



<p>RETURN BIDS TO: RETOURNER LES SOUMISSIONS À:</p> <p>Bid Receiving - Environment Canada / Réception des soumissions – Environnement Canada</p> <p><u>Submit Tenders to:</u> Environment and Climate Change Canada (BIDS) Mailroom 171 Jean-Proulx Gatineau, Québec J8Z 1W5</p> <p><u>Soumettez les offres à la :</u> Environnement et Changement Climatique Canada Salle du courrier 171 Jean-Proulx Gatineau (Québec) J8Z 1W5</p> <p>BID SOLICITATION DEMANDE DE SOUMISSIONS</p> <p>PROPOSAL TO: ENVIRONMENT CANADA</p> <p>We offer to perform or provide to Canada the services detailed in the document including any attachments and annexes, in accordance with the terms and conditions set out or referred to in the document, at the price(s) provided.</p> <p>SOUSSION À: ENVIRONNEMENT CANADA</p> <p>Nous offrons d'effectuer ou de fournir au Canada, aux conditions énoncées ou incluses par référence dans le document incluant toutes pièces jointes et annexes, les services détaillés dans le document, au(x) prix indiqué(s).</p>	<p>Title – Titre Virtual Second Language Training (SLT)</p>		
	<p>EC Bid Solicitation No. /SAP No. – N° de la demande de soumissions EC / N° SAP 5000032270</p>		
	<p>Date of Bid solicitation (YYYY-MM-DD) – Date de la demande de soumissions (AAAA-MM-JJ) 2017-10-18</p>		
	<table border="1"> <tr> <td> <p>Bid Solicitation Closes (YEAR-MM-DD) - La demande de soumissions prend fin (AAAA-MM-JJ) at – à 2:00 P.M. on – le 2017-11-14</p> </td> <td> <p>Time Zone – Fuseau horaire Eastern Standard Time (EST)</p> </td> </tr> </table>	<p>Bid Solicitation Closes (YEAR-MM-DD) - La demande de soumissions prend fin (AAAA-MM-JJ) at – à 2:00 P.M. on – le 2017-11-14</p>	<p>Time Zone – Fuseau horaire Eastern Standard Time (EST)</p>
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	<p>F.O.B – F.A.B See herein./ Voir ci-jointe</p>		
	<p>Address Enquiries to - Adresser toutes questions à David LaBerge</p>		
	<table border="1"> <tr> <td> <p>Telephone No. – N° de téléphone 819-938-9131</p> </td> <td> <p>Fax No. – N° de Fax</p> </td> </tr> </table>	<p>Telephone No. – N° de téléphone 819-938-9131</p>	<p>Fax No. – N° de Fax</p>
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	<p>Delivery Required (YEAR-MM-DD) – Livraison exigée (AAAA-MM-JJ) See herein./ Voir ci-jointe</p>		
<p>Destination - of Services / Destination des services See herein./ Voir ci-jointe</p>			
<p>Security / Sécurité There is no security requirement associated with this requirement. / Aucune exigence relative à la sécurité.</p>			
<p>Vendor/Firm Name and Address - Raison sociale et adresse du fournisseur/de l'entrepreneur</p>			
<table border="1"> <tr> <td> <p>Telephone No. – N° de téléphone</p> </td> <td> <p>Fax No. – N° de Fax</p> </td> </tr> </table>	<p>Telephone No. – N° de téléphone</p>	<p>Fax No. – N° de Fax</p>	
<p>Telephone No. – N° de téléphone</p>	<p>Fax No. – N° de Fax</p>		
<p>Name and title of person authorized to sign on behalf of Vendor/Firm: (type or print) / Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</p> <p>Signature Date</p>			



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PART 1 - GENERAL INFORMATION

1. Introduction

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

Part 1 General Information: provides a general description of the requirement;

Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;

Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;

Part 4 Evaluation Procedures and Basis for Selection: indicates how the evaluation will be conducted, the evaluation criteria must be addressed in the bid, and the basis for selection;

Part 5 Certifications: includes the certifications to be provided;

Part 6 Security and Other Requirements: includes specific requirements that must be addressed by bidders; and

Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The attachments include Mandatory Technical Criteria and Point Related Technical Criteria.

