



Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

## TABLE OF CONTENTS

|      |   |    |
|------|---|----|
| 1.1  | INTRODUCTION.....   | 3  |
| 1.2  | SUMMARY .....   | 3  |
| 1.3  | SECURITY REQUIREMENTS.....  | 5  |
| 1.4  | DEBRIEFINGS .....   | 6  |
|      | PART 2 - OFFEROR INSTRUCTIONS .....                                 | 6  |
| 2.1  | STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS .....                 | 6  |
| 2.2  | SUBMISSION OF OFFERS .....  | 6  |
| 2.3  | FORMER PUBLIC SERVANT.....  | 6  |
| 2.4  | ENQUIRIES - REQUEST FOR STANDING OFFERS .....                       | 8  |
| 2.5  | APPLICABLE LAWS.....  | 8  |
|      | PART 3 - OFFER PREPARATION INSTRUCTIONS .....                       | 8  |
| 3.1  | OFFER PREPARATION INSTRUCTIONS.....                                 | 8  |
|      | PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION .....         | 13 |
| 4.1  | EVALUATION PROCEDURES.....  | 13 |
| 4.2  | BASIS OF SELECTION .....  | 14 |
|      | ATTACHMENT 1 TO PART 4, TECHNICAL CRITERIA.....                     | 14 |
|      | PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION.....             | 25 |
| 5.1  | CERTIFICATIONS REQUIRED WITH THE OFFER.....                         | 26 |
| 5.2  | PRECEDENT TO ISSUANCE OF A STANDING OFFER.....                      | 21 |
|      | PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS.....        | 26 |
| 6.1  | SECURITY REQUIREMENTS.....  | 26 |
| 6.2  | FINANCIAL CAPABILITY.....   | 23 |
| 6.3  | INSURANCE REQUIREMENTS.....   | 23 |
|      | PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES .....        | 27 |
|      | A STANDING OFFER.....   | 29 |
| 7.1  | OFFER.....  | 29 |
| 7.2  | SECURITY REQUIREMENTS.....  | 29 |
| 7.3  | STANDARD CLAUSES AND CONDITIONS.....                                | 29 |
| 7.4  | TERM OF STANDING OFFER.....   | 30 |
| 7.5  | AUTHORITIES .....   | 31 |
| 7.6  | PROACTIVE DISCLOSURE OF CONTRACTS WITH FORMER PUBLIC SERVANTS ..... | 31 |
| 7.7  | IDENTIFIED USER.....  | 31 |
| 7.8  | CALL-UP PROCEDURES.....   | 32 |
| 7.9  | CALL-UP INSTRUMENT .....  | 33 |
| 7.10 | LIMITATION OF CALL-UPS.....   | 33 |
| 7.11 | FINANCIAL LIMITATION .....  | 33 |
| 7.12 | PRIORITY OF DOCUMENTS.....  | 33 |
| 7.13 | CERTIFICATIONS AND ADDITIONAL INFORMATION .....                     | 33 |
| 7.14 | APPLICABLE LAWS.....  | 34 |

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

|   |    |
|---|----|
| B RESULTING CONTRACT CLAUSES .....                                      | 34 |
| 7.1 STATEMENT OF WORK .....   | 34 |
| 7.2 STANDARD CLAUSES AND CONDITIONS.....                                | 34 |
| 7.3 TERM OF CONTRACT .....  | 34 |
| 7.4 PROACTIVE DISCLOSURE OF CONTRACTS WITH FORMER PUBLIC SERVANTS ..... | 34 |
| 7.5 PAYMENT .....   | 35 |
| 7.6 INVOICING INSTRUCTIONS.....   | 35 |
| 7.7 INSURANCE REQUIREMENTS .....  | 35 |
| 7.8 Call-Up Procedures .....  | 35 |
| 7.9 PRIORITY OF DOCUMENTS.....  | 32 |
| ANNEX A.....  | 37 |
| STATEMENT OF WORK .....   | 36 |
| ANNEX B.....  | 63 |
| BASIS OF PAYMENT .....  | 63 |
| ANNEX C.....  | 65 |
| SECURITY REQUIREMENTS CHECK LIST .....                                  | 65 |
| ANNEX D.....  | 69 |
| PWGSC – TPSGC 942 CALL-UP FORM .....                                    | 69 |
| ANNEX E ELECTRONIC PAYMENT INSTRUMENTS .....                            | 70 |

**List of Attachments:**

Attachment 1 to Part 3 – Pricing Schedule: Estimated Standing Offer Evaluation Price Table  
Attachment 1 to Part 4 – Technical Criteria

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

The Request for Standing Offers (RFSO) is divided into seven parts plus attachments and annexes, as follows:

- Part 1            General Information: provides a general description of the requirement;
- Part 2            Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;
- Part 3            Offer Preparation Instructions: provides Offerors with instructions on how to prepare their offer to address the evaluation criteria specified;
- Part 4            Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, 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 Insurance Requirements: includes specific requirements that must be addressed by Offerors; and
- Part 7            7A, Standing Offer, and 7B, Resulting Contract Clauses:
- 7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;
- 7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

The Annexes include the Statement of Work, the Basis of Payment, Security Requirements Check list, and PWGSC-TPSGC 942 Call-Ups Form.

### **1.2 Summary**

The Treasury board of Canada Secretariat has a requirement for Professional Services to provide French and English Second Language Training to its employees in the National Capital Region. The training may be either full or part-time, in group or one-on-one sessions, and distance learning or classrooms furnished at the Offeror's premises, except in exceptional occasion where the training will happen on Treasury Board's premises.

The objective of second language training is to help employees attain/maintain the following levels in their second language:

- a) Levels B and/or C in Oral Proficiency;

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

- b) Levels B and/or C in Reading Comprehension; and
- c) Levels B and/or C in Written Expression.

Up to eight suppliers will be awarded an individual standing offer for this requirement. Each Standing Offer (SO) period will be from the Standing Offer date of award to September 30, 2019, with the irrevocable option to extend the period of the Standing Offer by up to three (3) additional one-year (1) periods, under the same terms and conditions.

The nine different streams of work for this requirement are defined as follows:

### **1) LANGUAGE MAINTENANCE TRAINING AND OFFICIAL LANGUAGES WORKSHOP**

The objective of Language Maintenance Training and the Official Languages Workshop is to enable students to maintain their linguistic skills. Students will have achieved a level B or C in each of the competencies to be admitted. The Offeror will be required to assess their current proficiency, develop a plan to refine the identified competencies and deliver the required training.

### **2) SECOND LANGUAGE EVALUATION (SLE) PREPARATORY WORKSHOP (READING, WRITING AND ORAL PROFICIENCY)**

The objective of SLE Preparation Training is to prepare employees who are undergoing the SLE tests. The students' goals will be to qualify at either the B or C level in each of the language competencies for which they are to be tested.

### **3) INDIVIDUAL LANGUAGE TRAINING**

The objective of Individual language training is to focus on employees training needs and help them attain the following levels in their second language

- a) Levels B and/or C in oral communication;
- b) Levels B/or and C in reading; and
- c) Levels B/or and C in writing.

### **4) GROUP LANGUAGE TRAINING**

Training will be conducted in groups for students whose training needs, objectives and knowledge of the second language are at a similar level. Groups will consist of up to four (4) students for full-time and semi full-time for C level; up to six (6) students for oral proficiency B and C level preparatory workshop, full-time and semi full- time for B level; up to eight (8) students for part-time, maintenance and for reading and writing B and C level preparatory workshop For the official languages workshop, the groups could be up to twelve (12) students.

### **5) PART-TIME LANGUAGE TRAINING (Reading, Writing and Oral)**

Part-time training offers an efficient but gradual learning experience to proceed with timely and consistent progress. The part-time courses are delivered 1 to 14 hours a week.

### **6) SEMI FULL-TIME - TRAINING**

The objective of semi full-time second language training is to help candidates attain the following levels in their second language at a faster pace than part-time training:

- a) Levels B and C in oral communication;
- b) Levels B and C in reading; and
- c) Levels B and C in writing.

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

When requested, the Contractor shall provide classroom training courses covering all three components. Semi full-time is delivered between 15 and 20 hours a week.

### 7) **SPECIFIC SKILLS WORKSHOP** (Specific Skills Courses for Reading or Writing or Oral)

The objective of specific skills courses is to enable candidates to focus on developing one specific skill in their second language. They have the following levels as goals:

- a. Levels B and C in oral communication;
- b. Levels B and C in reading; and
- c. Levels B and C in writing.

### 8) **DISTANCE LEARNING**

Distance learning is a way of learning remotely without being in regular face-to-face contact with a teacher in the classroom and is a type of educational instruction that is delivered via the internet to students using their home computers. Distance learning is teacher led in a group setting.

### 9) **FULL-TIME TRAINING**

The objective of full-time second language training is to help candidates attain the following levels in their second language at a faster pace than part-time training:

- a) Levels B and C in oral communication;
- b) Levels B and C in reading; and
- c) Levels B and C in writing.

1.2.2 The requirement is subject to the provisions of the Agreement on Internal Trade (AIT) and the North American Free Trade Agreement (NAFTA).

1.2.3 The Canadian Content Policy applies and competition is solely limited to offers offering Canadian goods and/or services, as per SACC Manual clause M3053T (2014-11-27).

The requirement is limited to Canadian goods and/or services.

The Offeror certifies that:

( ) a minimum of 80 percent of the total price for the offer consist of Canadian goods as defined in paragraph 1 of clause A3050T (2014-11-27)

1.2.4 The Federal Contractors Program (FCP) for employment equity applies to this procurement; see Part 5 – Certifications and Additional Information, Part 7A -Standing Offer, and Part 7B - Resulting Contract Clauses and the annex titled Federal Contractors Program for Employment Equity - Certification.”

### 1.3 **Security Requirements**

There are security requirements associated with the requirement of the Standing Offer. For additional information, see Part 6 – Security, financial and Insurance Requirements, and Part 7- Standing Offer and Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Offerors should refer to the Industrial Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

## 1.4 Debriefings

Offerors may request a debriefing on the results of the request for standing offers process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for standing offers process. The debriefing may be in writing, by telephone or in person.

## PART 2 - OFFEROR INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) 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.

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The 2006 (2017-04-27) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

Subsection 5.4 of 2006, Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days  
Insert: 120 days

### 2.2 Submission of Offers

Offers must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the Request for Standing Offers.

Due to the nature of the Request for Standing Offers, transmission of offers by facsimile to PWGSC 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 FPS, offerors must provide the information required below before the issuance of a standing offer. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror 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 offer non-responsive.

### Definitions

For the purposes of this clause,

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

"former public servant" is any former member of a department as defined in the [Financial Administration Act](#) R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

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

As per the above definitions, is the Offeror a FPS in receipt of a pension? YES ( ) NO ( )

If so, the Offeror must provide the following information, for all FPS in receipt of a pension, as applicable:

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

By providing this information, Offerors agree that the successful Offeror's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

#### **Work Force Adjustment Directive**

Is the Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? YES ( ) NO ( )

If so, the Offeror must provide the following information:

- a. name of former public servant;

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

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

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

#### **2.4 Enquiries - Request for Standing Offers**

All enquiries must be submitted in writing to the Standing Offer Authority no later than ten (10) calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by Offerors 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 Offerors do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all Offerors. Enquiries not submitted in a form that can be distributed to all Offerors may not be answered by Canada.

#### **2.5 Applicable Laws**

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their offer, 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 Offerors.

### **PART 3 - OFFER PREPARATION INSTRUCTIONS**

#### **3.1 Offer Preparation Instructions**

Canada requests that Offerors provide their offer in separately bound sections as follows:

Section I: Technical Offer; four (4) hard copies; and

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

Section II: Financial Offer; two (2) hard copies; and

Section III: Certifications one (1) hard copy

Prices must appear in the financial offer only. No prices must be indicated in any other section of the offer.

Canada requests that Offerors follow the format instructions described below in the preparation of their offer.

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to that of the Request for Standing Offers.

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, Offerors 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 Offer**

In their technical offer, Offerors should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

### **Section II: Financial Offer**

Offerors must submit their financial offer in accordance with the Basis of Payment detailed in Attachment 1 to Part 3. The total amount of Applicable Taxes must be shown separately.

The Bidder should complete this pricing schedule and include it in its financial offer once completed. As a minimum, the Bidder must respond to this pricing schedule by including in its financial offer for each of the periods specified below its quoted all-inclusive firm hourly and per-word rate (in CDN \$) for each of the class of services identified below.

The volumetric data included in this pricing schedule are provided for bid evaluated price determination purposes only. They are not to be considered as a contractual guarantee. Their inclusion in this pricing schedule does not represent a commitment by Canada that Canada's future usage of the services described in the Request for Standing Offer will be consistent with this data.

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

Attachment 1 to Part 3 - Pricing Schedule: Estimated Standing Offer Evaluation Price Table

The following table demonstrates the estimated use of the contractor's facilities.

| STREAM |                           |
|--------|---------------------------|
| 1A     | 90% Contractor facilities |
| 1B     | 90% Contractor facilities |
| 2A     | 90% Contractor facilities |
| 2B     | 90% Contractor facilities |
| 2C     | 90% TBS facilities        |
| 3A     | 90% Contractor facilities |
| 3B     | 90% TBS facilities        |
| 3C     | 90% Contractor facilities |

- Note that the figures shown in this table are an estimate based on historical data and/or current estimated needs for language training provided by Treasury board Secretariat.

The rates included in this pricing schedule include the total estimated cost of any travel and living expenses that may need to be incurred for the Work described in Part 7 of the Request for Standing Offer.

Under any resulting contract, Canada will not accept travel and living expenses that may need to be incurred by the Bidder for any relocation of resources required to satisfy its contractual obligations.

