time, part-time) and any other information considered relevant by the learner or the Department.
- The target levels;
- The reason for language training; and
- Whether self-study will be done during or outside work hours.

After receipt of the language training task authorization from the Department, the Supplier will create the learner's account, including his/her profile, confirm his/her registration, and guide him/her regarding the procedures to follow for the initial oral evaluation and the beginning of his/her training.

A Teaching Resource will then proceed with an initial oral evaluation to determine whether or not the learner is has the appropriate level to benefit from the test preparation session. The plan shall include the necessary amount of training hours to prepare learner for his / her required proficiency level. Should the learner not be at the appropriate level to benefit from a test preparation session, the supplier shall submit a detailed learning plan outlining required training to get learner to desired proficiency level. The plan will be submitted to the Technical Authority / learner's Manager for review and approval before the beginning of the tutoring sessions. The Technical Authority reserves the option of changing the proposed plan in consultation with the Supplier.

#### **4.4 Training Duration and Schedule**

The training must be taken as approved by the Department's Technical Authority. Any change in the number of training hours must be reported to the Technical Authority and is subject to his/her approval.

In the event of a prolonged absence or any change in the duration of the training or the number of hours of training per week, the Supplier and the Technical Authority will work jointly to propose a learning solution that suits the learner's needs.

### **5 Requirements regarding the Pedagogical advisor and the Teaching Resources**

#### **5.1 The Contractor must provide the services of at least one Pedagogical Advisor**

The Pedagogical Advisor is responsible for:

- Advising and guiding the entire Teaching Resources team by performing the following tasks:
  - i. provide training on how to use the online program and the Department's WebEx platform, and on the test preparation sessions;
  - ii. provide regular developmental training sessions to the teaching resources;
  - iii. act as a pedagogical expert by offering recommendations and information on the use of teaching material and on best pedagogical practices to adopt; and
  - iv. see to the supervision of all Teaching Resources.
- Ensuring the quality of services offered by reviewing the notes and follow-ups entered by the Teaching Resources in the learning management system, at least every three months;
- Ensuring communication in both official languages between the Supplier and the Technical Authority for pedagogical questions; and
- Making interventions and conducting follow-ups with the learners, and then submitting an intervention report to the Technical Authority within two working days following a complaint from a learner or a request from the Department's Technical Authority.

The Pedagogical Advisor must also give the Technical Authority, at the time the Contract is awarded, a virtual orientation session for the use of the training program. He/she might also be called on to provide additional sessions, as needed.



## **5.1.1 The Pedagogical Advisor must have at least one or the other following qualifications:**

### **5.1.1.1 Education and experience requirements**

A university degree from a recognized Canadian institution with an acceptable specialization in education, linguistics, translation or any other specialization relevant to the position. If the studies were completed at an institution outside Canada, only an equivalency certificate from an accredited institution recognizing the credentials as Canadian equivalencies will be accepted. These institutions include the credential assessment services of federal and provincial governments and the International Credential Assessment Service of Canada, as well as others recognized as credential assessment services for comparing degrees and diplomas to Canadian standards and identified on the Canadian Information Centre for International Credentials website, at the following address:  
<http://cicic.ca/2/home.canada>.

#### **AND**

At least one year of experience since January 1<sup>st</sup>, 2011 as a Pedagogical Advisor of a Teaching Resource team in English and/or French as a second language for adults.

One year of experience corresponds to 1,500 hours of supervision of at least two Teaching Resources. The Pedagogical Advisor may have accumulated his/her hours over several years. However, he/she may not accumulate more than one year of experience (as defined above) in one calendar year. For example:

Scenario 1: A Pedagogical Advisor may have accumulated 1,500 hours over 5 years. In this case, he/she will be recognized as having one year of experience in supervision;

Scenario 2: A Pedagogical Advisor has accumulated 4,500 hours in two years. He/she will then be recognized as having two years of experience, because no more than 1,500 hours per year are taken into account.

### **5.1.1.2 Equivalence in case of failure to meet experience or education requirements**

If the person does not meet the experience requirement as a Pedagogical Advisor or\* does not have the level of education required, he/she must have a minimum of five years' experience in teaching English and/or French as a second language to adults since January 1<sup>st</sup>, 2006.