The Annexes include Statement of Work, the Basis of Payment and any other annexes.

2. Summary

2.1.1 ECCC wishes to establish a program to offer virtual second language training (SLT) to its employees in English and French to obtain CBC levels as detailed in the Statement of Work, Annex A to the bid solicitation. The period of the contract is for 34 weeks from the date of Contract award, with four (4) additional option periods.

2.1.2 There are no security requirements associated with this requirement

2.1.3 Bidders must provide a list of names, or other related information as needed, pursuant to section 01 Integrity Provisions of Standard Instructions 2003

2.1.4 For services requirements, bidders in receipt of a pension or lump sum payment must provide the required information as detailed in article 3 of Part 2 of the bid solicitation.

2.1.5 The requirement is subject to the provisions of the Canadian Free Trade Agreement (CFTA).

3. Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the PWGSC *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2017-04-27) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

The standard instructions 2003 are modified as follows:

Under “Text” at 02:

Delete: “Procurement Business Number”

Insert: “Deleted”

At Section 02 Procurement Business Number

Delete: In its entirety

Insert: “Deleted”

At Section 05 Submission of Bids, Subsection 05 (2d):

Delete: In its entirety

Insert: “send its bid only to Environment Canada (EC) as specified on page 1 of the bid solicitation or to the address specified in the bid solicitation;”

At Section 06 Late Bids:

Delete: “PWGSC”

Insert: “Environment Canada”

At Section 07 Delayed Bids:

Delete: “PWGSC”

Insert: “Environment Canada”

At Section 08 Transmission by Facsimile, Subsection 08 (1):

Delete: In its entirety

Insert: “Bids may be submitted by facsimile if specified in the bid solicitation.”

At Section 12 Rejection of Bid, Subsection 12 (1) a. and b.:

Delete: In their entirety

Insert: “Deleted”

At Section 17 Joint Venture, Subsection 17 (1) b.:

Delete: “the Procurement Business Number of each member of the joint venture,”

Insert: “Deleted”

At Section 20 Further Information, Subsection 20 (2):

Delete: In its entirety

Insert: "Deleted"

At Section 05 Submission of Bids, Subsection 05 (4):

Delete: "sixty (60) days"

Insert: "one hundred and twenty (120) days"

2. Submission of Bids

Bids must be submitted only to the Contracting Authority by the date, time and place indicated on page 1 of the bid solicitation.

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

3. Former Public Servant – Competitive Bid

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

Definitions

For the purposes of this clause, "former public servant" is any former member of a department as defined in the *Financial Administration Act*, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

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

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

"pension" means a pension or annual allowance paid under the *Public Service Superannuation Act* (PSSA), R.S., 1985, c.P-36, and any increases paid pursuant to the *Supplementary Retirement Benefits Act*, R.S., 1985, c.S-24 as it affects the PSSA. It does not include pensions payable pursuant to the *Canadian Forces Superannuation Act*, R.S., 1985, c.C-17, the *Defence Services Pension Continuation Act*, 1970, c.D-3, the *Royal Canadian*

Mounted Police Pension Continuation Act, 1970, c.R-10, and the *Royal Canadian Mounted Police Superannuation Act*, R.S., 1985, c.R-11, the *Members of Parliament Retiring Allowances Act*, R.S., 1985, c.M-5, and that portion of pension payable to the *Canada Pension Plan Act*, R.S., 1985, c.C-8.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes () No ()**

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

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

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

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **Yes () No ()**

If so, the Bidder must provide the following information:

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

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.

4. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than seven (7) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

5. Applicable Laws

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

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidders.