**STREAM 1A – FULL TIME GROUP TRAINING**

| Firm All Inclusive Hourly Rate per Learner | Location                  | Initial Period (24 months) | Extension Period 1 | Extension Period 2 | Extension Period 3 |
|--|---------------------------|----------------------------|--------------------|--------------------|--------------------|
|  | On the Offerors' premises |                            |                    |                    |                    |
|  | On TBS premises           |                            |                    |                    |                    |

**STREAM 1B – SEMI FULL-TIME GROUP TRAINING**

| Firm All Inclusive Hourly Rate per Learner | Location         | Initial Period (24 months) | Extension Period 1 | Extension Period 2 | Extension Period 3 |
|--|------------------|----------------------------|--------------------|--------------------|--------------------|
|  | On the Offerors' |                            |                    |                    |                    |

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

|  |                 |  |  |  |  |
|--|-----------------|--|--|--|--|
|  | premises        |  |  |  |  |
| Firm All Inclusive Hourly Rate per Learner | On TBS premises |  |  |  |  |

#### **STREAM 2A – INDIVIDUAL TRAINING**

| Firm All Inclusive Hourly Rate per Learner | Location                  | Initial Period (24 months) | Extension Period 1 | Extension Period 2 | Extension Period 3 |
|--|---------------------------|----------------------------|--------------------|--------------------|--------------------|
|  | On the Offerors' premises |                            |                    |                    |                    |
| Firm All Inclusive Hourly Rate per Learner | On TBS premises           |                            |                    |                    |                    |

#### **STREAM 2B – SEMI-FULL TIME INDIVIDUAL TRAINING**

| Firm All Inclusive Hourly Rate per Learner | Location                  | Initial Period (24 months) | Extension Period 1 | Extension Period 2 | Extension Period 3 |
|--|---------------------------|----------------------------|--------------------|--------------------|--------------------|
|  | On the Offerors' premises |                            |                    |                    |                    |
| Firm All Inclusive Hourly Rate per Learner | On TBS Premises           |                            |                    |                    |                    |

#### **STREAM 2C – PART- TIME INDIVIDUAL TRAINING**

| Firm All Inclusive Hourly Rate per Learner | Location                  | Initial Period (24 months) | Extension Period 1 | Extension Period 2 | Extension Period 3 |
|--|---------------------------|----------------------------|--------------------|--------------------|--------------------|
|  | On the Offerors' premises |                            |                    |                    |                    |
| Firm All Inclusive Hourly Rate per Learner | On TBS premises           |                            |                    |                    |                    |

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

### **STREAM 3A PART-TIME GROUP TRAINING**

| Firm All Inclusive Hourly Rate per Learner | Location                  | Initial Period (24 months) | Extension Period 1 | Extension Period 2 | Extension Period 3 |
|--|---------------------------|----------------------------|--------------------|--------------------|--------------------|
|  | On the Offerors' premises |                            |                    |                    |                    |
|  | On TBS premises           |                            |                    |                    |                    |

### **STREAM 3B – MAINTENANCE GROUP SESSIONS AND SECOND LANGUAGES WORKSHOP**

| Firm All Inclusive Hourly Rate per workshop | Location                  | Initial Period (24 months) | Extension Period 1 | Extension Period 2 | Extension Period 3 |
|---|---------------------------|----------------------------|--------------------|--------------------|--------------------|
|   | On the Offerors' premises |                            |                    |                    |                    |
|   | On TBS premises           |                            |                    |                    |                    |

### **STREAM 3C– SLE PREPARTATORY WORKSHOP (READING, COMPREHENSION, WRITTEN EXPRESSION AND ORAL PROFICIENCY)**

| Firm All Inclusive Hourly Rate per workshop | Location                  | Initial Period (24 months) | Extension Period 1 | Extension Period 2 | Extension Period 3 |
|---|---------------------------|----------------------------|--------------------|--------------------|--------------------|
|   | On the Offerors' premises |                            |                    |                    |                    |
|   | On TBS premises           |                            |                    |                    |                    |

### **STREAM 4 – VIRTUAL PART TIME GROUP TRAINING (DISTANCE LEARNING)**

| Firm All Inclusive Hourly Rate per two (2) hour training session | Location | Initial Period (24 months) | Extension Period 1 | Extension Period 2 | Extension Period 3 |
|--|----------|----------------------------|--------------------|--------------------|--------------------|
|  | TBS      |                            |                    |                    |                    |

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

### **3.1.1 Electronic Payment of Invoices – Offer**

If you are willing to accept payment of invoices by electronic Payment Instruments, complete Annex “F” Electronic Payment Instruments, to identify which ones are accepted.

If Annex “F” Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

**Section III: Certifications** Offerors must submit the certifications and additional information required under Part 5.

### **Section IV: Additional Information**

#### **3.1.2 Offeror’s Proposed Sites or Premises Requiring Safeguarding Measures**

**3.1.3** As indicated in Part 6 under Security Requirements, the Offeror must provide the full addresses of the Offeror’s and proposed individuals’ sites or premises for which safeguarding measures are required for Work Performance.

Street Number / Street Name / Unit / Suite / Apartment Number  
City, Province, Territory / State  
Postal Code / Zip Code  
Country

**3.1.4.** The company Security Officer (CSO) must ensure through the Industrial Security Program (ISP) that the Offeror and proposed individuals(s) hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.

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

### **4.1 Evaluation Procedures**

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.

#### **4.1.1 Technical Evaluation**

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

### ATTACHMENT 1 TO PART 4, TECHNICAL CRITERIA

#### **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

#### **MANDATORY CRITERIA FOR STREAM 1, 2, 3,**

(For evaluation purposes of Stream 1, 2, 3, one (1) year is equivalent to twelve hundred (1,200) hours)

| Mandatory Technical Criteria                               | Requirement  | Yes | No | Cross-Reference to proposal (page) |
|--|--|-----|----|------------------------------------|
| <b>Offeror</b>   |  |     |    |                                    |
| MT1  | <p>The Offeror must demonstrate that it has acquired, since January 1, 2009, at least five (5) years of experience or 6,000 hours of experience providing French and English as a second language to groups of adults, or individuals at the beginner, intermediate and/or advanced levels (minimum of four students per group).</p> <p>The Offeror must provide the following information for each training project for which the Offeror claims that the experience meets the requirement of MT1:</p> <p>I. the period of time over which the experience providing French and English teaching as a second language was acquired, in the following format: from (month/year) to (month/year);</p> <p>II. the number of hours of training corresponding to the period mentioned in I);</p> <p>III. the level(s) taught;</p> <p>IV. the name of the client to whom training services were provided, as well as the name, title, address, telephone number and current email address for the client's delegated representative who could confirm the information provided by the Offeror;</p> |     |    |                                    |
| <b>Pedagogical Advisor and Back-up Pedagogical Advisor</b> |  |     |    |                                    |
| MT2  | The offeror must propose one (1) pedagogical advisor and one (1) back-up pedagogical advisor, capable of communicating clearly and concisely both in English and French  |     |    |                                    |
| MT3  | The pedagogical advisor must possess at a minimum the following  |     |    |                                    |

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

|  |  |  |  |  |
|--|--|--|--|--|
|  | <p>qualifications:</p> <ul style="list-style-type: none"> <li>• a bachelor's degree from a recognized Canadian university, areas of study: education, adult education, Teaching, or language.</li> <li>• three (3) years' experience as an advisor to second language training to adults since June 2007. This experience must include at a minimum, coordination and planning of language training; assessment of training participants, preparation of course calendars; review of placement; development of training plans;</li> <li>• four (4) years' of experience since June 2007 supervising at least 5 teaching resources delivering English or French as a second language.</li> </ul> <p style="text-align: center;"><b>or</b></p> <ul style="list-style-type: none"> <li>• a bachelor's degree from a recognized Canadian university as defined in MT4, areas of general study;</li> <li>• six (6) years' experience as an advisor to second language training to adults since June 2007. This experience must include at a minimum, coordination and planning of language training; assessment of training participants, preparation of course calendars; review of placement; development of training plans;</li> <li>• four (4) years' of experience since June 2007 supervising at least five (5) teaching resources delivering English or French as a second language.</li> </ul> <p style="text-align: center;"><b>or</b></p> <ul style="list-style-type: none"> <li>• ten (10) years' experience as an advisor to second language training to adults since January 2002. This experience must include at a minimum, coordination and planning of language training; assessment of training participants, preparation of course calendars; review of placement; development of training plans; and supervision of professors through pedagogical visits</li> <li>• four (4) years' of experience since January 2007 supervising at least five (5) teaching resources delivering English or French as a second language.</li> </ul> <p>To demonstrate this criterion, the Offeror must provide the following information for experience as pedagogical advisor and for supervising teaching resources:</p> <ul style="list-style-type: none"> <li>• Certificates/diplomas if applicable;</li> <li>• Client organization name;</li> <li>• Start and end dates of service, i.e. from (month/year) to (month/year) for each demonstrated experience;</li> <li>• Name of teaching resources supervised from (month/year) to (month/year) for each demonstrated experience; <ul style="list-style-type: none"> <li>○ training mode (full-time or part-time)</li> </ul> </li> <li>• language taught by the teaching resources</li> </ul> |  |  |  |
|--|--|--|--|--|

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

|     |   |  |  |  |
|-----|---|--|--|--|
|     | <p>1. A recognized Canadian university as established by an academic credentials assessment service organization if earned outside Canada. The list of recognized organizations can be found on the Canadian Information Centre for International Credentials website:</p> <p><a href="http://www.cicic.ca/2/home.canada">http://www.cicic.ca/2/home.canada</a>.</p> <p>2. In cases where the studies have been done in an institution outside Canada, only a certificate equivalency granted by an institution certified to the recognition of equivalency Canadian credentials will be accepted. These institutions are identified on the website of the Canadian Information Centre for degrees International at the following address:<br/><a href="http://www.cicic.ca/366/l'evaluation-des-diplomes-aux-fins-d'emploi-au-canada.canada">http://www.cicic.ca/366/l'evaluation-des-diplomes-aux-fins-d'emploi-au-canada.canada</a></p>  |  |  |  |
| MT4 | <p>The back-up pedagogical advisor must possess at a minimum the following qualifications:</p> <ul style="list-style-type: none"> <li>• a bachelor's degree from a recognized Canadian university as defined below, areas of study: education, adult education, Teaching, or language. *</li> <li>• three (3) years' experience as an advisor to second language training to adults since June 2007. This experience must include at a minimum, coordination and planning of language training; assessment of training participants, preparation of course calendars; review of placement; development of training plans;</li> <li>• four (4) years' of experience since June 2007 supervising at least five (5) teaching resources delivering English or French as a second language.</li> </ul> <p style="text-align: center;"><b>or</b></p> <ul style="list-style-type: none"> <li>• a bachelor's degree from a recognized Canadian university as defined below, areas of general study; *</li> <li>• six (6) years' experience as an advisor to second language training to adults since June 2007. This experience must include at a minimum, coordination and planning of language training; assessment of training participants, preparation of course calendars; review of placement; development of training plans;</li> <li>• four (4) years' of experience since June 2007 supervising at least five (5) teaching resources delivering English or French as a second language.</li> </ul> <p style="text-align: center;"><b>or</b></p> <ul style="list-style-type: none"> <li>• ten (10) years' experience as an advisor to second language training to adults since January 2002. This experience must include at a minimum, coordination and planning of language training; assessment of training participants, preparation of course calendars; review of placement; development of training plans; and supervision of professors through pedagogical visits</li> <li>• four (4) years' of experience since January 2007 supervising at</li> </ul> |  |  |  |

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

|  |  |  |  |  |
|--|--|--|--|--|
|  | <p>least five (5) teaching resources delivering English or French as a second language.</p> <p>1. A recognized Canadian university as established by an academic credentials assessment service organization if earned outside Canada. The list of recognized organizations can be found on the Canadian Information Centre for International Credentials website:<br/><br/><a href="http://www.cicic.ca/2/home.canada">http://www.cicic.ca/2/home.canada</a>.</p> <p>2. In cases where the studies have been done in an institution outside Canada, only a certificate equivalency granted by an institution certified to the recognition of equivalency Canadian credentials will be accepted. These institutions are identified on the website of the Canadian Information Centre for degrees International at the following address:<br/><a href="http://www.cicic.ca/366/l'evaluation-des-diplomes-aux-fins-d'emploi-au-canada.canada">http://www.cicic.ca/366/l'evaluation-des-diplomes-aux-fins-d'emploi-au-canada.canada</a></p> |  |  |  |
|--|--|--|--|--|

#### Mandatory Criteria for STREAM 4

For evaluation purpose of Steam 4, one (1) year is equivalent to five hundred (500) hours.

| Mandatory Technical Criteria | Requirement  | Yes | No | Cross-Reference to proposal (page) |
|------------------------------|--|-----|----|------------------------------------|
| <b>Offeror</b>               |  |     |    |                                    |
| MT5                          | <p>The Offeror must demonstrate that it has acquired, since January 1, 2012 at least two (2) years of experience or 1,000 hours of experience providing distance learning in French and English as a second language to groups of adults, or individuals at the beginner, intermediate and/or advanced levels (minimum of four students per group), in in a virtual classroom environment.</p> <p>The Offeror must provide the following information for each training project for which the Offeror claims that the experience meets the requirement of:</p> <p>I. the period of time over which the experience in teaching French as a second language was acquired, in the following format: from (month/year) to (month/year);<br/>II. the number of hours of training corresponding to the period mentioned in I);<br/>III. the level(s) taught;<br/>IV. the name of the client to whom training services were provided, as well as the name, title, address, telephone number and current email address for the client's delegated representative who could confirm the information provided by the Offeror.</p> |     |    |                                    |

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

| <b>Pedagogical Advisor and Back-up Pedagogical Advisor</b> |   |  |  |  |
|--|---|--|--|--|
| MT6  | The offeror must propose one (1) pedagogical advisor and one (1) back-up pedagogical advisor, both fluently bilingual (English/French). To demonstrate this capacity the Offeror must provide all information requested in MT2 for each the proposed pedagogical advisors.  |  |  |  |
| MT7  | <p>The pedagogical advisor must possess at a minimum the following qualifications:</p> <ul style="list-style-type: none"> <li>• a bachelor's degree from a recognized Canadian university, areas of study: education, adult education, Teaching, or language. *</li> <li>• three (3) years' experience as an advisor to second language training to adults since June 2007. This experience must include at a minimum, coordination and planning of language training; assessment of training participants, preparation of course calendars; review of placement; development of training plans;</li> <li>• two (2) years' of experience since June 2007 supervising at least three (3) teaching resources delivering distance learning in English or French as a second language in a virtual classroom environment.</li> </ul> <p style="text-align: center;"><b>or</b></p> <ul style="list-style-type: none"> <li>• a bachelor's degree from a recognized Canadian university as defined below, areas of general study; *</li> <li>• six (6) years' experience as an advisor to second language training to adults since June 2007. This experience must include at a minimum, coordination and planning of language training; assessment of training participants, preparation of course calendars; review of placement; development of training plans;</li> <li>• two (2) years' of experience since June 2007 supervising at least three (3) teaching resources delivering distance learning in English or French as a second language in a virtual classroom environment.</li> </ul> <p style="text-align: center;"><b>or</b></p> <ul style="list-style-type: none"> <li>• ten (10) years' experience as an advisor to second language training to adults since January 2002. This experience must include at a minimum, coordination and planning of language training; assessment of training participants, preparation of course calendars; review of placement; development of training plans; and supervision of professors through pedagogical visits</li> <li>• two (2) years' of experience since June 2007 supervising at least three (3) teaching resources delivering distance learning in English or French as a second language in a virtual classroom environment.</li> </ul> <p>1. A recognized Canadian university as established by an academic credentials assessment service organization if earned outside Canada. The list of recognized organizations can be found on the Canadian Information Centre for International Credentials website:</p> |  |  |  |

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

|     |  |  |  |  |
|-----|--|--|--|--|
|     | <p><a href="http://www.cicic.ca/2/home.canada">http://www.cicic.ca/2/home.canada</a>.</p> <p>2. In cases where the studies have been done in an institution outside Canada, only a certificate equivalency granted by an institution certified to the recognition of equivalency Canadian credentials will be accepted. These institutions are identified on the website of the Canadian Information Centre for degrees International at the following address: <a href="http://www.cicic.ca/366/l'evaluation-des-diplomes-aux-fins-d'emploi-au-canada.canada">http://www.cicic.ca/366/l'evaluation-des-diplomes-aux-fins-d'emploi-au-canada.canada</a></p>  |  |  |  |
| MT8 | <p>The back-up pedagogical advisor must possess at a minimum, the following qualifications:</p> <ul style="list-style-type: none"> <li>• a bachelor's degree from a recognized Canadian university as defined below, areas of study: education, adult education, Teaching, or language. *</li> <li>• three (3) years' experience as an advisor to second language training to adults since June 2007. This experience must include at a minimum, coordination and planning of language training; assessment of training participants, preparation of course calendars; review of placement; development of training plans;</li> <li>• two (2) years' of experience since June 2007 supervising at least three (3) teaching resources delivering distance learning in English or French as a second language in a virtual classroom environment.</li> </ul> <p style="text-align: center;"><b>or</b></p> <ul style="list-style-type: none"> <li>• a bachelor's degree from a recognized Canadian university, areas of general study; *</li> <li>• six (6) years' experience as an advisor to second language training to adults since June 2007. This experience must include at a minimum, coordination and planning of language training; assessment of training participants, preparation of course calendars; review of placement; development of training plans;</li> <li>• two (2) years' of experience since June 2007 supervising at least three (3) teaching resources delivering distance learning in English or French as a second language in a virtual classroom environment.</li> </ul> <p style="text-align: center;"><b>or</b></p> <ul style="list-style-type: none"> <li>• ten (10) years' experience as an advisor to second language training to adults since January 2002. This experience must include at a minimum, coordination and planning of language training; assessment of training participants, preparation of course calendars; review of placement; development of training plans; and supervision of professors through pedagogical visits</li> <li>• two (2) years' of experience since June 2007 supervising at least three (3) teaching resources delivering distance learning in English or French as a second language in a virtual classroom</li> </ul> |  |  |  |

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

|  |  |  |  |  |
|--|--|--|--|--|
|  | <p>environment.</p> <p>1. A recognized Canadian university as established by an academic credentials assessment service organization if earned outside Canada. The list of recognized organizations can be found on the Canadian Information Centre for International Credentials website:<br/><br/><a href="http://www.cicic.ca/2/home.canada">http://www.cicic.ca/2/home.canada</a>.</p> <p>2. In cases where the studies have been done in an institution outside Canada, only a certificate equivalency granted by an institution certified to the recognition of equivalency Canadian credentials will be accepted. These institutions are identified on the website of the Canadian Information Centre for degrees International at the following address:<br/><a href="http://www.cicic.ca/366/l'evaluation-des-diplomes-aux-fins-d'emploi-au-canada.canada">http://www.cicic.ca/366/l'evaluation-des-diplomes-aux-fins-d'emploi-au-canada.canada</a></p> |  |  |  |
| <b><u>Distance Learning (virtual training)</u></b> |  |  |  |  |
| MT9  | <p>The Offeror's virtual platform for distance learning must include a minimum of the following:</p> <ul style="list-style-type: none"> <li>• Audio and video conferencing</li> <li>• Meeting recording</li> <li>• Screen sharing</li> <li>• Notes</li> <li>• Chat</li> <li>• Enhanced whiteboard</li> </ul> <p>To demonstrate this capacity, the Offeror must provide photos of the classroom, lunchroom; the equipment in each room and their dimension.</p>   |  |  |  |

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

##### **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 required minimum number of points specified will be declared non-responsive. Each point rated technical criterion should be addressed separately.