\*This equivalency can serve to mitigate only one of the two above-mentioned at 5.1.2.1 criteria but not both. Thus, the person must have at least one year of supervisory experience or the requested level of education.

One year of experience corresponds to 1,000 hours of teaching. The person may have accumulated his/her hours over several years. However, he/she may not accumulate more than one year of experience (as defined above) in one calendar year. For example:

Scenario 1: The person may have accumulated 1,000 hours over 5 years. In this case, he/she will be recognized as having one year of experience in teaching;

Scenario 2: The person has accumulated 3000 hours in two years. He/she will then be recognized as having two years of experience, because no more than 1000 hours per year are taken into account.





## 5.2 Teaching Resources

On receipt of a language training services request from the Technical Authority or Contract Authority, the Supplier must provide a Teaching Resource that meets the requirements listed below within no more than 10 working days.

### 5.2.1 Requirements

All the Teaching Resources must have mastered the language being taught and be sufficiently proficient in the other official language to ensure effective communication with the learner in his/her first official language when necessary. The Teaching Resources must also be comfortable with the computer tools (cameras, videos, audio documents, Web browsing, WebEx, etc.), be trained in the supplier methodology and assist regular developmental and skill enhancement training sessions.

### AND

All the Teaching Resources proposed by the Supplier for tutoring services must have successfully passed a written language assessment performed by the Supplier and available upon request. The test must include a section on identifying, correcting and explaining the grammar mistakes.

#### 5.2.1.1 Education requirements

The resources must have at least one or the other following qualifications:

A university degree from a recognized Canadian institution with an acceptable specialization in education, linguistics, translation or any other specialization relevant to the position. If the studies were completed at an institution outside Canada, only an equivalency certificate from an accredited institution recognizing the credentials as Canadian equivalencies will be accepted. These institutions include the credential assessment services of federal and provincial governments and the International Credential Assessment Service of Canada, as well as others recognized as credential assessment services for comparing degrees and diplomas to Canadian standards and identified on the Canadian Information Centre for International Credentials website, at the following address: <http://cicic.ca/2/home.canada>.

#### 5.2.1.2 Equivalence in case of failure to meet education requirements

If the proposed Teaching Resource does not have a university degree in a discipline related to the position, he/she must have a minimum of three years' experience in teaching English and/or French as a second language to adults since January 2011.

One year of experience corresponds to 1,000 hours of teaching in French and/or English as a second language to adults. The Teaching Resource may have accumulated his/her hours over several years. However, he/she may not accumulate more than one year of experience (as defined above) in one calendar year. For example:

Scenario 1: A Teaching Resource may have accumulated 1,000 hours over 5 years. In this case, he/she will be recognized as having one year of experience in teaching;

Scenario 2: A Teaching Resource has accumulated 3,000 hours in two years. He/she will then be recognized as having two years of experience, because no more than 1,000 hours per year are taken into account.



### 5.2.2 Replacement of a Teaching Resource

In the case of an unexpected absence, the Supplier will ensure the replacement of a Teaching Resource in the current session by another Teaching Resource able to deliver the training according who meets or exceeds the Mandatory Requirements.

## 6 QUALITY ASSURANCE

The services provided could be evaluated by the Technical Authority through the following means to ensure service quality:

- An online evaluation;
- Verification of the tracking notes entered by the Teaching Resources in the learning management system;
- Tutoring session observations;
- Validation of the qualifications required by the Department for the Supplier's resources; and/or
- Any other verification the Technical Authority considers necessary.

In the event the services provided by the Supplier do not meet the requirements of this Statement of Work, the Technical Authority will notify the Supplier. The Supplier must provide a corrective action plan addressing the deficiencies and detailing the actions taken and/or to be taken within the deadline prescribed by the Technical Authority.