6. Basis for Canada's Ownership of Intellectual Property

Environment Canada has determined that any intellectual property rights arising from the performance of the Work under the resulting contract will belong to Canada, on the following grounds:

- the main purpose of the contract, or of the deliverables contracted for, is to generate knowledge and information for public dissemination;

7. Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least seven (7) calendar days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

8. Maximum Funding

The maximum funding available for the Contract resulting from the bid solicitation is \$110,000.00 (Applicable Taxes included, optional periods not included). Bids valued in excess of this amount will be considered non-responsive. This disclosure does not commit Canada to pay the maximum funding available.

PART 3 – BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

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

Section I: Technical Bid (one (1) hard copy and one (1) soft (electronic; .pdf) copy (on compact disc (CD) or USB))

Section II: Financial Bid (one (1) hard copy)

Section III: Certifications (one (1) hard copy)

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

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

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process Policy on Green Procurement (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders; and
- (3) print on both sides of the paper.

Section I: Technical Bid

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their

bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Part 4, Evaluation Procedures, contains additional instructions that bidders should consider when preparing their technical bid.

Section II: Financial Bid

- 1.1 Bidders must submit their financial bid in accordance in accordance with the Basis of Payment in Annex B. The total amount of Applicable Taxes must be shown separately.
- 1.2 Bidders must submit their financial bid in Canadian funds and in accordance with Annex B. The total amount of Applicable Taxes must be shown separately.
- 1.3 Bidders must submit their price FOB destination; Canadian customs duties and excise taxes included, as applicable; and Applicable Taxes excluded.

1.4 Price Breakdown

In their financial bid, the bidders are requested to provide a detailed breakdown of the price for the following elements for the performance of the Work, as applicable:

- (a) Professional fees: For each individual and (or) labour category to be assigned to the Work, the bidders should indicate: i) the firm hourly rate or the firm daily rate, inclusive of overhead and profit; and ii) the estimated number of hours or days, as applicable. The bidders should indicate the number of hours in one working day.
- (b) Equipment (if applicable): The bidders should specify each item required to complete the Work and provide the pricing basis of each one, Canadian customs duty and excise taxes included, as applicable. These items will be deliverable to Canada upon completion of the contract.
- (c) Materials and Supplies (if applicable): The bidders should identify each category of materials and supplies required to complete the Work and provide the pricing basis. The Bidder should indicate, on a per category basis, whether the items are likely to be consumed during the performance of any resulting contract.
- (d) Travel and Living Expenses (if applicable): The bidders should indicate the number of trips and the number of days for each trip, the cost, destination and purpose of each journey, together with the basis of these costs without exceeding the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the *National Joint Council Travel Directive* and with the other provisions of the directive referring to "travelers", rather than those referring to "employees".
- (e) Subcontracts (if applicable): The bidders should identify all of the proposed subcontractors and provide in their financial bid for each one a price breakdown.
- (f) Other Direct Charges (if applicable): The bidders should identify all of the categories of other direct charges anticipated, such as long distance communications and rentals, providing the pricing basis for each and explaining the relevance to the work described in the resultant contract in part 6 of the bid solicitation.
- (g) Applicable Taxes: The bidders should indicate the Applicable Taxes separately.

1.5 Bidders should include the following information in their financial bid:

- (a) Their legal name; and
- (b) The name of the contact person (including this person's mailing address, phone and facsimile numbers and email address) authorized by the Bidder to enter into

communications with Canada with regards to their bid; and any contract that may result from their bid.

Section III - Certifications

1. Certifications Required Precedent to Contract Award

Bidders must submit the certifications required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

1.1 Technical Evaluation

Except where expressly provided otherwise, the experience described in the bid must be the experience of the Bidder itself (which includes the experience of any companies that formed the Bidder by way of a merger but does not include any experience acquired through a purchase of assets or an assignment of contract). The experience of the Bidder's affiliates (i.e. parent, subsidiary or sister corporations), subcontractors, or suppliers will not be considered.