##### **Point-Rated Technical Criteria for STREAM 1, 2, 3**

For evaluation purposes, one (1) year is equivalent to twelve hundred (1,200) hours

| No.   | Point Rated Technical Criterion  | Points     |
|-------|--|------------|
| PRT1. | Offeror's year of experience since January 2007 delivering second language | For PRT1.A |

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

|   |  |  |
|---|--|--|
| <b>A</b>  | <p>training services to adults in French.</p> <p>The Offeror must provide the information requested below clearly showing that it satisfies PRT1.A:</p> <ul style="list-style-type: none"> <li>• Number of years of experience providing second language training for adults in French;</li> <li>• start and end date of training services delivered each year, i.e. from month/year to month/year;</li> <li>• the language taught;</li> <li>• three (3) references per year of experience, including the name of the client, the organization and name and current telephone number of a contact person who will be able to validate the information.</li> </ul>  | <p>Points will be awarded as follows: 2 points per year of experience for each additional year over the mandatory 5 years' experience, to a maximum of 10 points.</p> <p>Maximum 10 points</p> |
| <b>PRT2.<br/>A</b>  | <p>Offeror's year of experience since January 2007 delivering second language training services to adults in English.</p> <p>The Offeror must provide the information requested below clearly showing that it satisfies PRT2.A:</p> <ul style="list-style-type: none"> <li>• Number of years of experience providing second language training for adults in English;</li> <li>• start and end date of training services delivered each year, i.e. from month/year to month/year;</li> <li>• the language taught;</li> <li>• three (3) references per year of experience, including the name of the client, the organization and name and current telephone number of a contact person who will be able to validate the information.</li> </ul> | <p>For PRT2.A Points will be awarded as follows: 2 points per year of experience for each additional year over the mandatory 5 years to a maximum of 10 points.</p> <p>Maximum 10 points</p>   |
| <b>PRT3.<br/>A</b>  | <p>Pedagogical advisor years of experience supervising teaching resources</p> <ul style="list-style-type: none"> <li>• Number of years of experience supervising teaching resources;</li> <li>• Start and end date supervision from month/year to month/year;</li> <li>• the language taught;</li> <li>• three (3) references per year of experience, including the name of the client, the organization and name and current telephone number of a contact person who will be able to validate the information.</li> </ul>  | <p>For PRT3.A Points will be awarded as follows: 2 points will be awarded for each additional year over the mandatory 4 years to a maximum of 12 points.</p> <p>Maximum 12 points</p>          |
| <b>PRT4.<br/>A</b>  | <p>Pedagogical Advisor backup years of experience supervising teaching resources</p> <ul style="list-style-type: none"> <li>• Number of years of experience supervising teaching resources;</li> <li>• Start and end date supervision from month/year to month/year;</li> <li>• the language taught;</li> <li>• three (3) references per year of experience, including the name of the client, the organization and name and current telephone number of a contact person who will be able to validate the information.</li> </ul>   | <p>For PRT4. A Points will be awarded as follows: 2 points for each additional year over the mandatory 4 years to a maximum of 12 points.</p> <p>Maximum 12 points</p>                         |
| <p><b>Total maximum score for criteria PRTC 1 to PRTC 4 = 44</b><br/><b>Minimum pass mark: 30</b></p> |  |  |

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

### **Point-Rated Technical Criteria for STREAM 4**

For evaluation purposes, one (1) year is equivalent to five hundred (500) hours

| <b>No.</b>    | <b>Point Rated Technical Criterion</b>   | <b>Points</b>   |
|---------------|--|---|
| <b>PRT5.A</b> | <p>Offeror's year of experience since January 2012 delivering distance learning second language training services to adults in French.</p> <p>The Offeror must provide the information requested below clearly showing that it satisfies PRT8.A:</p> <ul style="list-style-type: none"> <li>• Number of years of experience providing second language training for adults in French;</li> <li>• start and end date of training services delivered each year, i.e. from month/year to month/year;</li> <li>• the language taught;</li> <li>• three (3) references per year of experience, including the name of the client, the organization and name and current telephone number of a contact person who will be able to validate the information.</li> </ul> | <p>For PRT5.A<br/>Points will be awarded as follows: 2 points for each additional year over the mandatory 2 years to a maximum of 6 points.</p> <p>Maximum 6 points</p> |
| <b>PRT6.A</b> | <p>Offeror's year of experience since January 2012 delivering distance learning second language training services to adults in English</p> <p>The Offeror must provide the information requested below clearly showing that it satisfies PRT9.A:</p> <ul style="list-style-type: none"> <li>• Number of years of experience providing second language training for adults in English;</li> <li>• start and end date of training services delivered each year, i.e. from month/year to month/year;</li> <li>• three (3) references per year of experience, including the name of the client, the organization and name and current telephone number of a contact person who will be able to validate the information.</li> </ul>                                | <p>For PRT6.A<br/>Points will be awarded as follows: 2 points for each additional year over the mandatory 2 years to a maximum of 6 points.</p> <p>Maximum 6 points</p> |
| <b>PRT7.A</b> | <p>Pedagogical advisor years of experience supervising teaching resources delivering distance learning in English or French as a second language in a virtual classroom environment.</p> <ul style="list-style-type: none"> <li>• Number of years of experience supervising teaching resources delivering distance learning in English or French as a second language in a virtual classroom environment;</li> <li>• Start and end date supervision from month/year to month/year;</li> <li>• the language taught;</li> <li>• three (3) references per year of experience, including the name of the client, the organization and name and current telephone number of a contact person who will be able to validate the information.</li> </ul>               | <p>For PRT7.A<br/>Points will be awarded as follows: 2 points for each additional year over the mandatory 2 years to a maximum of 6 points.</p> <p>Maximum 6 points</p> |
| <b>PRT8.A</b> | <p>Backup Pedagogical Advisor years of experience supervising teaching resources delivering distance learning in English or French as a second language in a virtual classroom environment.</p>  | <p>For PRT8.A<br/>Points will be awarded as follows: 2 point for each additional year</p>   |

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

|  |   |   |
|--|---|---|
|  | <ul style="list-style-type: none"> <li>• Number of years of experience supervising teaching resources delivering distance learning in English or French as a second language in a virtual classroom environment;</li> <li>• Start and end date supervision from month/year to month/year;</li> <li>• the language taught;</li> <li>• three (3) references per year of experience, including the name of the client, the organization and name and current telephone number of a contact person who will be able to validate the information.</li> </ul> | <p>over the mandatory 2 years to a maximum of 6 points.</p> <p>Maximum 6 points</p> |
| <p><b>Total maximum score for criteria PRTC 5 to PRTC 8 = 24</b><br/><b>Minimum pass mark: 17 points</b></p> |   |   |

#### 4.1.2 Financial Evaluation

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

#### 4.2.1 Basis of Selection - Highest Combined Rating of Technical Merit and Price

1. To be declared responsive, an offer must:
  - a. comply with all the requirements of the Request for Standing Offers; and
  - b. meet all mandatory criteria;
  - c. obtain the required minimum points specified for each criterion for the technical evaluation, and
  - d. obtain the required minimum of **47 points** overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of **68 points**.
2. Offers not meeting a) or (b) or (c) will be declared non-responsive.
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. To establish the technical merit score, the overall technical score for each responsive offer will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 70 %.
5. To establish the pricing score, each responsive offer will be prorated against the lowest evaluated price and the ratio of 30 %.
6. For each responsive offer, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive offer obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive offer with the highest combined rating of technical merit and price will be recommended for issuance of a standing offer.
8. The responsive Offers will be ranked in ascending order of **Highest Combined Rating of Technical Merit and Price**. The responsive Offer with the highest combined rating of merit and price being ranked first. Of the highest ranked responsive Offers in ascending order of evaluated price per point, up to eight (8) will be recommended for a Standing Offer. In the event two or more responsive Offers have the same lowest evaluated price per point, these Offers will be ranked in ascending order of evaluated price, the responsive Offer with the lowest evaluated price being ranked the highest.

The table below illustrates an example where all three offers are responsive and the selection of the offeror is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

|  | Offeror 1   | Offeror 2   | Offeror 3   |
|--|-------------|-------------|-------------|
| Overall Score for All the Point Rated Technical Criteria | 115/135     | 89/135      | 92/135      |
| Evaluated Price of each offer                            | \$55,000.00 | \$50,000.00 | \$45,000.00 |

|                |                       |                                   |                                   |                                   |
|----------------|-----------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| Calculations   | Technical Merit Score | $115/135 \times 60 = 51.11$       | $89/135 \times 60 = 39.56$        | $92/135 \times 60 = 40.89$        |
|                | Score for the price   | $45,000/55,000 \times 40 = 32.73$ | $45,000/50,000 \times 40 = 36.00$ | $45,000/45,000 \times 40 = 40.00$ |
| Combined Score |                       | 83.84                             | 75.56                             | 80.89                             |
| Global Ranking |                       | First                             | Third                             | Second                            |

A total of up to eight (8) Standing Offers may be issued as follows:

|                       |   |
|-----------------------|---|
| Stream 1A and 1B      | Up to 3 suppliers may be qualified – Group Training             |
| Stream 2A, 2B, and 2C | Up to 2 suppliers may be qualified – Individual Training        |
| Stream 3A, 3B and 3C  | Up to 1 supplier may be qualified – Part Time Group Training    |
| Stream 4              | Up to 2 suppliers may be qualified – Virtual, distance learning |

If there are more qualified bidders than the planned number of Standing Offers for each individual workstream, bidders will be ranked according to the highest combined score of technical merit and price to determine to which ones will be issued a Standing Offer, starting with the highest combined score and going in ascending order.

#### Example – Workstream 4 – Up to two (2) qualified suppliers

| Bidder's name | Mandatories met | Total Score | Result         |
|---------------|-----------------|-------------|----------------|
| Company A     | Yes             | 85          | DISO issued    |
| Company B     | Yes             | 78          | DISO issued    |
| Company C     | Yes             | 77          | No DISO issued |
| Company D     | Yes             | 76          | No DISO issued |
| Company E     | Yes             | 68          | No DISO issued |
| Company F     | Yes             | 65          | No DISO issued |

## PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Offerors must provide the required certifications and additional information to be issued a standing offer.

The certifications provided by Offerors to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a contractor in default if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Standing Offer Authority will render the offer non-responsive, result in the setting aside of the Standing Offer or constitute a default under the Contract.

## 5.1 Certifications Required with the Offer

Offerors must submit the following duly completed certifications as part of their offer.

### 5.1.1 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 Offeror must provide the required documentation, as applicable, to be given further consideration in the procurement process.

## 5.2 Certifications Precedent to the Issuance of a Standing Offer and Additional Information

The Certifications listed below should be completed and submitted with the offer, but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Standing Offer Authority will so inform the Offeror and provide the Offeror with a time frame which to meet the requirement. Failure to comply with the request of the Standing Offer Authority and meet the requirement within that time period will render the offer 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 Offeror 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 - Standing Offer Certification

By submitting an offer, the Offeror certifies that the Offeror, and any of the Offeror's members if the Offeror 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-Labour's](http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969) website ([http://www.esdc.gc.ca/en/jobs/workplace/human\\_rights/employment\\_equity/federal\\_contractor\\_program.page?&\\_ga=1.229006812.1158694905.1413548969](http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969)).

Canada will have the right to declare an offer non-responsive, or to set-aside a Standing Offer, if the Offeror, or any member of the Offeror if the Offeror is a Joint Venture, appears on the “FCP Limited Eligibility to Bid” list at the time of issuing of a Standing Offer or during the period of the Standing Offer.

## PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS

### 6.1 Security Requirements

1. At the Request for Standing Offers closing date, the following conditions must be met:
  - (a) the Offeror must hold a valid organization security clearance as indicated in Part 7A - Standing Offer;

- 
- (b) the Offeror's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7A - Standing Offer;
  - (c) the Offeror must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
  - (d) the Offeror's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7A - Standing Offer;
  - (e) the Offeror must provide the addresses of proposed sites or premises of work performance and document safeguarding as indicated in Part 3 - Section IV Additional Information.
2. For additional information on security requirements, Offerors should refer to the Industrial Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

## 6.2 Financial Capability

1. The Offeror must have the financial capability to fulfill this requirement. To determine the Offeror's financial capability, the Standing Offer Authority may, by written notice to the Offeror, require the submission of some or all of the financial information detailed below during the evaluation of offers. The Offeror must provide the following information to the Standing Offer Authority within fifteen (15) working days of the request or as specified by the Standing Offer Authority in the notice:
  - a. Audited financial statements, if available, or the unaudited financial statements (prepared by the Offeror's outside accounting firm, if available, or prepared in-house if no external statements have been prepared) for the Offeror's last three fiscal years, or for the years that the Offeror has been in business if this is less than three years (including, as a minimum, the Balance Sheet, the Statement of Retained Earnings, the Income Statement and any notes to the statements).
  - b. If the date of the financial statements in (a) above is more than five months before the date of the request for information by the Standing Offer Authority, the Offeror must also provide, unless this is prohibited by legislation for public companies, the last quarterly financial statements (consisting of a Balance Sheet and a year-to-date Income Statement), as of two months before the date on which the Standing Offer Authority requests this information.
  - c. If the Offeror has not been in business for at least one full fiscal year, the following must be provided:
    - i. the opening Balance Sheet on commencement of business (in the case of a corporation, the date of incorporation); and
    - ii. the last quarterly financial statements (consisting of a Balance Sheet and a year-to-date Income Statement) as of two months before the date on which the Standing Offer Authority requests this information.
  - d. A certification from the Chief Financial Officer or an authorized signing officer of the Offeror that the financial information provided is complete and accurate.
  - e. A confirmation letter from all of the financial institution(s) that have provided short-term financing to the Offeror outlining the total of lines of credit granted to the Offeror and the

---

amount of credit that remains available and not drawn upon as of one month prior to the date on which the Standing Offer Authority requests this information.