**If certain program activities are considered inadequate by the Technical Authority, adjustments must be proposed by the Supplier, at the Supplier's expense (for example, inappropriate images or comments).**



## Appendix 1 of Annex A – Statement of Work Qualification Standards in Relation to Official Languages

<http://www.tbs-sct.gc.ca/psm-fpfm/staffing-dotation/rqs-qcr/oqs-anq-eng.asp>

### Introduction

These qualification standards apply to positions requiring the use of both official languages – English and French. They define the levels of proficiency for each of the three language skills:

- Written Comprehension in the Second Official Language
- Written Expression in the Second Official Language
- Oral Proficiency in the Second Official Language

There are two types of language qualifications for bilingual positions:

- General second official language qualifications – A, B, or C
- Specific language qualifications requiring Code P

Official language qualifications are identified objectively and are relevant to the duties and responsibilities of the position as it relates to communications with and services to the public and language of work.

The web-based tool, [Determining the Linguistic Profile of Bilingual Positions](#), is available to help managers establish the linguistic profile of positions. A printable final report presents the profile and the functions associated with a particular position.

### Application

These standards apply to all institutions subject to Schedules I and IV of the *Financial Administration Act*.

### Related Requirements

Institutions also apply the following requirements:

- [Policy on Official Languages](#) – for institutions subject to Parts IV, V and VI as well as section 91 of the *Official Languages Act*
- [Directive on Official Languages for People Management](#) – for institutions subject to the *Public Service Employment Act*
- [Directive on Official Languages for People Management](#) – for institutions subject to Schedules I and IV of the *Financial Administration Act*

### General Second Official Languages Qualifications

Second official language qualifications and proficiency levels are identified objectively and are relevant to the duties and responsibilities of the position as it relates to communications with and services to the public and language of work.

Tests used to assess proficiency levels for general second language qualifications – A, B, or C – in written comprehension, written expression and oral proficiency are prescribed by the Public Service Commission.

These tests and standards apply to all occupational groups.



There are three levels of proficiency for general second official language qualifications:

- A (lowest)
- B
- C (highest)

They are cumulative:

Level	A	B	C
Can accomplish:	Tasks at level A	Tasks at level A Tasks at level B	Tasks at level A Tasks at level B Tasks at level C

When a skill is not required, a dash ("-") is used in the linguistic profile instead of a proficiency level.

There are also two additional possible language test results: X and E.

Individuals obtaining an X are demonstrating that their performance does not meet the minimum requirements for Level A for this ability.

Individuals obtaining an E are exempted indefinitely from further language testing for this ability. It is granted to persons whose second language test performance indicates that they can be expected to maintain their second language proficiency at Level C indefinitely.

An exemption is not a proficiency level and is not listed in the linguistic profile of bilingual positions.

### Written Comprehension in the Second Official Language, Proficiency Level A

#### Standard Description

Level A is the minimum level of second language ability in written comprehension for positions that require comprehension of texts on topics of limited scope.

A person reading at this level can:

- fully understand very simple texts;
- grasp the main idea of texts about familiar topics; and
- read and understand elementary points of information such as dates, numbers, or names from relatively more complex texts to perform routine job-related tasks.

A person at this level would not be expected to read and understand detailed information.

#### Examples

A person at this level can read:

- internal communications
- letters
- email messages
- routine forms (e.g., requisitions, invoices)
- very simple texts



In order to:

- file
- distribute
- pick out specific units of information (e.g., dates, numbers, names)
- process routine requests (e.g., requisitions, work orders, invoices)
- fully understand very simple texts
- understand the general idea regarding familiar, work-related topics
- carry out routine, simple actions (e.g., understand photocopying instructions, order office supplies, read a meeting agenda)

## **Written Comprehension in the Second Official Language, Proficiency Level B**

### **Standard Description**

Level B is the minimum level of second language ability in written comprehension for positions that require comprehension of most descriptive or factual material on work-related topics.

A person reading at this level can:

- grasp the main idea of most work-related texts;
- identify specific details; and
- distinguish main from subsidiary ideas.

A person at this level will have difficulty reading texts using complex grammar and less common vocabulary.

### **Examples**

A person at this level can carry out the activities of level A and can also read work-related:

- reference materials
- reports
- articles
- notices

In order to:

- extract information or specific details required for the job
- understand the general idea of the content
- verify that the content is factually correct when the text was prepared by others

## **Written Comprehension in the Second Official Language, Proficiency Level C**

### **Standard Description**

Level C is the level of second language ability in written comprehension for positions that require comprehension of texts dealing with a wide variety of work-related topics.