1.1.1 Mandatory Technical Criteria

Mandatory criteria are assessed on a simple pass/fail basis. Bids that fail to meet any of the mandatory criteria will be considered non-responsive.

Mandatory technical criteria are included in Attachment 1 Part 4.

1.1.2 Point Rated Technical Criteria

To be considered responsive, a bidder must obtain the required minimum 130 points of the overall 195 points for the evaluation of the Point Rated Technical Criteria.

Point Rated Technical Criteria is included in Attachment 1 Part 4.

1.2 Financial Evaluation – Evaluation of Price

The price of the bid will be evaluated in Canadian dollars, Applicable Taxes excluded, Canadian customs and excise taxes included, in accordance with Annex B – Basis of Payment, and evaluation in Part 4.

See Annex B – Proposed Basis of Payment for the Pricing Schedule format.

2. Basis of Selection

- 1. To be declared responsive, a bid must:
 - a. Comply with all the requirements of the bid solicitation; and
 - b. Meet all mandatory criteria; and

- c. Obtain the required minimum 130 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 195 points.
2. Bids 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 prices. 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 bid 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 bid will be prorated against the lowest evaluated price and the ratio of 30%.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract, *provided that the total evaluated price does not exceed the budget available for this requirement.*

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 70/30 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

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

	Overall Technical Score	Bid Evaluated Price	Calculations Technical Merit Score	Calculations Pricing Score	Combined Rating (Technical Merit Score + Pricing Score)
Bidder 1	115/135	\$55,000.00	$115/135 \times 70 = 59.63$	$45/55 \times 30 = 24.56$	84.19
Bidder 2	89/135	\$50,000.00	$89/135 \times 70 = 46.15$	$45/50 \times 30 = 27$	73.15
Bidder 3	92/135	\$45,000.00	$92/135 \times 70 = 47.70$	$45/45 \times 30 = 30.00$	77.70

**ATTACHMENT 1 TO PART 4
MANDATORY TECHNICAL CRITERIA AND POINT RATED TECHNICAL CRITERIA**

In the table below Bidders must indicate the page/section reference where each mandatory (MTC) and point-rated (PRTC) criterion is demonstrated in their bid. Canada may verify all information provided.

Mandatory Technical Criteria (MTC)		
MTC 1: Bidder's Online Training Program		
<p>The Bidder must include access to the online training program for the evaluation team to be able to verify the elements of sections 5.0 and 5.1 of the Statement of Work. Bidder must include a document detailing the expected hours required for attainment of levels B and C, in accordance with the Qualification Standards in Relation to Official Languages, including the ratio of self-study hours to group teaching hours.</p> <p>Upon request from the Contracting Authority the Bidder may be required to give a demonstration.</p>	<p>MET Y/N</p> <input type="checkbox"/> Yes <input type="checkbox"/> No	Comments
MTC 2: Bidder's Learning Management System		
<p>The Bidder must include access to the learning management system in order for the evaluation team to be able to verify the following elements of section 5.2 of Statement of Work, which offers:</p> <ol style="list-style-type: none"> i. For each learner, online access to his/her personal profile and training schedule; ii. For project authorities, online access with different access rights; iii. For each learner file, learning management reports that are downloadable and accessible online, as identified in section 5.2.1.c. of the Statement of Work. <p>Upon request from the Contracting Authority the Bidder may be required to give a demonstration</p>	<p>MET Y/N</p> <input type="checkbox"/> Yes <input type="checkbox"/> No	Comments
MTC 3: Bidder's Teaching Resource Experience		
<p>Since January 2010, the Bidder resources must have both following qualifications:</p> <ul style="list-style-type: none"> • A university degree from a recognized Canadian institution with an acceptable specialization in education, linguistics, social sciences or any other specialization relevant to the position. If the studies were completed at an institution outside Canada, only an equivalency certificate from an accredited institution recognizing the credentials as Canadian equivalencies will be accepted. These institutions include the credential assessment services of federal and provincial governments and the International Credential Assessment Service of Canada, as well as others recognized as credential assessment services for comparing degrees and diplomas to Canadian standards and identified on the Canadian Information Centre for International Credentials website, at the following address: http://cicic.ca/2/home.canada. <p>AND</p> <ul style="list-style-type: none"> • At least <u>three years</u> of experience since January 1st, 2010 in teaching English or French as a second language to adults. <p>One year of experience corresponds to 750 hours of teaching. The teaching resource may have accumulated his/her hours over several</p>	<p>MET Y/N</p> <input type="checkbox"/> Yes <input type="checkbox"/> No	Comments