2. If the Offeror is a joint venture, the financial information required by the Standing Offer Authority must be provided by each member of the joint venture.
3. If the Offeror is a subsidiary of another company, then any financial information in 1. (a) to (e) above required by the Standing Offer Authority must be provided by the ultimate parent company. Provision of parent company financial information does not satisfy the requirement for the provision of the financial information of the Offeror, and the financial capability of a parent cannot be substituted for the financial capability of the Offeror itself unless an agreement by the parent company to sign a Parental Guarantee, as drawn up by Public Works and Government Services Canada (PWGSC), is provided with the required information.
4. Financial Information Already Provided to PWGSC: The Offeror is not required to resubmit any financial information requested by the Standing Offer Authority that is already on file at PWGSC with the Contract Cost Analysis, Audit and Policy Directorate of the Policy, Risk, Integrity and Strategic Management Sector, provided that within the above-noted time frame:
  - a. the Offeror identifies to the Standing Offer Authority in writing the specific information that is on file and the requirement for which this information was provided; and
  - b. the Offeror authorizes the use of the information for this requirement.

It is the Offeror's responsibility to confirm with the Standing Offer Authority that this information is still on file with PWGSC.

5. **Other Information:** Canada reserves the right to request from the Offeror any other information that Canada requires to conduct a complete financial capability assessment of the Offeror.
6. **Confidentiality:** If the Offeror provides the information required above to Canada in confidence while indicating that the disclosed information is confidential, then Canada will treat the information in a confidential manner as permitted by the [Access to Information Act](#), R.S., 1985, c. A-1, Section 20(1) (b) and (c).
7. **Security:** In determining the Offeror's financial capability to fulfill this requirement, Canada may consider any security the Offeror is capable of providing, at the Offeror's sole expense (for example, an irrevocable letter of credit from a registered financial institution drawn in favour of Canada, a performance guarantee from a third party or some other form of security, as determined by Canada).

### 6.3 Insurance Requirements

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

## PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

## **A. STANDING OFFER**

### **7.1 Offer**

**7.1.1** The Offeror offers to fulfill the requirement in accordance with the Statement of Work at Annex A.

### **7.2 Security Requirements**

**7.2.1** The following security requirements (SRCL) and related clauses provided by ISP apply and form part of the Standing Offer.

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of PROTECTED B, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CISD/PWGSC.
3. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CISD/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of PROTECTED B.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
5. The Contractor/Offeror must comply with the provisions of the:
  - (a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
  - (b) Industrial Security Manual (Latest Edition)
6. As indicated in Part 6 under Security Requirements, the Offeror must provide the full addresses of the Offeror's and proposed individual's sites or premises for which safeguarding measures are required for Work Performance:

Street Number / Street Name, Unit / Suite / Apartment Number  
City, Province, Territory / State  
Postal Code / Zip Code  
Country

The Company Security Officer (CSO) must ensure through the Industrial Security Program (ISP) that the Offeror and proposed individual(s) hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements

### **7.3 Standard Clauses and Conditions**

---

All clauses and conditions identified in the Standing Offer and resulting contract(s) 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.

### **7.3.1 General Conditions**

2005 (2016/04/04) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

### **7.3.2 Standing Offers Reporting**

The Offeror must compile and maintain records on its provision of services to the federal government under contracts resulting from the Standing Offer. This data must include all purchases, including those paid for by a Government of Canada Acquisition Card.

The Offeror must provide this data in accordance with the reporting requirements detailed in Annex A. If some data is not available, the reason must be indicated. If no goods or services are provided during a given period, the Offeror must still provide a "nil" report.

The data must be submitted on a quarterly to the Standing Offer Authority.

The quarterly reporting 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;
- 4th quarter: January 1 to March 31.

The data must be submitted to the Standing Offer Authority no later than 30 calendar days after the end of the reporting period.

## **7.4 Term of Standing Offer**

The period for making call-ups against the Standing Offer is from the date of award to September 30, 2019.

### **7.4.1 Period of the Standing Offer**

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for an additional three (3) one (1) year options, from October 1, 2019 to September 30, 2022 under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority thirty (30) days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

### **7.4.2 Comprehensive Land Claims Agreements (CLCAs)**

The Standing Offer (SO) is for the delivery of the requirement detailed in the SO to the Treasury Board Secretariat of Canada. Delivery is excluded to locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs).

#### **7.4.4 Delivery Points**

Delivery of the requirement will be made to delivery point(s) specified at Annex "A" of the Standing Offer.

#### **7.5 Authorities**

##### **7.5.1 Standing Offer Authority**

The Standing Offer Authority is:

Name: Michele Remillard  
Title: Supply Specialist  
Public Services and Procurement Canada  
Acquisitions Branch  
Directorate: Professional Services Procurement Directorate  
Address: 11 Laurier Avenue, Gatineau, Quebec, K1A 0S5

Telephone: 819- 420-4602  
Facsimile: 819-956-2675  
E-mail address: Michele.Remillard@tpsgc-pwgsc.gc.ca

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, he is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

##### **7.5.2 Project Authority**

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up against the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.

##### **7.5.3 Offeror's Representative**

#### **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 Identified User**

The Identified User authorized to make call-ups against the Standing Offer is: Treasury Board Secretariat of Canada.

## 7.8 Call-up Procedures

Qualified offerors will be placed on a list managed by the Project Authority. As requirements are identified, the identified user will contact offerors on a rotational basis to ensure a more or less equal distribution of the work.

Once contacted, the first offeror will be given one (1) day to accept the work as described within the email request. The offeror may accept the work per the terms of the email request, or the offeror may decline to complete the work. The requirement will be offered to the next one in case of refusal or lack of response within the designated time frame. Then the next requirement issued by the identified user will be offered to the offeror next on the list in the same fashion. This process is repeated until the list of offerors is exhausted, after which the process is started once more from the top of the list of SO holders.

An Offeror will not be penalized for declining the work proposed by a given email request.

Below is an example of the list that will be managed by the Project Authority to ensure rotational distribution of the work, based on three qualified offerors for a given workstream:

| Offeror    | Call-up # | Call-up value   | Date   |
|------------|-----------|-----------------|--------|
| Supplier 1 | 001       | 4,500.00        | Jan 16 |
| Supplier 2 | 002       | 987.00          | Jan 18 |
| Supplier 3 | 003       | 16,000.00       | Jan 20 |
| Supplier 1 | 004       | 8,900.00        | Jan 22 |
| Supplier 2 | 005       | 2,200.00        | Jan 22 |
| Supplier 3 | 006       | 29,000.00       | Jan 23 |
| Supplier 1 | 007       | <i>Declined</i> | Jan 27 |
| Supplier 2 | 007       | 17,000.00       | Jan 27 |
| Supplier 3 | 008       | 7,000.00        | Jan 30 |
| Supplier 1 |           |                 |        |

Additional information on each workstream can be found in Annex A, Statement of Work.

### 6.8.1 Qualified Workstream(s)

The Offeror is qualified to offer the services required per Annex A, Statement of Work for the following workstream(s):

- ( ) STREAM 1A – FULL TIME GROUP TRAINING
- ( ) STREAM 1B – SEMI FULL-TIME GROUP TRAINING
- ( ) STREAM 2A – INDIVIDUAL TRAINING
- ( ) STREAM 2B – SEMI-FULL TIME INDIVIDUAL TRAINING
- ( ) STREAM 2C – PART- TIME INDIVIDUAL TRAINING
- ( ) STREAM 3A PART-TIME GROUP TRAINING
- ( ) STREAM 3B – MAINTENANCE GROUP SESSIONS AND SECOND LANGUAGES WORKSHOP

- ( ) STREAM 3C– SLE PREPARTATORY WORKSHOP (READING, COMPREHENSION, WRITTEN EXPRESSION AND ORAL PROFICIENCY)  
( ) STREAM 4 – VIRTUAL PART TIME GROUP TRAINING (DISTANCE LEARNING)

This information will be included in the resulting Standing Offers.

## **7.9 Call-up Instrument**

The Work will be authorized or confirmed by the Identified User(s) using form 942 PWGSC-TPSGC, Call-up against a Standing Offer.

## **7.10 Limitation of Call-ups**

Individual call-ups against the Standing Offer must not exceed \$400,000.00 (applicable taxes included).

## **7.11 Financial Limitation**

The total cost to Canada resulting from call ups against the Standing Offer must not exceed the sum of \$ \_\_\_\_\_ unless otherwise authorized in writing by the Standing Offer Authority. The Offeror must not perform any work or services or supply any articles in response to call ups which would cause the total cost to Canada to exceed the said sum, unless an increase is so authorized

## **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 call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) General Conditions 2005 (2016-04-04) General Conditions - Standing Offers - Goods or Services
- d) General Conditions 2035 (2016-04-04) Higher Complexity Services
- e) Supplemental General Conditions 4007 (2010-08-16) Canada to own Intellectual property rights in Foreground Information
- f) Annex A - Statement of Work
- g) Annex B - Basis of Payment
- h) Annex C - Security Requirements Checklist
- i) Annex D - PWGSC – TPSGC 942 Call-up Form
- j) Annex E – Electronic Payment Instruments
- k) The Offeror's offer dated \_\_\_\_\_

## **7.13 Certifications and Additional Information**

### **7.13.1 Compliance**

Unless specified otherwise, the continuous compliance with the certifications provided by the Offeror with its offer or precedent to issuance of the Standing Offer (SO), and the ongoing cooperation in providing additional information are conditions of issuance of the SO and failure to comply will

---

constitute the Offeror in default. Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO.

### **7.13.2 Federal Contractors Program for Employment Equity – Setting aside**

The Offeror understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Offeror and Employment and Social Development Canada (ESDC) – Labour, the AIEE must remain valid during the entire period of the Standing Offer. If the AIEE becomes invalid, the name of the Offeror will be added to the “FCP Limited Eligibility to Bid” list. The imposition of such a sanction by ESDC may result in the setting aside of the Standing Offer.

### **7.14 Applicable Laws**

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in \_\_\_\_\_.

## **B. RESULTING CONTRACT CLAUSES**

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

### **7.1 Statement of Work**

The Contractor must perform the Work described in the call-up against the Standing Offer.

### **7.2 Standard Clauses and Conditions**

#### **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**

4007 (2010-08-16) Canada to Own Intellectual Property Rights in Foreground Information apply to and form part of the Contract

### **7.3 Term of Contract**

#### **7.3.1 Period of the Contract**

The Work is to be performed in accordance with the call-up against the standing offer.

### **7.4 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

## **7.5 Payment**

### **7.5.1 Basis of Payment**

The Offeror will be paid in accordance with the Basis of Payment in Annex B for work performed pursuant to the Standing Offer.

### **7.5.2 Terms of Payment - Monthly Payment**

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Standing Offer 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 performed has been accepted by Canada

### **7.5.3 SACC Manual Clauses**

A9117C (2007-11-30) T1204 - Direct Request by Customer Department

## **7.6 Invoicing Instructions**

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

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 release document and any other documents as specified in the Contract;
  - d. a copy of the monthly progress report.
2. Invoices must be distributed as follows:

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

Treasury Board of Canada Secretariat  
90 Elgin Street, Ottawa, Ontario

## **7.7 Insurance Requirements**

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

## **7.9 Priority of Documents**

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

---

If there is a discrepancy between the wording of any of the 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 that list.

- a) the call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) General Conditions 2005 (2016-04-04) General Conditions - Standing Offers - Goods or Services
- d) General Conditions 2035 (2016-04-04) Higher Complexity Services Supplemental General
- e) Supplemental General Conditions 4007 (2010-08-16) Canada to own Intellectual property rights in Foreground Information
- f) Annex A - Statement of Work
- g) Annex B - Basis of Payment
- h) Annex C - Security Requirements Checklist
- i) Annex D - PWGSC – TPSGC 942 Call-up Form
- j) Annex E– Electronic Payment Instruments

## **ANNEX A STATEMENT OF WORK**

### **TREASURY BOARD OF CANADA (SECRETARIAT) COMPREHENSIVE SECOND LANGUAGE TRAINING SERVICES**

#### **1. BACKGROUND**

Federal institutions have a responsibility to ensure that employees appointed or deployed to a bilingual non-imperative or imperative position fulfil their commitment to become bilingual. Every institution must determine ways in which employees can meet the language requirements of their position.

To meet its obligations under the Official Languages Act and better fulfil its responsibility with respect to language training, The Treasury Board Secretariat of Canada is seeking the services of multiple Comprehensive Second Language Training service providers.

The Treasury Board of Canada has developed a Centralized Language Training Program in 2011-2012 to enable its employees to attain a level of language proficiency that will allow them to perform their tasks effectively in their second language and provide services in English and French. There are three levels of proficiency for general second official language qualifications: A, B, or C; with A being the lowest and C the highest.

Under this Standing Offer, Treasury Board's Human Resources Division will be responsible for the management and administration of the Language Training program. This includes determining the materials needed, establishing the timetable for the courses, monitoring training progress, ensuring assurance and quality control of the instruction and services provided, as well as developing guidelines and instruction for the management and administration of language training Services at The Treasury Board Secretariat.

In 2015-2016 after almost 5 years of existence the Centralized Language Training Program was evaluated by the Internal Audit and Evaluation Bureau who provided a report of their findings. The recommendations are included in this document.

#### **2. OBJECTIVE**

The objective of this work is to provide employees with individual and group training in both official languages on a full-time and part-time basis, both in class and through distance learning.

Training objectives:

- assess the linguistic profile of the employee
- obtain the linguistic profile of their positions;
- develop their second language ability;
- maintain their second language ability.

#### **3. SCOPE OF WORK**

The Treasury board's requirement includes Professional Services to provide French and English Second Language Training to its employees in the National Capital Region. The training may be either full or

part-time, in group or one-on-one sessions, and distance learning or classrooms furnished at the Offeror's premises, except in exceptional occasion where the training will happen on Treasury Board's premises. The specific details of each training course will be identified by the Project Authority in a Call-Up (942) Form.

The objective of second language training is to help employees attain/maintain the following levels in their second language:

- d) Levels B and/or C in Oral Proficiency;
- e) Levels B and/or C in Reading Comprehension; and
- f) Levels B and/or C in Written Expression.

Description of level A, B and C:

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

Section: General Second Official Languages Qualifications

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

Section : Compétences linguistiques générales dans la seconde langue officielle

### 3.1 TASKS

The training consists of group courses or individual courses provided full-time or part-time at the Offeror's site or by distance training for employees working at Treasury Board Canada in the National Capital Region. These courses include general courses, namely the "Programme de français langue seconde" for levels A, B and C (PFL2 – A, B et C), as well as specialized courses: Second Language Evaluation (SLE) preparation workshops, All Ears, consolidations, teacher-led self-learning and self-directed online training (distance Learning). In addition to classroom and individual instruction, the provision of services includes the following:

- course planning
- determining training objectives;
- developing course outlines;
- planning the weekly schedule;
- preparing activities to meet the various needs;
- course administration
- leading training workshop sessions;
- maintaining a class log;
- evaluating and providing feedback;
- course evaluation and follow-up;
- presentation of outcomes, recommendations, follow-up plans, attendance reports and student;
- learning assessments (monthly progress reports);
- evaluating students (placement tests, language knowledge tests, progress tests, detailed evaluations and related reports);
- the provision of monthly reports detailing progress, usage and attendance.

### 3.2 ADDITIONAL TASKS FOR B AND C LEVEL PROGRAMS

On an as-and-when-requested basis, the Offeror will provide services in the following areas by using the Canada School of Public Service (CSPS) *Programme de français langue seconde* (PFL2) and Communicative English at Work Program (CEWP) Programs or a second language training level B and Level C program of his choice approved by Treasury Board Canada:

- Evaluation Services for establishing language training
- Full Second Language Training (Reading Comprehension, Written Expression and Oral Proficiency)
- Specific Skills Courses (Reading Comprehension or Written Expression or Oral Proficiency)
- Language Maintenance Training
- Official Languages Workshop
- Second Language Evaluation Preparation Training

All these tasks must be performed according to instructions provided by Treasury board.