A person reading at this level can:



- understand most complex details, inferences and fine points of meaning; and
- have a good comprehension of specialized or less familiar material.

A person at this level may miss some seldom-used expressions and have some difficulty with very complex grammatical structures.

### **Examples**

A person at this level can carry out the activities at levels A and B and can also read work-related:

- policy papers
- research papers
- technical reports
- books
- complex contracts or specifications
- legislation or regulations

In order to:

- ensure completeness and accuracy
- extract details for action or interpretation
- review for meaning and tone when it was prepared by others
- obtain an in-depth understanding of the content
- assess implications
- provide comments
- make recommendations

## **Written Expression in the Second Official Language, Proficiency Level A**

### **Standard Description**

Level A is the minimum level of second language ability in written expression for positions that require writing simple units of information in the second language.

A person writing at this level can:

- write isolated words, phrases, simple statements or questions on very familiar topics using words of time, place or person.

A person at this level is expected to make errors of grammar, vocabulary and spelling. These errors are acceptable as long as the message is understandable.

### **Examples**

A person at this level can write:

- isolated words
- simple phrases
- simple messages
- lists (e.g., items, names, activities)
- titles or subject headings



- brief notes

In order to:

- fill out a form or report related to one's duties
- note simple point-form messages
- complete an index or table of contents
- request and provide simple information
- use templates in familiar situations

## **Written Expression in the Second Official Language, Proficiency Level B**

### **Standard Description**

Level B is the minimum level of second language ability in written expression for positions that require writing short descriptive or factual texts in the second language.

A person writing at this level can:

- deal with explicit information on work-related topics since they have sufficient mastery of grammar and vocabulary.

A person at this level will communicate the basic information, but the text will require some corrections in grammar and vocabulary as well as revision for style.

### **Examples**

A person at this level can carry out the activities of level A and can also write work-related:

- short, routine messages
- short texts
- short descriptions
- brief comments
- simple, factual correspondence or directives

In order to:

- adapt templates by adding a few words or slightly modifying the content
- request or provide information, explanations or instructions
- explain or request that action be taken
- formulate observations
- present conclusions
- summarize a text or meeting in point or note form

## **Written Expression in the Second Official Language, Proficiency Level C**

### **Standard Description**

Level C is the level of second language ability in written expression for positions that require writing explanations or descriptions in a variety of informal and formal work-related situations.



A person writing at this level can:

- write texts where ideas are developed and presented in a coherent manner.

A person at this level will use vocabulary, grammar and spelling that are generally appropriate and require few corrections. A person at this level can also modify or correct texts to improve meaning, tone, clarity and conciseness

### **Examples**

A person at this level can carry out the activities at levels A and B and can also write work-related:

- correspondence
- briefing notes
- memoranda
- reports
- recommendations
- research papers
- comprehensive summaries
- detailed presentations

In order to:

- provide or request detailed facts and reasons
- provide information or comment on contentious issues

## **Oral Proficiency in the Second Official Language - Level A**

### **Standard Description**

Level A is the minimum level of second language ability in oral proficiency for positions that require simple and repetitive use of the second language in routine work situations.

A person speaking at this level can:

- ask and answer simple questions;
- give simple instructions;
- give uncomplicated directions relating to routine work situations.

Persons at this level make many errors and have deficiencies in grammar, pronunciation, vocabulary and fluency, which may interfere with the clarity of the message. Since they may have problems understanding speech spoken at a normal rate, repetitions by others may be required for them to understand what is being said.

### **Examples**

A person at this level can carry out the following activities:

- ask and answer simple questions about names, addresses, dates, times or numbers
- make requests to colleagues or other employees and respond to such requests about simple and uncomplicated matters





- give and follow simple directions and instructions
- provide short, repetitive answers or information
- exchange common courtesies (e.g., thank you, you're welcome, have a nice day)

## **Oral Proficiency in the Second Official Language - Level B**

### **Standard Description**

Level B is the minimum level of second language oral proficiency for positions that require departure from routine use of the second language.