<p>years. However, he/she may not accumulate more than one year of experience (as defined above) in one calendar year. For example:</p> <ul style="list-style-type: none"> - Scenario 1: A teaching resource may have accumulated 750 hours over 10 years. In this case, he/she will be recognized as having one year of experience in teaching; - Scenario 2: A teaching resource has accumulated 2,250 hours in two years. He/she will then be recognized as having two years of experience, because no more than 750 hours per year are taken into account. <p>Instructions regarding the preparation of bids:</p> <p>To demonstrate the experience acquired for MTC 3, the Bidder must provide at least the following information:</p> <ol style="list-style-type: none"> i. The name(s) of the client organization(s) that received the services and contact person(s); ii. The start and end dates of the teaching services offered; iii. The total number of hours for each period identified in ii); iv. The target clientele (Beginner (A), Intermediate (B) and/or Advanced (C) levels); v. The communication method(s) used (telephone, online, WebEx or other). <p>The Bidder must also supply a written confirmation from each client organization identified in i., which corroborates the information on the teaching services provided by the Bidder.</p>		
<p>MTC 4: Bidder's Pedagogical Advisor</p>	<p>MET Y/N</p>	<p>Comments</p>
<p>The Bidder must provide the name of at least one pedagogical advisor who must have both following qualifications:</p> <ul style="list-style-type: none"> • A university degree from a recognized Canadian institution with an acceptable specialization in education, linguistics, social sciences or any other specialization relevant to the position. If the studies were completed at an institution outside Canada, only an equivalency certificate from an accredited institution recognizing the credentials as Canadian equivalencies will be accepted. These institutions include the credential assessment services of federal and provincial governments and the International Credential Assessment Service of Canada, as well as others recognized as credential assessment services for comparing degrees and diplomas to Canadian standards and identified on the Canadian Information Centre for International Credentials website, at the following address: http://cicic.ca/2/home.canada. <p>AND</p> <ul style="list-style-type: none"> • At least <u>one year</u> of experience since January 1st, 2010 as a Pedagogical Advisor of a teaching resource team in English and/or French as a second language for adults. <p>One year of experience corresponds to 750 hours of supervision of at least two teaching resources. The Pedagogical Advisor may have accumulated his/her hours over several years.</p> <p>Instructions regarding the preparation of bids:</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	

<p>To demonstrate that the proposed resource meets the MTC 4 requirements, the Bidder must provide the following information:</p> <ul style="list-style-type: none"> i. A copy of the university diploma or of a recognized equivalence; ii. The start and end dates of the periods of supervision of teaching resources in French and/or English as a second language for adults; iii. The total number of hours of supervision of teaching resources in French and/or English as a second language for adults; iv. The number of teaching resources supervised for the teaching of French and/or English as a second language for adults, for each period identified in ii). 		
MTC 5: Bidder's Coordination Services	MEY Y/N	Comments
<p>Within the last five years, the Bidder has coordinated group remote-access teaching sessions for homogenous learning groups for minimum total of 300 participants, including the scheduling and communications to targeted participants and project authority.</p> <p>The Instructions regarding the preparation of bids:</p> <p>To demonstrate the experience acquired for MTC 5, the Bidder must provide at least the following information:</p> <ul style="list-style-type: none"> i. The name(s) of the client organization(s) that received the services; ii. The total number of groups coordinated; iii. The average number of participants in groups identified in ii; iv. The start and end dates of the teaching services offered for each group; v. The total number of hours for each period identified in iv); vi. The target clientele (Beginner (A), Intermediate (B) and/or Advanced (C) levels); vii. The communication method(s) used. <p>The Bidder must also supply a written confirmation from each client organization identified in i) which corroborates the information on the coordination services provided by the Bidder.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Point-Rated Technical Criteria (PRTC)
1. Online Training Program (Maximum 110 points)