### 3.2.1 Estimated requirement of services

It is anticipated that in fiscal year 2017-2018, TBS will require the following:

- 525 to 600 employee assessments
- 20,000 hours of Full-time Second Language Training (Reading Comprehension, Written Expression and Oral Proficiency)
- 3,500 hours of Individual training
- 2,100 hours of semi full-time training
- 4,500 hours of part-time language training (Reading Comprehension, Written Expression and Oral Proficiency)
- 500 hours of Language Maintenance Training and Official Languages Workshop
- 1,500 hours of Second Language Evaluation Preparatory Workshop (Specific Skills Courses for Reading Comprehension or Written Expression or Oral Proficiency)
- 600 hours of distance learning

The list presents the currently planned Second Language training requirements and is provided as a reference to indicate the types of training that may be undertaken. The Human Resources Division updates this plan annually, so the list is subject to revision.

## 4. SUMMARY OF SERVICES REQUIRED

### 4.1 LANGUAGE MAINTENANCE TRAINING AND OFFICIAL LANGUAGES WORKSHOP

The objective of Language Maintenance Training and the Official Languages Workshop is to enable students to maintain their linguistic skills. Students will have achieved a level B or C in each of the competencies to be admitted. The Offeror will be required to assess their current proficiency, develop a plan to refine the identified competencies and deliver the required training.

The Offeror must be prepared to meet the specific needs of the students for Language Maintenance Training. The purpose of this course is to maintain language proficiency and the ability to communicate in a variety of work situations. The course content for Language Maintenance Training must include classroom communication activities that provide a review of the grammatical structures, communication strategies, language functions and vocabulary associated with a variety of professional and other tasks.

---

The Official Languages Workshop provide opportunities for employees to explore helpful topics that highlight the most common mistakes made in English or French, such as idiomatic expressions and Anglicism, how to know if something is masculine or feminine, and grammar tips.

A detailed course plan has to be developed for each training session and provided to the Project Authority before the start of each session.

#### 4.2 SECOND LANGUAGE EVALUATION (SLE) PREPARATORY WORKSHOP (READING COMPREHENSION, WRITTEN EXPRESSION AND ORAL PROFICIENCY)

The objective of SLE Preparation Training is to prepare employees who are undergoing the SLE tests. The students' goals will be to qualify at either the B or C level in each of the language competencies for which they are to be tested.

Because each student's command of his/her second language will vary, the Offeror must be prepared to meet the specific needs of each student through a customized program. The course content must include communications activities that provide a review of the grammatical structures, communication strategies, language functions and vocabulary associated with a variety of professional and other tasks.

#### 4.3 INDIVIDUAL LANGUAGE TRAINING

The objective of Individual language training is to focus on employees training needs and help them attain the following levels in their second language

- d) Levels B and/or C in oral proficiency;
- e) Levels B/or and C in reading comprehension; and
- f) Levels B/or and C in written expression.

#### 4.4 GROUP LANGUAGE TRAINING

Training will be conducted in groups for students whose training needs, objectives and knowledge of the second language are at a similar level. Groups will consist of up to four (4) students for full-time and semi full-time for C level; up to six (6) students for oral proficiency B and C level preparatory workshop, full-time and semi full-time for B level; up to eight (8) students for part-time, maintenance and for reading comprehension and written expression B and C level preparatory workshop For the official languages workshop, the groups could be up to twelve (12) students.

#### 4.5 PART-TIME LANGUAGE TRAINING (Reading Comprehension, Written Expression and Oral Proficiency)

Part-time training offers an efficient but gradual learning experience to proceed with timely and consistent progress. The part-time courses are delivered 1 to 14 hours a week.

#### 4.6 SEMI FULL-TIME - TRAINING

The objective of semi full-time second language training is to help candidates attain the following levels in their second language at a faster pace than part-time training:

- d) Levels B and C in oral proficiency;
- e) Levels B and C in reading comprehension; and
- f) Levels B and C in written expression.

---

When requested, the Contractor shall provide classroom training courses covering all three components. Semi full-time is delivered between 15 and 20 hours a week.

#### 4.7 SPECIFIC SKILLS WORKSHOP (Specific Skills Courses for Reading Comprehension or Written Expression or Oral Proficiency)

The objective of specific skills courses is to enable candidates to focus on developing one specific skill in their second language. They have the following levels as goals:

- d. Levels B and C in oral proficiency;
- e. Levels B and C in reading comprehension; and
- f. Levels B and C in written expression.

#### 4.8 DISTANCE LEARNING

Distance learning is a way of learning remotely without being in regular face-to-face contact with a teacher in the classroom and is a type of educational instruction that is delivered via the internet to students using their home computers. Distance learning is teacher led in a group setting.

#### 4.9 FULL-TIME TRAINING

The objective of full-time second language training is to help candidates attain the following levels in their second language at a faster pace than part-time training:

- d) Levels B and C in oral proficiency;
- e) Levels B and C in reading comprehension; and
- f) Levels B and C in written expression.

When requested, the Contractor shall provide classroom training courses covering all three components noted above.

#### 4.10 Group training

For the most part, training will be conducted in groups of four (4) to eight (8) students whose training needs, objectives and knowledge of the second language are at a similar level. For the SLE Preparatory Workshop the group could be up to twelve (12) students.

#### 4.11 Individual training

Occasionally, individual training will be provided. This training must be preapproved by TBS.

### 5.0 PLACEMENT TESTING

Placement test to evaluate reading comprehension, written expression and oral proficiency to develop training plan will be administered to all TBS employees before the start of language training. Placement tests for the full-time and semi full-time training will be administered by the pedagogical advisor; a detailed training plan will be developed for all semi full-time and full-time training employees. All TBS employees registering for full-time and semi full-time training will be required to have current Modern Language Aptitude Test (MLAT) result.

For the part-time training, only teacher with a minimum of 2,000 hours of teaching could be substituted for the pedagogical advisor to assess TBS employees; a language training plan will be developed for all part-time training employees.

Placement test results and training plans will be sent to TBS within 7 calendar days of the placement test for all TBS employees.

## 5.1 SECOND LANGUAGE TESTING

The Offeror will keep the Human Resources Division informed of employee's readiness for The Public Service Commissions' Second Language Evaluation. The Human Resources Division will make the necessary arrangements with the Public Service Commission and will inform Treasury Board employees and the Offeror.

## 6.0 LANGUAGE TRAINING PLANS

The level of proficiency is based on the standards defined for each of the second language skills (reading comprehension, written expression and oral proficiency) as prescribed by the Public Service Commission (PSC). The levels range from beginner to C (higher level). Training plan templates for all students must be approved by Treasury Board Secretariat before the commencement of training.

### 6.1 Language training plan for full-time students will include:

1. Name of employee
2. Name of placement test administrator
3. Date of placement test
4. Language of training
5. Target language
6. Target linguistic level
7. Level of proficiency in each language skill, ranging from beginner to level C for reading comprehension, written expression and oral proficiency;
8. Training starting level
9. Number of training hours/weeks required to attain target linguistic level
10. MLAT result – Learning style
11. Additional recommendations on training

### 6.2 Language training plan for part-time students will include:

1. Name of employee
2. Name of placement test administrator
3. Date of placement test
4. Language of training
5. Target language
6. Target linguistic level
7. Training starting level

## 7. TRAINING LOCATION

Except in special circumstances, services will be offered in the Offeror facilities. These facilities must be located within the National Capital Region, within the following boundaries:

- Within the National Capital Region for streams 1A, 2A, 3C and 4.

- Less than one (1) kilometer of 90 Elgin Street, Ottawa, Ontario for streams 1B, 2B, 2C, 3A, 3B.

## 8. TRAINING MATERIALS

The Offeror is responsible for acquiring and providing all hard-copy or/and electronic training materials to TBS employees. Hard-copy materials given to TBS employees become their property. Electronic format is only accepted if the classroom is equipped with a computer for the teacher and each TBS employee in the classroom.

## 9. FACILITIES

Each classroom must be equipped with WIFI or wireless internet access, a computer for each participant in the full-time and semi full-time programs and at least one computer per room for the other training programs, a blackboard/whiteboard and markers, tables and chairs, lighting, individual room heating control, at least one window and one door and space/cabinets to store training materials.

9.1 The Offeror's facilities must include a minimum of the following:

- For individual training, the Offeror must provide a classroom that is at least fifty (50) square feet.
- For group training a classroom with a minimum of thirty (30) square feet per participant is required.
- Lunch room of a sufficient size to accommodate the number of participants outside of the classroom.
- Each lunch room will be equipped with a refrigerator, microwave oven and sink;
- Telephones available to the participants;
- Wi-Fi available inside the facilities;
- A system allowing for participants to be reached in case of emergency;
- Computer-equipped language labs available for participants.

The number of classrooms described in each stream in the SOW is merely an honest approximation of the requirements and may fluctuate according to the training needs.

9.2 Each classroom must include a minimum of the following:

- a) A whiteboard/ blackboard and markers;
- b) Digital recorders to record oral exam simulation and oral exercises;
- c) A minimum of one (1) computer with access to the Internet;
- d) A reference dictionary in both official languages;
- e) A projector;
- f) Each classrooms must be closed and have at least one (1) group table or individual desk and an adjustable chair (with a back) for each participant;
- g) Each classroom must have at least one (1) window;
- h) Each classroom must have a door;
- i) Each classroom must have a climate control regulating the room.
- j) Space to store notebooks and coats

## 10. DELIVERY METHOD

The Offeror must offer in classroom or virtual classroom using using the Canada School of Public Service (CSPS) *Programme de français langue seconde (PFL2)* and Communicative English at Work Program (CEWP) Programs or a second language training level B and Level C programs of his choice approved by Treasury Board Canada for all work streams. The Offeror must ensure that the training program is followed integrally and not shorten at the request of a Treasury Board employees in training; for example, a Treasury Board employee in full-time training may not ask that the training components be skipped to finish the training earlier.

## 11. LANGUAGE OF COMMUNICATION WITH TBS EMPLOYEES

The training welcome session, during which instructions are provided to TBS employees are provided in the first official language of the employees.

## 12. STREAMS OF THE REQUIREMENT

The Offeror will provide the services as needed, in the following areas using a language training program for the B level or for the C level:

### 12.1. STREAM 1 - FULL TIME TRAINING

#### 1) Stream 1A – Full time group Training

1. French training
2. English training
3. At Offeror's premises or a TBS location
4. In class
5. Monday to Friday
6. Daytime between 8am to 5pm
7. 7.5 hours a day for a maximum of 37.5 hours a week
8. Maximum of 6 TBS employees per group for the BBB level and a maximum of 4 TBS employees per group for the CBC level

#### a) Delivery

1. Group full-time training will be delivered 37.5 hours a week, which includes 2 sessions of 30 minutes of supervised self-training each day. The self-training period will be incorporated in mid- morning and mid-afternoon, for a maximum of 5 hours of self-training per week.
2. When requested, the Offeror shall provide classroom training courses covering all three components (reading comprehension, written expression and oral proficiency) using a language training program for the B level or for the C level.
3. TBS reserved the right to request a duo of teachers for full-time training; one teacher will teach the morning session and the other one the afternoon session.

#### b) Facilities

1. On average 15 classrooms are needed for group full-time training. This number can fluctuate depending on the need.

#### 2) Stream 1B – Semi-Full Time Group Training

1. French training
2. English training

3. At Offeror's premises or a Treasury Board Secretariat location
4. In class
5. Monday to Friday
6. Daytime between 8am to 5pm
7. 15 to 20 hours per week per group
8. Maximum of 6 TBS employees per group for the BBB level and a maximum of 4 TBS employees per group for the CBC level

a) Delivery

1. Group semi full-time training will be delivered between 15 and 20 hours a week, which includes 1 session of 20 minutes of self-training each day. The self-training period will be incorporated in mid- morning or mid-afternoon, for a maximum of 1 hour and 40 minutes of self-training per week.

When requested, the Offeror shall provide classroom training courses covering all components (reading comprehension, written expression and oral proficiency) using a language training program for the B level or for the C level.

b) Facilities

1. On average 1 classroom is needed for group semi full-time training. This number can increase or be lowered depending on the need.

## 12.2 STREAM 2 – INDIVIDUAL TRAINING

### 1) 2A FULL-TIME INDIVIDUAL TRAINING

1. French training
2. English training
3. At Offeror's premises or a TBS location
4. Monday to Friday
5. Daytime between 8am to 5pm
6. 37.5 hours a week

a) Delivery

1. Individual full-time training will be delivered 37.5 hours a week, which includes 2 sessions of 30 minutes of self-training each day. The self-training period will be incorporated in mid- morning and mid-afternoon, for a maximum of 5 hours of self-training per week.
2. When requested, the Offeror shall provide classroom training courses covering all three components (reading comprehension, written expression and oral proficiency) using a language training program for the B level or for the C level.
3. Treasury Board Secretariat reserved the right to request a duo of teachers for full-time training; one teacher will teach the morning session and the other one the afternoon session.

**b) Facilities**

1. On average 1 classroom is needed for individual full-time training. This number can increase or be lowered depending on the need.

**2) STREAM 2B – SEMI FULL-TIME INDIVIDUAL TRAINING**

1. French training
2. English training
3. At Offeror's premises or at one of TBS location
4. Monday to Friday
5. Daytime between 8am to 5pm
6. 15 to 20 hours a week

**a) Delivery**

1. Individual semi full-time training will be delivered between 15 and 20 hours a week, which includes 1 session of 20 minutes of self-training each day. The self-training period will be incorporated in mid- morning or mid-afternoon, for a maximum of 1 hour and 40 minutes of self-training per week.

When requested, the Offeror shall provide classroom training courses for all components (reading comprehension, written expression and oral proficiency) using a language training program for the B level or for the C level.

**b) Facilities**

1. On average 1 classroom is needed for individual semi full-time training. This number can increase or be lowered depending on the need. Usually one or two groups are on-going but on rare occasion 3 groups have trained at the same time.

**3) STREAM 2C PART TIME INDIVIDUAL TRAINING**

1. French training
2. English training
3. At Offeror's premises or at one of TBS location
4. Monday to Saturday
5. Daytime between 7am to 5pm
6. Afternoon/ Evening between 5pm to 9pm
7. Saturday between 8am to 4pm
8. 1 hour to 14 hours a week

**a) Delivery**

1. Individual part-time training will be delivered between 1 and 14 hours a week.

When requested, the Offeror shall provide classroom training courses covering all three components (reading comprehension, written expression and oral proficiency) using a language training program for the B level or for the C level.

b) Facilities

1. On average 2 classrooms are needed for individual part-time training. This number can increase or be lowered depending on the need.

12.3 STREAM 3 - PART TIME GROUP TRAINING

1) STREAM 3A - PART TIME GROUP TRAINING

1. French or English
2. At Offeror's premises or at one of TBS location
3. In class
4. Monday to Friday
5. Daytime between 8am to 5pm
6. Afternoon/Evening between 5pm to 8pm
7. 1 to 3 hours per week per group or
8. 6 hours, twice weekly in 3 hour sessions
9. Maximum of 8 TBS employees per group
10. Fall session: September to December
11. Winter session: January to May

a) Delivery

1. Part-time group training will be delivered at a rate of 1 to 6 hours a week.

When requested, the Offeror shall provide classroom training courses covering all three components (reading comprehension, written expression and oral proficiency) using a language training program for the B level or for the C level.

b) Facilities

1. On average 4 classrooms are needed for part-time group training. This number can increase or be lowered depending on the need.

2) STREAM 3B- MAINTENANCE GROUP SESSIONS AND SECOND LANGUAGES WORKSHOP

1. French or English
2. At Offeror's premises or at one of TBS location
3. Monday to Friday
4. Daytime between 8am to 4pm
5. Afternoon/Evening between 5pm to 8pm
6. 1 to 2 hours a week per group

7. Fall session: September to December
8. Winter session: January to May

a) Delivery

1. Maintenance group sessions and second languages workshop training will be delivered at a rate of 1 or 2 hours a week

b) Facilities

1. On average 1 classroom is needed for the maintenance group sessions and second languages workshop. This number can increase or be lowered depending on the need.
2. Maintenance sessions and second languages workshop might be offered in TBS facilities or in the offeror's locations.