A person speaking at this level can:

- sustain a conversation on concrete topics;
- report on actions taken;
- give straightforward instructions to employees;
- provide factual descriptions and explanations.

A person at this level may have deficiencies in grammar, pronunciation, vocabulary and fluency that do not seriously interfere with communication.

A person at this level would have a limited ability to deal with situations involving hypothetical ideas.

A person at this level should not be expected to cope with situations that are sensitive or that require the understanding or expression of subtle or abstract ideas.

### **Examples**

A person at this level can carry out the activities of level A and can also:

- give and follow straightforward instructions or explanations about how work is to be done, what information is needed and what steps or alternatives are to be followed
- give factual accounts of actions taken or events that have occurred
- handle requests for routine information from other employees or members of the public, either by telephone or in face-to-face conversations (e.g., about such things as services, publications, or staffing actions)
- take part in departmental or interdepartmental meetings regarding factual, concrete and non-routine topics, and/or informal meetings or work sessions
- deliver presentations on concrete topics, and answer factual follow-up questions
- answer the telephone, understand simple requests, redirect calls as appropriate, and/or explain to others how to complete a form

## **Oral Proficiency in the Second Official Language - Level C**

### **Standard Description**

Level C is the level of second language oral proficiency for positions that require handling sensitive situations where the understanding and expression of subtle, abstract, or complicated ideas are required or where unfamiliar work-related topics must be dealt with.

A person speaking at this level can:



- support opinions; and
- understand and express hypothetical and conditional ideas.

A person at this level will not have the ease and fluency of a native speaker and may have deficiencies in pronunciation, grammar, and vocabulary. These deficiencies rarely interfere with communication.

### **Examples**

A person at this level can carry out the activities at levels A and B and can also:

- give and understand explanations and descriptions involving complicated details, hypothetical questions, or complex and abstract ideas
- give and understand detailed accounts of events, actions taken, or procedures to be followed
- discuss or explain policies, procedures, regulations, programs and services relating to an area of work
- deal with situations requiring persuasion/negotiation and complex arguments, and/or the seamless exchange of ideas in both official languages
- deliver presentations on complex topics, and answer follow-up questions and/or conduct training sessions
- counsel and give advice to employees or clients on sensitive or complex issues
- participate as a member of a selection board, interview board, or assessment team as an integral part of the job functions



**ANNEX “B”  
BASIS OF PAYMENT**

Pricing Schedule:

<b>CATEGORY OF SERVICES – TUTOR LED TRAINING</b>	<b>FIRM PER HOUR RATE</b>
Individual Teletutoring (Virtual Class) Full Time	
Group Teletutoring (Virtual Class) Full Time	
Individual Teletutoring (Virtual Class) Part Time	
Group Tele tutoring (Virtual Class) Part Time	
Group Second Language Test Preparation (Virtual Class)	
Individual Second Language Test Preparation by Telephone (Virtual class)	
<b>CATEGORY OF SERVICES</b>	<b>FIRM RATE</b>
Oral Language Proficiency Level Evaluation Conducted by Telephone	
<b>CATEGORY OF SERVICES</b>	<b>FIRM RATE</b>
Subscription Based Training Program Delivered Via Web Portal (Unlimited Subscriptions)	





**ANNEX "D"**

**TASK AUTHORIZATION FORM**

TASK AUTHORIZATION			
<b>Contractor:</b>		<b>Contract Number:</b>	
<b>Task Number:</b>		<b>Date:</b>	
<b>Amendment Number:</b>			
TA Request (For completion by Technical Authority)			
<b>1. Description of Work to be Performed</b>			
<b>Statement of Work</b>			
<b>Description of any Deliverable(s) required</b> (including the required format and media)			
Any reporting obligations and deadlines for submitting the reports as they will apply to the resulting Contract will be described here.			
<b>2. PERIOD OF SERVICES</b>	<b>From:</b>	_____	<b>To:</b> _____
<b>3. Work Location</b>			
<b>4. Other Conditions /Restraints</b>	[ ] Yes [ ] No <b>Specify:</b>		
<b>5. Travel</b>	[ ] Yes [ ] No <b>Specify:</b>		
6. METHOD OF PAYMENT:			
<input type="checkbox"/> Multiple			
7. BILINGUALISM (if applicable)			
[ ] English and French [ ] French [ ] English			
If both, the categories of personnel requiring bilingualism include:			
TA Proposal [For completion by Contractor]			
8. Estimated Cost Contract			
Name of Proposed Resource	Course Title / # Students	Date of Course(s)	Cost
<b>Sub-total Professional Fees:</b>			
<b>HST:</b>			