PRTC 1.1 Provides access to additional tools, such as: discussion forums (chats), blogs, Wikis or Web conferences between the users to practice what they learned.

Points will be attributed as follows:	Points (Min. & Max)	Allocated Points	Comments:
1 tool – 5 points 2 tools – 10 points	Min: n/a Max: 10 pts		

PRTC 1.2 Includes an error recognition system.

Points will be attributed as follows:	Points (Min. & Max)	Allocated Points	Comments:
Error recognition – 10 points Error recognition with corrections – 15 points Error recognition with corrections and explanations – 20 points	Min: n/a Max: 20 pts		

PRTC 1.3 Includes language reference tools.

Points will be attributed as follows:	Points (Min. & Max)	Allocated Points	Comments:
Glossary – 5 points Dictionary – 10 points Grammar reference – 5 points Points will be attributed for each reference tool offered by the proposed program	Min: n/a Max: 20 pts		

PRTC 1.4 Offers phonetic exercises.

Points will be attributed as follows:	Points (Min. & Max)	Allocated Points	Comments:
Phonetic exercises – 10 points Phonetic exercise corrector – 5 points	Min: n/a Max: 15 pts		

PRTC 1.5 Includes a progress bar or any other means to inform the learner of his/her results.			
Points will be attributed as follows:	Points (Min. & Max)	Allocated Points	Comments:
Progress Bar – 5 points Written comments on Individual feedback – 15 points	Min: n/a Max: 20 pts		

PRTC 1.6 Includes motivational and encouragement emails during training.			
Points will be attributed as follows:	Points (Min. & Max)	Allocated Points	Comments:
Yes – 10 points No – 0 points	Min: n/a Max: 10 pts		

PRTC 1.7 Requires a passing mark or a minimum result after each section or module before being able to access the next section or module.			
Points will be attributed as follows:	Points (Min. & Max)	Allocated Points	Comments:
Yes – 5 points No – 0 points	Min: n/a Max: 5 pts		

PRTC 1.8 Meets Web Content Accessibility Guidelines (WGAG) 2.0 – See definition at the following address: http://www.w3.org/TR/WCAG20/			
Points will be attributed as follows:	Points (Min. & Max)	Allocated Points	Comments:
Yes – 10 points No – 0 points	Min: n/a Max: 10 pts		

2. Learning Management System (Maximum 15 points)			
PRTC 2.1 The learning management system enables project authorities to filter information, such as grouping learners by branch, directorate and region.			
Points will be attributed as follows:	Points (Min. & Max)	Allocated Points	Comments:
2 filters – 5 points 4 filters – 10 points 5 or more filters – 15 points	Min: n/a Max: 15 pts		

3. Remote-access Teaching Experience (Maximum 70 points)

PRTC3 Bidder's experience in teaching services for the learning of French and/or English as a second language.