3) STREAM 3C - SLE PREPARTATORY WORKSHOP (READING COMPREHENSION, WRITTEN EXPRESSION AND ORAL PROFICIENCY)

1. French or English
2. At Offeror's premises or at one of TBS location
3. In class
4. Monday to Friday
5. Daytime between 8am to 5pm
6. 1 week full-time training per group
7. 7.5 hours a day for a maximum of 37.5 hours a week
8. Maximum of 6 TBS employees per group for the BBB level and a maximum of 4 TBS employees per group for the CBC level SLE Preparatory Workshop.

a) Delivery

1. SLE Preparatory Workshop training will be delivered 37.5 hours a week during the period of 1 week only. For the oral proficiency workshop each employee will be provided a daily simulation of the Second Language Evaluation Oral Proficiency test. The duration of the simulation will be of one hour; 45 minutes for the simulation and 15 minutes of feedback on identifying parts of speech that need improvement.
2. SLE Preparatory Workshops are offered 3 times a year, for reading comprehension, written expression and oral proficiency.

b) Facilities

1. On average 4 classrooms are needed for the SLE Preparatory Workshop. In a few occasions this number fluctuated to 6 classrooms. This number can increase or be lowered depending on the need.

12.4 STREAM 4 - VIRTUAL PART TIME GROUP TRAINING (DISTANCE LEARNING)

1. French or English
2. WebEx platform
3. Monday to Friday
4. Daytime between 8am to 5pm
5. Afternoon/Evening between 5pm to 8pm
6. 2 hours per week per group or
7. 4 hours a week in 2 sessions of 2 hours on different days per group
8. Maximum of 6 TBS employees per group

a) Delivery

Virtual part-time group training will be delivered 2 or 4 hours session a week.

1. Virtual part-time group training will offer 3 sessions of up to 12 weeks per year; September to December, January to April, May to August.

**b) Facilities**

1. No classroom is needed for this training as TBS employees will do the training from their office or from home.
2. (Technology requirements on the part of the offeror are to be defined). WebEx Conferencing supporting WebEx Training Centre is the virtual platform required for this service.

### 13 PERSONNEL REQUIREMENT

The following table illustrates the Treasury Board Secretariat of Canada's estimated requirement for resources:

| RESOURCE CATEGORY           | ESTIMATED QUANTITY | SECURITY LEVEL |
|-----------------------------|--------------------|----------------|
| Pedagogical Advisor         | 1                  | Reliability    |
| Back-up Pedagogical Advisor | 1                  | Reliability    |
| French teaching resources   | 20                 | Reliability    |
| English teaching resources  | 3                  | Reliability    |

#### 13.1 Pedagogical Advisor

1. The Offeror must propose one (1) primary pedagogical advisor and one (1) backup pedagogical advisor in response to the call-up form within 48 hours.
2. The Pedagogical Advisor will be the primary point of contact between the Offeror and the Project Authority.
3. The Pedagogical Advisor will deliver welcome sessions to all students at the beginning of their training, covering the training program delivery, roles and responsibilities of the teaching resources, pedagogical advisors, the facilities on site and attendance report.
4. The Pedagogical Advisor and back-up Pedagogical Advisor will be responsible for the following:
  1. Assessing students to determine their language training needs and prepare student placement evaluations;
  2. Developing training plans appropriate for the individual student's objectives;
  3. Developing a class plan for each group;
  4. Monitoring the students' progress against their individual training plans and incorporating teaching resources' feedback on their training plan progress;
  5. Producing and submitting reports to the Project Authority, as required in Section 5.1;
  6. Supervising the teaching resources' educational practices and competencies, and monitoring/supervising the work of the teaching resources;

7. Communicating, on an ongoing basis, with the Project Authority to apprise him/her of the current situation and report any problems or issues;
8. Conducting in classes visit/observation every 3 weeks for full-time training classes;
9. Conducting in classes visits/observation every six (6) weeks for part-time training classes;
10. Conducting virtual visit/observation every six (6) weeks for virtual training classes;
11. Ensuring that courses are given in accordance with the requirements of the second language training program of the Offeror;
12. Notifying the Project Authority of any teaching resources changes in the full-time class;
13. Ensuring teachers respect the start time of the classes.
14. Meeting on a quarterly basis with TBS to discuss overall services and more often if issues arise;
15. Responding to TBS emails within 48 hours and within 24 hours if the message is identified as urgent.
16. Checking course plan; debriefing teaching resources when there is a change or replacement of teaching resources.

### 13.2 Teaching resource

The Offeror will provide a list of available teaching resources that meet the contract requirements on a quarterly basis. New teaching resources will have to be qualified by TBS.

The French teaching resources will be responsible for delivering French as second language training using the Offeror second language training program.

The English teaching resources will be responsible for delivering English as second language training using the Offeror second language training program.

Each teaching resource will have the following responsibilities for all work streams:

1. Prepare lesson plans in accordance with the training plan in order to provide French or English language training utilizing the Offeror second language training program, while taking the students' abilities into account;
2. Provide training to groups or individuals;
3. Provide to the Pedagogical Advisor input on students' progress in the program;
4. Follow the class plan of the course;
5. Display the training plan in the classroom at all time;
6. Submit to the Pedagogical Advisor a report on attendance, as described in Section 5.1

All teaching resources must possess at a minimum the following qualifications:

For Streams 1, 2 and 3:

- twelve hundred (1,200) hours of experience since January 2007, delivering English or French as a second language to adults.

For Stream 4:

- five hundred (500) hours of experience since January 2007, delivering distance learning in English or French as a second language to adults in a virtual classroom environment.

These hours must have been delivered using one or more of the following programs:

- *Programme de français langue seconde (PFL2)*;
- *Communicative English at Work (CEWP)*
- English or French adult education program

And

- a bachelor's degree from a recognized Canadian university as established by an academic credentials assessment service organization if earned outside Canada. The list of recognized organizations can be found on the Canadian Information Centre for International Credentials website:

<http://www.cicic.ca/2/home.canada>.

The Offeror must include the names of each of the proposed primary and back-up pedagogical advisors and the teaching resources proposed in response to the call-up form within 48 hours.

### 13.3 Replacement of a Teacher

The Project Authority or his/her representative may ask the Offeror, in writing, to replace any teacher whose services are deemed unsatisfactory. The Offeror will have two working days to find a replacement. If the Offeror is unable to do so, Treasury Board Secretariat may terminate, without cost, the call up concluded with the Offeror. Similarly, if the teacher must be replaced for an unforeseen reason, the Offeror must replace him or her within two working days.

Replacing any teacher is subject to the following conditions:

- a) If the Offeror is at any time unable to provide the services of a person designated in the Call-Up, it will provide the services of a replacement with equivalent or greater skills and experience.
- b) before replacing a person designated in the Call-Up, the Offeror will submit to the Project Authority or his /her representative, for approval a notice in writing that states:
  - i) The reason for withdrawing the designated person;
  - ii) The name of the proposed replacement and his/her resume;
  - iii) Proof that the proposed replacement has a security clearance at the Reliability Status level.
- c) Treasury Board Secretariat reserves the right to verify references, request the resume and copies of the teacher's qualifications.
- d) Acceptance of a replacement teacher by the Treasury Board does not relieve the Offeror of its responsibility to satisfy the requirements of the Call-Up.
- e) In no case shall the Offeror have work performed by a person not authorized to work in Canada.

f) Treasury Board Secretariat may order the removal of any unauthorized replacement, in which case the Offeror will immediately remove the person from his/her position and provide a replacement in accordance with the provision of this section.

## 14. TASKS

### 14.1 Placement test services

- Full-time training group  
The group full-time program is offered year round with 4 specific start dates for group training. Additional dates might be added if needed.  
Individual full-time training is provided as needed.
- Semi full-time  
This training is offered all year round with start dates depending on employee levels and availabilities.
- Part-time training group  
The part-time group program has 2 sessions; September to December and January to May.  
Individual part-time training is provided as needed.
- SLE Preparatory Workshop (Reading Comprehension, Written Expression and Oral Proficiency)  
The SLE Preparatory Workshops are offered three (3) times a year for each ability.
- Second language maintenance sessions and Official Languages workshop  
The group program has 2 sessions; September to December and January to May  
Individual maintenance sessions are provided as needed.  
The official languages workshop will be offered once a week from September to May
- Distance Learning  
The distance learning program has 3 sessions; September to December, January to April and May to August.

#### 14.1.1 Placement test

1. For all streams, prior to the start of each session or at the Project Authority's request, the Offeror shall administer a placement test for each employee during an individual interview held to assess the student's linguistic level and draw up a training plan.
2. In addition to the Offeror's placement test, the Modern Language Aptitude Test (MLAT) must be administered for streams 1a, 1b, 2a and 2b, in order to accurately assess each TBS employee's training aptitude. The interview will be conducted in person in one of the offeror's facilities or in TBS facilities and will be a minimum of 1.5 hours.
3. The Offeror will notify TBS of the date, time, location and interview method (in person for 1a, 1b, 2a and 2b and/or over the telephone or in person for the minimum 15 minutes interview for streams 2c, 3a, 3b, 3c and 4) at least 48 hours prior to the placement test. If TBS is not satisfied with the Offeror's decision on a TBS employee's placement level,

---

TBS may request that the Offeror carry out a more in-depth evaluation to ensure that TBS employees are placed at the appropriate level.

#### Stream 1A and 1B

Students will be assessed in person by the Offeror when requested by the Project Authority. Pending availability of the student, the Offeror must submit the placement test result within ten (10) calendar days of receiving the request. A Call Up (form 942) will be sent to the Offeror at least ten (10) days prior to the start of the training.

#### Stream 2A, 2B and 2C

Students will be assessed in person on an ongoing basis at the request of the Project Authority. The Offeror must submit to TBS, the placement test result at the latest ten (10) calendar days after receiving the request. The Call up (942) will be sent to the Offeror at least five (5) days prior to the start of the training.

#### Stream 3A, 3B, 3C and 4

The list of students to be assessed will be sent to the Offeror on a weekly basis up to 30 days before the start of the session/SLE Preparatory Workshop. All students registering for Stream 3A and 3B training within 30 days of the start of the session will be assessed after the start of the session and integrated if possible in ongoing groups. 20 days prior to the start of the training session/workshop the Offeror will send the final placement results of all assessments. 15 days prior to the start of the training session/workshop, the Project Authority will send a Call Up (942) including the list of groups and their schedule to the Offeror. 10 days prior to the start of the training session the Offeror will return the Call Up signed the list of groups that will included the name of the teacher for each group. 5 days prior to the start of the training workshop he Project Authority will return to the Offeror the approved and signed Call Up.

1. After a course has begun, the Offeror will consult with TBS prior to making any changes to the group level and composition. Should some students be identified after a group course has begun, the Offeror will make every reasonable effort to integrate them into a group.
2. Should a student feel that the group in which he/she has been placed is not appropriate, the student will inform his/her teaching resource and the Offeror will immediately do the following:
  - a) The Offeror will notify TBS accordingly;
  - b) The Offeror's Pedagogical Counsellor will re-evaluate the student;
  - c) The Offeror will offer placement options within existing groups.
  - d) If no suitable groups exist, the employee will wait for a subsequent session.
3. If one or more TBS employees cannot be placed in a group, the Offeror shall inform the Project Authority at least five (5) calendar days prior to the start of the session.
4. If the Offeror has to change facility or classrooms, it must immediately notify the SO Authority and the Technical Authority. The new facilities and classrooms must meet the mandatory requirements of this contract.

---

## 14.2 Cancellations and withdrawal of participants

For operational purposes, the Offeror must comply with the following:

- a) The Project Authority may cancel or postpone any course, in whole or in part, provided written notice is given within at least two (2) working days at no cost;
- b) The Project Authority may withdraw TBS employees from a course, if deemed necessary, provided written notice is given within at least two (2) working days.

### 14.3 Absence of a Teacher

If a teacher cannot be present for a class, the Offeror must notify the Project Authority by email or telephone by 730 AM the day of the expected absence. The Offeror must ensure an immediate replacement within 48 hours of the request. Treasury Board reserves the right to cancel the call-up and Issue a new call-up to the subsequent Standing Offeror holder if a replacement is not provided within the time period specified.

If the number of absences and/or instances of lateness exceeds three per session (of 12 weeks), the Project Authority or his/her representative may request a meeting with the Offeror to assess the situation.

### 14.4 Meeting with Teachers

Information and evaluation sessions, totalling a maximum of six hours per session (spring, summer, fall and winter) may be held with teachers at no additional cost to Treasury Board.

## 15. OFFERORS FACILITIES AND QUALITY CONTROL

1. The Offeror shall ensure that the facilities comply with the relevant federal, provincial and municipal legislation, policies and standards. It is agreed with the Offeror that the Project Authority may visit the Offeror's premises at any time, with or without notice.

- a) When training is being given on the Offeror's premises, persons with reduced mobility must be able to access the classroom, washrooms and all other locations made available to Treasury Board Secretariat students and employees.
- b) In exceptional circumstances, the Project Authority may decide that some training sessions will be given on government premises, including the following:

219 Laurier Avenue West, Ottawa  
269 Laurier Avenue, Ottawa  
300 Laurier Avenue West, Ottawa  
140 O'Connor Street, Ottawa  
90 Elgin Street, Ottawa  
Other locations to be confirmed

- c) The following table demonstrates the estimated use of the contractor's facilities.

|        |                           |
|--------|---------------------------|
| STREAM |                           |
| 1A     | 90% Contractor facilities |

---

|    |                           |
|----|---------------------------|
| 1B | 90% Contractor facilities |
| 2A | 90% Contractor facilities |
| 2B | 90% Contractor facilities |
| 2C | 90% TBS facilities        |
| 3A | 90% Contractor facilities |
| 3B | 90% TBS facilities        |
| 3C | 90% Contractor facilities |

- Note that the figures shown in this table are an estimate based on historical data and/or current estimated needs for language training provided by Treasury board Secretariat.

2. The Project Authority or his/her representative may periodically attend classes to observe them, at any time during the session. If a teacher's performance or progress is considered insufficient, the Project Authority or his/her representative will so inform the Offeror, who must take the necessary steps to remedy the situation in co-operation with the Project Authority or his/her representative.

## 16 MATERIALS

The Offeror must provide the teaching resources and students with paper copies of all the original material for the training programs. The Offeror must provide all other necessary documentation required to compliment the training program.

The Offeror must obtain the Modern Language Aptitude Test (MLAT) at its own cost.

## 17. PHOTOCOPIER

A black and white photocopier must be available to all students at no additional cost to Treasury Board Secretariat. The Offeror can limit the number of photocopies to a maximum of 50 pages a month by giving students advanced notice.

The materials the Offeror is required to provide to students as part of the language training program are not included in the photocopies.

## 18. PRINTING

A black and white printer must be available to TBS employees at no additional cost to TBS to allow TBS employees to print from a computer. The Offeror can limit the number of photocopies to a maximum of 25 pages a week by giving TBS employees advance notice.

The materials the Offeror is required to provide to students as part of the language training program are not included in the printing.

## 19. WELCOME SESSION

The pedagogical advisor will meet with all TBS employees on their first day of training to provide information on the facilities and the training program. This session will cover at least the following: Procedures to contact the school for class absences, to request a meeting with the pedagogical advisor and the objectives of the training program.

## 20. OFFERORS FACILITIES - LOCATION

Except under exceptional circumstances, the work will be delivered on the Offeror's premises (see section 15c). The premises must be located in downtown Ottawa, within the following boundaries:

Stream 1: Within eight (8) kilometres of 90 Elgin Street, Ottawa, Ontario;  
Stream 2 and 3: Within one (1) kilometre of 90 Elgin Street, Ottawa, Ontario.  
Stream 4, no location requirements.