<b>Total:</b>		
<b>TA Approval</b>		
<b>11. Signing Authorities</b>		
	Signatures of Authorized Representatives	Date
Name & Title of Individual Authorized to Sign on Behalf of Contractor:		
Name & Title of Individual Authorized to Sign on Behalf of Technical Authority:		
Name & Title of Contracting Authority:		
<b>12. Invoicing</b>		
<p>Payment to be made based on receipt of detailed invoices for services rendered, subject to full acceptance by the Project Authority. Total of payments not to exceed the grand total.</p> <p>Original invoices shall be sent to the Project Authority. One copy of each invoice, together with attachments, shall be sent to the Contracting Authority or its designated authority.</p> <p>Email submission of invoices and supporting documents is preferable.</p>		



### ANNEX E SECURITY REQUIREMENTS CHECKLIST



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Security Classification / Classification de sécurité Enhanced

#### SECURITY REQUIREMENTS CHECK LIST (SRCL) LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine <b>Services partagés Canada (SPC)</b>	2. Branch or Directorate / Direction générale ou Direction Ressources humaines et milieu de travail	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Services de formation linguistique en ligne et télé-tutorat. Possibilité de cours en salle de classe dans les locaux de SPC.		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?	<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)	<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	<input type="checkbox"/> No Non	<input checked="" type="checkbox"/> Yes Oui
6. c) Is this a commercial courier or delivery requirement with <b>no</b> overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale <b>sans</b> entreposage de nuit?	<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>



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

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?  
If Yes, indicate the level of sensitivity:  
Dans l'affirmative, indiquer le niveau de sensibilité :

No / Non  Yes / Oui

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?  
Short Title(s) of material / Titre(s) abrégé(s) du matériel :  
Document Number / Numéro du document :

No / Non  Yes / Oui

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

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

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

Special comments:  
Commentaires spéciaux : \_\_\_\_\_

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.  
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?  
If Yes, will unscreened personnel be escorted?  
Dans l'affirmative, le personnel en question sera-t-il escorté?

No / Non  Yes / Oui  
 No / Non  Yes / Oui

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

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?  
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?

No / Non  Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?  
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?

No / Non  Yes / Oui

**PRODUCTION**

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?  
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?

No / Non  Yes / Oui

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

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?  
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?

No / Non  Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?  
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?

No / Non  Yes / Oui





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

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.  
 Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
 La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui

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

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
 La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui

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



Contract Number / Numéro du contrat P2P R2761
Security Classification / Classification de sécurité Unclassified

PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
<b>13. Organization Project Authority / Chargé de projet de l'organisme</b>			
Name (print) - Nom (en lettres moulées) Florence GUARDIA		Title - Titre Conseillère en apprentissage	Signature <i>Fguardia</i>
Telephone No. - N° de téléphone 613 852 4720	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel florence.guardia@canada.ca	Date 31 octobre 2016
<b>14. Organization Security Authority / Responsable de la sécurité de l'organisme</b>			
Name (print) - Nom (en lettres moulées) Marc Primeau		Title - Titre D/DSO & Director, Security	Signature <i>Marc Primeau</i>
Telephone No. - N° de téléphone 613-960-3340	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel marc.primeau@canada.ca	Date NOV 01 2016
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
<b>16. Procurement Officer / Agent d'approvisionnement</b>			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
<b>17. Contracting Security Authority / Autorité contractante en matière de sécurité</b>			
Name (print) - Nom (en lettres moulées) <i>Otim Okweir</i>		Title - Titre Security Analyst	Signature <i>Otim Okweir</i>
Telephone No. - N° de téléphone 613-286-9635	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel Otim.Okweir@canada.ca	Date NOV 01 2016