In exceptional circumstances, the Project Authority may decide that some training sessions will be given on government premises, including the following:

219 Laurier Avenue West, Ottawa  
269 Laurier Avenue, Ottawa  
300 Laurier Avenue West, Ottawa  
140 O'Connor Street, Ottawa  
90 Elgin Street, Ottawa  
Other locations to be confirmed

## 21. STATUTORY HOLIDAYS RECOGNIZED BY THE FEDERAL GOVERNMENT

- January 1
- Good Friday
- Easter Monday
- Victoria Day
- June 24 (services provided in the province of Quebec only)
- July 1
- Provincial civic holiday (first Monday of August in Ontario, Saskatchewan, Manitoba, Nunavut, Northwest Territories, Newfoundland and Labrador, Prince Edward Island, Nova Scotia, New Brunswick, Alberta and British Columbia; third Monday of August in Yukon)
- Labour Day (first Monday of September)
- Thanksgiving (second Monday of October)
- Remembrance Day (November 11)
- December 25 and 26

## 22. DELIVERABLES

1. All reports must be prepared in an electronic format compatible with Microsoft Office suite and delivered to the Project Authority via an agreed method (e.g., e-mail, mail or by hand).

2. The Offeror must also speak and submit the reports and other documents identified herein in either official language, as specified by the Project Authority.

## 23. REPORTS

### 23.1 Types of reports, exams and evaluations

1. The Offeror shall submit a template for each type of report, exam and evaluation requested under this contract to the Project Authority within thirty (30) calendar days of the awarding of the contract for review and approval.

2. The Offeror shall provide the reports, and placement tests listed below (in sections 5.1) according to the timetables for each report, exam and evaluation, as well as at the request of the Project Authority.

3. All reports have to be completed electronically, no hand written report will be accepted.

4. Reports given to student must be provided in their first official language.

5. The Offeror must only collect the minimum amount of student personal information required to perform the work. Any such information must be protected, in accordance with the *Privacy Act*.

### 23.2 Pedagogical Advisor's visit report

1. For group and individual training, the Pedagogical Advisor must provide the Project Authority with a report after each classroom visit which answers at least the following questions:

1. Are the course objectives clearly defined?
2. Is the attendance sheet up to date?
3. Is the teaching resource following the training plan and supplementing appropriately?
4. Are students participating in the class?
5. Is the group homogeneous?
6. Are explanations clear and accurate, and do they answer students' questions?
7. Is the teaching resource adapting his or her teaching method to students' needs?
8. Is the course plan available and visible in the classroom?
9. Additional information has per judgement of pedagogical advisor.

2. The report on each pedagogical visit should be submitted within five (5) calendar days of the visit.

3. The first visit of the pedagogical advisor for part-time training must take place after eighteen (18) hours of training course time and the second visit must take place after thirty-six (36) hours of training or at the end of the session.

4. The first visit of the pedagogical advisor for full-time training must take place after thirty-six (35) hours of training course time and subsequent visits must take place every six (6) weeks.

### 23.3 Course Evaluation

1. The Pedagogical Advisor must ask all TBS employees to complete an evaluation form in which they write their comments and indicate their level of satisfaction with all aspects of the course they have taken at the end of their training/session.

2. The course evaluation form must include, but is not limited to, the following information:

- a. Session: \_\_\_\_\_
- b. Teaching resource's name: \_\_\_\_\_
- c. TBS employee's name (optional): \_\_\_\_\_
- d. Course level: \_\_\_\_\_
- e. Group number: \_\_\_\_\_
- f. Training location: \_\_\_\_\_
- g. Please indicate the extent to which you agree (or disagree) with the statements below by using the following rating scale:
  - 1 = Strongly disagree
  - 2 = Partly disagree
  - 3 = Partly agree
  - 4 = Strongly agree
  - 5 = Not applicable
  - a. Training objectives
    - i. The training objectives were clearly defined.
    - ii. I think that the course objectives were met.
    - iii. The training met my needs.
    - iv. The training increased my knowledge and competencies.
  - b. Teaching materials
    - i. The teaching materials were distributed at the beginning of the session.
    - ii. The teaching materials were interesting.
    - iii. The teaching materials were appropriate for my language level.
    - iv. The teaching materials met my needs.
    - v. The proposed exercises were relevant to the training.
  - c. Teaching Resource
    - i. The teaching resource was well prepared.
    - ii. The teaching resource started and ended the course at the scheduled times.
    - iii. The teaching resource had a good grasp of the subject.
    - iv. The teaching resource provided clear, precise explanations.
    - v. The teaching resource encouraged learner participation.

- vi. The teaching resource made the course interesting.
- vii. The teaching resource was open to my needs.
- viii. The teaching resource met my needs.
- d. Facilities
  - i. The training facilities were conducive to learning.
  - ii. There was enough equipment in the classroom to make the course effective.
- e. Overall rating
  - i. Overall, I am satisfied with the training I received.
  - ii. I would recommend this training to my co-workers.
- f. Additional comments
  - i. Do you have any comments that would help improve the training?

The Pedagogical Advisor shall use the evaluation form that was pre-approved by the Project Authority for each training session for the term of the contract. The evaluation form cannot be modified without prior approval by the Project Authority.

1. For part-time training:  
The Pedagogical Advisor shall ask TBS employees to complete the evaluation forms once they have completed thirty-six (36) hours of training, that is, during the second pedagogical visit. The Pedagogical Advisor must return the completed evaluation forms to the Project Authority within five (5) calendar days
2. For full-time training:  
The Pedagogical Advisor must ask TBS employees to complete the evaluation form once they have completed six (6) weeks of training and every three (3) months thereafter, as well as at the end of the training. The Pedagogical Advisor must return the evaluation forms to the Project Authority within five (5) calendar days after the completed forms have been turned in.

#### 23.4 Test and progress report for part-time training

1. The teaching resource shall administer the Offeror's progress test to each student in part-time training at the end of each session.
2. The Pedagogical Advisor must provide the Project Authority with a progress report for each student no later than five (5) calendar days after the end of the session.
3. Because of the sensitive nature of the individual students' training results, the Offeror exclusively discuss TBS employee progress with the Project Authority.

### 23.5 Progress report for full-time training

1. The teaching resource must complete a progress report for each student in full-time training every six (6) weeks.
2. The Pedagogical Advisor must provide the Project Authority with each student's results no later than five (5) calendar days after the end of the session.
3. Because of the sensitive nature of the individual employees' training results, the Offeror must not discuss any student's progress with anyone but the Project Authority.

1. The progress report must include, but is not limited to, the following information:

- i. Students (TBS employee's) name
- ii. Teaching resource's name
- iii. Session dates (From: \_\_\_\_\_ To: \_\_\_\_\_)
- iv. Location
- v. Number of hours attended
- vi. Placement at the beginning of the training
- vii. Placement at the time of assessment / end of training
- viii. Placement for the start of the next session (for last assessment)
- ix. Language aspects covered
- x. Overall evaluation (poor/average/good/very good)
- xi. Oral proficiency clarity/consistency
- xii. Use of appropriate grammar
- xiii. Understanding
- xiv. Pronunciation
- xv. Fluency/pace
- xvi. Vocabulary building
- xvii. Communication strategies
- xviii. Self-correction
- xix. Learning pace
- xx. Written expression
- xxi. Reading comprehension
- xxii. Language aspects that need to be improved or worked on
- xxiii. Other comments (if required).

### 23.6 Attendance reports

#### 1. Monthly report

1. The Pedagogical Advisor shall provide the Project Authority with a monthly attendance report within ten (10) calendar days of the first of each month and at the request of the Project Authority.

2. The attendance report must include, but is not limited to, the following information:

- 
- i. Month of the monthly attendance report
  - ii. Calendar of class days
  - iii. Session (fall, winter, spring, summer) and year
  - iv. Task Authorization number
  - v. Group number and level (if applicable)
  - vi. Target language
  - vii. Training room
  - viii. TBS employee and teaching resource names
  - ix. Reason of absence (tardiness, early departure, sick, work and late cancellation)
  - x. Number of hours of training attended
  - xi. Number of hours of training provided
  - xii. TBS employee and teaching resource signatures and signature dates

### 23.7 Summary attendance report per session

1. The Pedagogical Advisor shall provide the Project Authority with an overall attendance report on a quarterly basis:

- i. Quarter 1: October 1 to December 31;
- ii. Quarter 2: January 1 to March 31;
- iii. Quarter 3: April 1 to June 30;
- iv. Quarter 4: July 1 to August 31.

2. The overall attendance report will include all TBS employees and will provide at the latest (15) calendar days after the end of the session.

3. The overall attendance report must include the information indicated below:

- i. TBS employee names
- ii. Number of hours of training attended
- iii. Number of hours of training provided
- iv. Reason of absence (tardiness, early departure, sick, work and late cancellation)

### 23.8 Final report

1. The Pedagogical Advisor shall submit a final report to the Project Authority no later than ten (10) calendar days following the end of each year.

2. The final report must cover the following elements, without being limited thereto:

- i. The term (from: month/year, to: month/year);
- ii. The number of full-time and part-time groups in English and French;
- iii. The number of TBS employees in full-time and part-time group training in English and French;
- iv. The number of TBS employees in full-time and part-time one-on-one training in English and

- French;
- v. The number of training hours spent on group training;
- vi. The number of hours spent on one-on-one training in English and French;
- vii. The number of hours spent on full-time training in English and French;
- viii. The number of hours spent on part-time training in English and French;
- ix. The cost of group and one-on-one training, full-time and part-time, in English and French, for the year;

### 23.9 Full-time success report

The full-time and semi full-time success report must cover the following elements, without being limited thereto:

- i. The training term (from: month/year, to: month/year) for each employee;
- ii. Level of training B or C for each employee;
- iii. The assessed number of weeks required for each employee;
- iv. The number of TBS employees in full-time training in English and French;
- v. The number of training weeks to reach level B or C for each employee;
- vi. The number of training weeks compared to the assessed number of weeks required for each employee.

**ANNEX B**

**BASIS OF PAYMENT**

The Offeror will be paid in accordance with the tables below. The volumetric data included in this pricing schedule are provided for bid evaluated price determination purposes only. They are not to be considered as a contractual guarantee. Their inclusion in this pricing schedule does not represent a commitment by Canada that Canada's future usage of the services described in the Request for Standing Offer will be consistent with this data.

The rates included in this pricing schedule include the total estimated cost of any travel and living expenses that may need to be incurred for the Work described in Part 7 of the Request for Standing Offer.

Under any resulting contract, Canada will not accept travel and living expenses that may need to be incurred by the Bidder for any relocation of resources required to satisfy its contractual obligations.

**STREAM 1A – FULL TIME GROUP TRAINING**

| Firm All Inclusive Hourly Rate per Learner | Location                  | Initial Period (24 months) | Extension Period 1 | Extension Period 2 | Extension Period 3 |
|--|---------------------------|----------------------------|--------------------|--------------------|--------------------|
|  | On the Offerors' premises |                            |                    |                    |                    |
|  | On TBS premises           |                            |                    |                    |                    |

**STREAM 1B – SEMI FULL-TIME GROUP TRAINING**

| Firm All Inclusive Hourly Rate per Learner | Location                  | Initial Period (24 months) | Extension Period 1 | Extension Period 2 | Extension Period 3 |
|--|---------------------------|----------------------------|--------------------|--------------------|--------------------|
|  | On the Offerors' premises |                            |                    |                    |                    |
|  | On TBS premisis           |                            |                    |                    |                    |

**STREAM 2A – INDIVIDUAL TRAINING**

| Firm All Inclusive Hourly Rate per Learner | Location                  | Initial Period (24 months) | Extension Period 1 | Extension Period 2 | Extension Period 3 |
|--|---------------------------|----------------------------|--------------------|--------------------|--------------------|
|  | On the Offerors' premises |                            |                    |                    |                    |

Solicitation No. - N° de l'invitation  
 24062-170141/A  
 Client Ref. No. - N° de réf. du client  
 24062-17-0141

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
 zf503. 24062-170141

Buyer ID - Id de l'acheteur  
 zf503  
 CCC No./N° CCC - FMS No./N° VME

|  |                 |  |  |  |  |
|--|-----------------|--|--|--|--|
| Firm All Inclusive Hourly Rate per Learner | On TBS premises |  |  |  |  |
|--|-----------------|--|--|--|--|

**STREAM 2B – SEMI-FULL TIME INDIVIDUAL TRAINING**

| Firm All Inclusive Hourly Rate per Learner | Location        | Initial Period (24 months) | Extension Period 1 | Extension Period 2 | Extension Period 3 |
|--|-----------------|----------------------------|--------------------|--------------------|--------------------|
|  |                 | On the Offerors' premises  |                    |                    |                    |
| Firm All Inclusive Hourly Rate per Learner | On TBS Premises |                            |                    |                    |                    |

**STREAM 2C – PART- TIME INDIVIDUAL TRAINING**

| Firm All Inclusive Hourly Rate per Learner | Location        | Initial Period (24 months) | Extension Period 1 | Extension Period 2 | Extension Period 3 |
|--|-----------------|----------------------------|--------------------|--------------------|--------------------|
|  |                 | On the Offerors' premises  |                    |                    |                    |
| Firm All Inclusive Hourly Rate per Learner | On TBS premises |                            |                    |                    |                    |

**STREAM 3A PART-TIME GROUP TRAINING**

| Firm All Inclusive Hourly Rate per Learner | Location                  | Initial Period (24 months) | Extension Period 1 | Extension Period 2 | Extension Period 3 |
|--|---------------------------|----------------------------|--------------------|--------------------|--------------------|
|  | On the Offerors' premises |                            |                    |                    |                    |
|  | On TBS premises           |                            |                    |                    |                    |

**STREAM 3B – MAINTENANCE GROUP SESSIONS AND SECOND LANGUAGES WORKSHOP**

| Firm All Inclusive Hourly Rate per workshop | Location                  | Initial Period (24 months) | Extension Period 1 | Extension Period 2 | Extension Period 3 |
|---|---------------------------|----------------------------|--------------------|--------------------|--------------------|
|   | On the Offerors' premises |                            |                    |                    |                    |
|   | On TBS premises           |                            |                    |                    |                    |

**STREAM 3C– SLE PREPARTATORY WORKSHOP (READING, COMPREHENSION, WRITTEN EXPRESSION AND ORAL PROFICIENCY)**

| Firm All Inclusive Hourly Rate per workshop | Location                  | Initial Period (24 months) | Extension Period 1 | Extension Period 2 | Extension Period 3 |
|---|---------------------------|----------------------------|--------------------|--------------------|--------------------|
|   | On the Offerors' premises |                            |                    |                    |                    |
|   | On TBS premises           |                            |                    |                    |                    |

**STREAM 4 – VIRTUAL PART TIME GROUP TRAINING (DISTANCE LEARNING)**

| Firm All Inclusive Hourly Rate per two (2) hour training session | Location | Initial Period (24 months) | Extension Period 1 | Extension Period 2 | Extension Period 3 |
|--|----------|----------------------------|--------------------|--------------------|--------------------|
|  | TBS      |                            |                    |                    |                    |

### ANNEX C SECURITY REQUIREMENTS CHECK LIST

**RECEIVED**  
 NOV 15 2016

**Government of Canada**  
 Gouvernement du Canada

Contract Number / Numéro du contrat  
**24062-17-141**  
 Security Classification / Classification de sécurité

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

|   |  |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
|---|--|---|--------------------------------------|---|-------------------------|--------------------------|-------------------------|--------------------------|-----------------------------|--------------------------|-----------------|--------------------------|--------------------------|--------------------------|--|--------------------------|---|--|--------------------------|---|--------------------------|---------------------------------------|--------------------------|---------------------------|--------------------------|--|--------------------------|---|-------------------------|--------------------------|-------------------------|--------------------------|-------------------------|--------------------------|-----------------------------|--------------------------|-----------------|--------------------------|--------------------------|--------------------------|--|--------------------------|
| 1. Originating Government Department or Organization<br>Ministère ou organisme gouvernemental d'origine<br><b>Treasury Board Secretariat</b>  | 2. Branch or Division / Direction générale ou Division<br><b>Human Resources Division</b>  |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| 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<br><b>Second Language Training Services</b>   |  |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| 5. a) Will the supplier require access to Controlled Goods?<br>Le fournisseur aura-t-il accès à des marchandises contrôlées? <span style="float: right;"><input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui</span>   |  |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| 5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations?<br>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? <span style="float: right;"><input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui</span>   |  |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| 6. Indicate the type of access required - Indiquez le type d'accès requis   |  |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| 6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets?<br>Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS?<br>(Specify the level of access using the chart in Question 7. c)<br>(Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c) <span style="float: right;"><input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui</span>   |  |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| 6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas?<br>Le fournisseur et ses employés (p.ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes?<br>L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <span style="float: right;"><input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui</span>   |  |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| 6. c) Is this a commercial courier or delivery requirement with no overnight storage?<br>S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? <span style="float: right;"><input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui</span>  |  |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| 7. a) Indicate the type of information that the supplier will be required to access / Indiquez le type d'information auquel le fournisseur devra avoir accès  |  |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; text-align: center;">Canada <input checked="" type="checkbox"/></td> <td style="width: 33%; text-align: center;">NATO / OTAN <input type="checkbox"/></td> <td style="width: 33%; text-align: center;">Foreign / Étranger <input type="checkbox"/></td> </tr> </table>  |  | Canada <input checked="" type="checkbox"/>  | NATO / OTAN <input type="checkbox"/> | Foreign / Étranger <input type="checkbox"/> |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| 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"/><br><br>Not releasable / À ne pas diffuser <input type="checkbox"/><br><br>Restricted to / Limité à :<br>Specify country(ies) / Préciser le(s) pays   | No NATO countries / Tous les pays de l'OTAN <input type="checkbox"/><br><br>Restricted to / Limité à :<br>Specify country(ies) / Préciser le(s) pays | No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/><br><br>Restricted to / Limité à :<br>Specify country(ies) / Préciser le(s) pays |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| 7. c) Level of information / Niveau d'information   |  |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| <table style="width: 100%; border-collapse: collapse;"> <tr><td>PROTECTED A / PROTÉGÉ A</td><td><input type="checkbox"/></td></tr> <tr><td>PROTECTED B / PROTÉGÉ B</td><td><input checked="" type="checkbox"/></td></tr> <tr><td>PROTECTED C / PROTÉGÉ C</td><td><input type="checkbox"/></td></tr> <tr><td>PROTECTED D / PROTÉGÉ D</td><td><input type="checkbox"/></td></tr> <tr><td>CONFIDENTIAL / CONFIDENTIEL</td><td><input type="checkbox"/></td></tr> <tr><td>SECRET / SECRET</td><td><input type="checkbox"/></td></tr> <tr><td>TOP SECRET / TRÈS SECRET</td><td><input type="checkbox"/></td></tr> <tr><td>TOP SECRET (SIGHT) / TRÈS SECRET (SIGHT)</td><td><input type="checkbox"/></td></tr> </table> | PROTECTED A / PROTÉGÉ A  | <input type="checkbox"/>  | PROTECTED B / PROTÉGÉ B              | <input checked="" type="checkbox"/>         | PROTECTED C / PROTÉGÉ C | <input type="checkbox"/> | PROTECTED D / PROTÉGÉ D | <input type="checkbox"/> | CONFIDENTIAL / CONFIDENTIEL | <input type="checkbox"/> | SECRET / SECRET | <input type="checkbox"/> | TOP SECRET / TRÈS SECRET | <input type="checkbox"/> | TOP SECRET (SIGHT) / TRÈS SECRET (SIGHT) | <input type="checkbox"/> | <table style="width: 100%; border-collapse: collapse;"> <tr><td>NATO UNCLASSIFIED / NATO NON CLASSIFIÉ</td><td><input type="checkbox"/></td></tr> <tr><td>NATO RESTRICTED / NATO DIFFUSION RESTREINTE</td><td><input type="checkbox"/></td></tr> <tr><td>NATO CONFIDENTIAL / NATO CONFIDENTIEL</td><td><input type="checkbox"/></td></tr> <tr><td>NATO SECRET / NATO SECRET</td><td><input type="checkbox"/></td></tr> <tr><td>CCS/MIG TOP SECRET / CCS/MIG TRÈS SECRET</td><td><input type="checkbox"/></td></tr> </table> | NATO UNCLASSIFIED / NATO NON CLASSIFIÉ | <input type="checkbox"/> | NATO RESTRICTED / NATO DIFFUSION RESTREINTE | <input type="checkbox"/> | NATO CONFIDENTIAL / NATO CONFIDENTIEL | <input type="checkbox"/> | NATO SECRET / NATO SECRET | <input type="checkbox"/> | CCS/MIG TOP SECRET / CCS/MIG TRÈS SECRET | <input type="checkbox"/> | <table style="width: 100%; border-collapse: collapse;"> <tr><td>PROTECTED A / PROTÉGÉ A</td><td><input type="checkbox"/></td></tr> <tr><td>PROTECTED B / PROTÉGÉ B</td><td><input type="checkbox"/></td></tr> <tr><td>PROTECTED C / PROTÉGÉ C</td><td><input type="checkbox"/></td></tr> <tr><td>CONFIDENTIAL / CONFIDENTIEL</td><td><input type="checkbox"/></td></tr> <tr><td>SECRET / SECRET</td><td><input type="checkbox"/></td></tr> <tr><td>TOP SECRET / TRÈS SECRET</td><td><input type="checkbox"/></td></tr> <tr><td>TOP SECRET (SIGHT) / TRÈS SECRET (SIGHT)</td><td><input type="checkbox"/></td></tr> </table> | PROTECTED A / PROTÉGÉ A | <input type="checkbox"/> | PROTECTED B / PROTÉGÉ B | <input type="checkbox"/> | PROTECTED C / PROTÉGÉ C | <input type="checkbox"/> | CONFIDENTIAL / CONFIDENTIEL | <input type="checkbox"/> | SECRET / SECRET | <input type="checkbox"/> | TOP SECRET / TRÈS SECRET | <input type="checkbox"/> | TOP SECRET (SIGHT) / TRÈS SECRET (SIGHT) | <input type="checkbox"/> |
| PROTECTED A / PROTÉGÉ A   | <input type="checkbox"/>   |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| PROTECTED B / PROTÉGÉ B   | <input checked="" type="checkbox"/>  |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| PROTECTED C / PROTÉGÉ C   | <input type="checkbox"/>   |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| PROTECTED D / PROTÉGÉ D   | <input type="checkbox"/>   |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| CONFIDENTIAL / CONFIDENTIEL   | <input type="checkbox"/>   |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| SECRET / SECRET   | <input type="checkbox"/>   |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| TOP SECRET / TRÈS SECRET  | <input type="checkbox"/>   |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| TOP SECRET (SIGHT) / TRÈS SECRET (SIGHT)  | <input type="checkbox"/>   |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| NATO UNCLASSIFIED / NATO NON CLASSIFIÉ  | <input type="checkbox"/>   |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| NATO RESTRICTED / NATO DIFFUSION RESTREINTE   | <input type="checkbox"/>   |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| NATO CONFIDENTIAL / NATO CONFIDENTIEL   | <input type="checkbox"/>   |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| NATO SECRET / NATO SECRET   | <input type="checkbox"/>   |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| CCS/MIG TOP SECRET / CCS/MIG TRÈS SECRET  | <input type="checkbox"/>   |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| PROTECTED A / PROTÉGÉ A   | <input type="checkbox"/>   |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| PROTECTED B / PROTÉGÉ B   | <input type="checkbox"/>   |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| PROTECTED C / PROTÉGÉ C   | <input type="checkbox"/>   |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| CONFIDENTIAL / CONFIDENTIEL   | <input type="checkbox"/>   |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| SECRET / SECRET   | <input type="checkbox"/>   |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| TOP SECRET / TRÈS SECRET  | <input type="checkbox"/>   |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |
| TOP SECRET (SIGHT) / TRÈS SECRET (SIGHT)  | <input type="checkbox"/>   |   |                                      |   |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |   |  |                          |   |                          |                                       |                          |                           |                          |  |                          |   |                         |                          |                         |                          |                         |                          |                             |                          |                 |                          |                          |                          |  |                          |

Government of Canada / Gouvernement du Canada

|   |
|---|
| Contract Number / Numéro du contrat<br><b>2406217-141</b> |
| Security Classification / Classification de sécurité      |

**SECTION 10 - PERSONNEL - SUPPLIERS / PARTIE 10 - PERSONNEL - FOURNISSEURS**

10. a) 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

10. b) 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

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

|  |  |  |   |
|--|--|--|---|
| <input checked="" type="checkbox"/> RELIABILITY STATUS / COTE DE FIABILITE | <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"/> COMSEC TOP SECRET / COMSEC 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

**SECTION 11 - INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)**

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?  
 Déposera-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

Security Classification / Classification de sécurité





Contract Number / Numéro du contrat  
**24062-17-141**  
 Security Classification / Classification de sécurité

**FACTS**

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 sécurisation requis aux installations de fournisseur.

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

| Category<br>Catégorie                          | PROTECTED<br>PROTÉGÉ     |                                     |                          | CLASSIFIED<br>CLASSIFIÉ      |                          |                           | NATO                                       |  |                          |   | COMSEC                   |                          |                          |                          |                           |
|--|--------------------------|-------------------------------------|--------------------------|------------------------------|--------------------------|---------------------------|--|--|--------------------------|---|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
|  | A                        | B                                   | D                        | Confidential<br>Confidentiel | Secret                   | Top Secret<br>Très Secret | NATO Restricted<br>NATO Révisé / Restreint | NATO Confidential<br>NATO Confidentiel | NATO Secret              | COMSEC Top Secret<br>COMSEC Très Secret | Protected<br>Protégé     |                          |                          | Secret                   | Top Secret<br>Très Secret |
|  |                          |                                     |                          |                              |                          |                           |  |  |                          |   | A                        | B                        | C                        |                          |                           |
| Information / Assets<br>Renseignements / Biens | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/>  | <input type="checkbox"/>                   | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/>                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| Production                                     | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/>  | <input type="checkbox"/>                   | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/>                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| IT Media<br>Support IT                         | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/>  | <input type="checkbox"/>                   | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/>                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| IT Unit<br>Unité électronique                  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/>  | <input type="checkbox"/>                   | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/>                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |

11 a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
 La description du travail visé par la présente LVERB 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 zone intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

11 b) Will the document attached to this SRCL be PROTECTED and/or CLASSIFIED?  
 La documentation associée à la présente LVERB 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 zone intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

## ANNEX D

### PWGSC – TPSGC 942 Call-up Form

|   |   |   |   |   |
|---|---|---|---|---|
|  <b>Public Works and Government Services Canada</b> / <b>Travaux publics et Services gouvernementaux Canada</b>  |   | <b>Call-up Against a Standing Offer</b><br><b>Commande subséquente à une offre à commandes</b>  |   |   |
| <b>Ship to - Expédier à</b><br><br><hr/> <b>Supplier - Fournisseur</b>  |   | <p><b>To the supplier:</b> The standing offer identified below is accepted as follows: You are required to supply the goods or services, or both, shown below at the prices or on the pricing basis stated and in accordance with the other conditions stated in the standing offer. Only goods or services, or both, included in the standing offer will be supplied in the call-up against the standing offer.</p> <p><b>Au fournisseur:</b> L'offre à commandes indiquée ci-dessous est acceptée selon les modalités suivantes : Vous devez fournir les biens ou les services, ou les deux, indiqués ci-dessous selon les prix ou la base de tarification établie, et conformément avec les autres conditions stipulées dans l'offre à commandes. Seuls les biens ou les services, ou les deux, inclus dans l'offre à commandes seront fournis dans la commande subséquente à l'offre à commandes.</p> <p><b>Security:</b> The call-up includes security provisions.<br/> <b>Sécurité :</b> La demande comprend des exigences en matière de sécurité.</p> <p style="text-align: center;"> NO                      YES                      If YES, attach a SRCL to the call-up<br/> NON                    OUI                      Si OUI, joindre une LVERS à la demande </p> |   |   |
| Invoices must be sent in accordance with - Les factures doivent être envoyées selon :<br>The detailed instructions in the standing offer / Les instructions détaillées dans l'offre à commandes      The address shown in the "Ship to" block / L'adresse indiquée dans la case « Expédier à »      Special instructions below / Les instructions particulières ci-dessous  |   |   |   |   |
| Each shipment must be accompanied by a packing or delivery slip. All invoices, bills of lading and packing slips must show the following reference numbers.<br>Chaque expédition doit être accompagnée d'un bordereau d'emballage ou de livraison. Les factures, connaissements et bordereaux d'emballage doivent tous porter les numéros de référence suivants.  |   | Financial Code(s) - Code financier(s)   |   |   |
| Standing Offer No. - N° de l'offre à commandes  | Requisition No. - N° de demande<br>Order. Off. - Bur. dem.    YY - AA    Serial No. - N° de série | Client Reference No. (optional)<br>N° de référence du client (facultatif)   |   |   |
| The representative of the identified User signing the call-up form must indicate his or her physical address. This address will constitute the address most connected with the supply and will determine, where applicable, the place of supply for this procurement.<br>Le représentant de l'utilisateur désigné qui signe le formulaire de commande subséquente doit indiquer son adresse municipale, qui constituera l'adresse la plus associée à l'approvisionnement et qui déterminera, le cas échéant, le lieu d'approvisionnement pour cette commande. |   |   |   |   |
| Amendment No.<br>N° de modification   | Previous Value (\$)<br>Valeur précédente (\$)   | Value of increase or decrease (\$)<br>Valeur de l'augmentation ou diminution (\$)   | Total estimated expenditures or revised<br>Total des dépenses estimatives ou révisées |   |
| Item No.<br>N° de l'article   | NATO Stock No. / Item Description<br>N° de nomenclature de l'OTAN / Description de l'article      | U. of L.<br>U. de d.  | Quantity<br>Quantité  | Unit Price<br>Prix unitaire (\$)<br>Extended Price<br>Prix calculé (\$) |
| Special Instructions - Instructions particulières   |   |   | <b>Total</b>  |   |
| For further information, call - Pour renseignements supplémentaires, contactez<br>Name - Nom  |   | Telephone No. - N° de téléphone   | Delivery required by - Livraison requise le<br>(YYYY-MM-DD)      (AAAA-MM-JJ)         |   |
| For internal purposes only - Pour usage interne seulement<br>Pursuant to subsection 32(1) of the Financial Administration Act, funds are available.<br>En vertu du paragraphe 32(1) de la Loi sur la gestion des finances publiques, des fonds sont disponibles.  |   | Approved for the Minister - Approuvé pour le Ministre   |   |   |
| Signature (Mandatory - Obligatoire)   |   | Date (YYYY-MM-DD-AAAA-MM-JJ)  |   |   |
| Signature (Mandatory - Obligatoire)   |   | Date (YYYY-MM-DD-AAAA-MM-JJ)  |   |   |



PWGSC-TPSGC 942 (B1/2014)

Solicitation No. - N° de l'invitation  
24062-170141/A  
Client Ref. No. - N° de réf. du client  
24062-17-0141

Amd. No. - N° de la modif.  
File No. - N° du dossier  
zf503. 24062-170141

Buyer ID - Id de l'acheteur  
zf503  
CCC No./N° CCC - FMS No./N° VME

---

## **ANNEX "E"**

### **CERTIFICATIONS PRECEDENT TO AWARD**

#### **ELECTRONIC PAYMENT INSTRUMENTS**

The Offeror accepts to be paid by any of the following Electronic Payment Instrument(s):

- VISA Acquisition Card;
- MasterCard Acquisition Card;
- Direct Deposit (Domestic and International);
- Electronic Data Interchange (EDI);
- Wire Transfer (International Only);
- Large Value Transfer System (LVTS) (Over \$25M)