Since 2010, the Bidder has accumulated experience in remote-access teaching services for the learning of French and/or English as a second language for adults, for the number of hours of teaching at the Beginner (A), Intermediate (B) and/or Advanced (C) levels, in accordance with the Qualification Standards in Relation to Official Languages

Points will be attributed as follows:	Points (Min. & Max)	Allocated Points	Comments:
i. Beginner (level A): <ul style="list-style-type: none"> • Between 375 and 1,000 hours of teaching – 5 points • More than 1,000 hours of teaching – 10 points 	Min: n/a Max: 10 pts		
ii. Intermediate (level B): <ul style="list-style-type: none"> • Between 375 and 1,000 hours of teaching – 5 points • More than 1,000 hours of teaching – 15 points 	Min: n/a Max: 15 pts		
iii. Advanced (level C): <ul style="list-style-type: none"> • Between 375 and 1,000 hours of teaching – 10 points • Between 1,001 and 3,000 hours of teaching – 20 points • More than 3,001 hours of teaching – 30 points 	Min: n/a Max: 30 pts		
For experience in teaching services for: <ul style="list-style-type: none"> i. The private sector – 5 points ii. The public sector, other than the federal government – 10 points iii. The federal government – 15 points <p>For PRT3 B), points will be attributed for the target clientele that has received the most number of hours of teaching in response to PRT3 i), ii) and iii).</p>	Min: n/a Max: 15 pts		
TOTAL	Min: 130 Max: 195		

PART 5 - CERTIFICATIONS

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

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

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

1. Certifications Required Precedent to Contract Award

1.1 Integrity Provisions - Associated Information

By submitting a bid, the Bidder certifies that the Bidder and its Affiliates are in compliance with the provisions as stated in Section 01 Integrity Provisions - Bid of Standard Instructions 2003. The associated information required within the Integrity Provisions will assist Canada in confirming that the certifications are true.

1.2 Federal Contractors Program for Employment Equity – Bid Certification

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

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](http://www.labour.gc.ca/eng/standards_equality/eq/emp/fcp/list/inelig.shtml)" list at the time of contract award.

2. Additional Certifications Required Precedent to Contract Award

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

2.1 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of

an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

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

2.2 Education and Experience

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

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

PART 6 – SECURITY AND OTHER REQUIREMENTS

1. Security Requirement

1.1 There is no security requirement applicable to this Contract. A Security Requirements Checklist (SRCL) is not required to proceed for this Contract. The Contractor will not be working with nor generating any Protected/Classified information and will not be working on GoC premises.

Should the Contractor require access he/she will be required to adhere to the Environment Canada Directive on Physical Site Access Control, specifically Annex C in which the visitor access applies; escort required at all times.

PART 7 – RESULTING CONTRACT

1. Statement of Work

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

2. Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the PWGSC *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.

2.1 General Conditions

2010 (2016-04-04), General Conditions - Professional Services (Medium Complexity), as modified below, apply to and form part of the Contract.

General conditions 2010B is modified as follows:

At Section 12 Transportation Costs

Delete: In its entirety

Insert: "Deleted"

At Section 13 Transportation Carriers' Liability

Delete: In its entirety.

Insert: "Deleted"

At Section 18, Confidentiality:

Delete: In its entirety

Insert: "Deleted"

Insert Subsection: "35 Liability"

"The Contractor is liable for any damage caused by the Contractor, its employees, subcontractors, or agents to Canada or any third party. Canada is liable for any damage caused by Canada, its employees or agents to the Contractor or any third party. The Parties agree that no limitation of liability or indemnity provision applies to the Contract unless it is specifically incorporated in full text in the Articles of Agreement. Damage includes any injury to persons (including injury resulting in death) or loss of or damage to property (including real property) caused as a result of or during the performance of the Contract."

A. For professional services requirements where the deliverables are copyrightable works: Canada to own Intellectual Property rights in Copyright

At Section 19 Copyright

Delete: In its entirety

Insert: 1. In this section:

"Material" means anything that is created or developed by the Contractor as part of the Work under the Contract, and in which copyright subsists.



"Background Information" means all Intellectual Property that is not Foreground Information that is incorporated into the Work or necessary for the performance of the Work and that is proprietary to or the confidential information of the Contractor, its subcontractors or any other third party;

"Foreground Information" means all Intellectual Property first conceived, developed, produced or reduced to practice as part of the Work under the Contract;

2. Material that is created or developed by the Contractor as part of the Work under the Contract belongs to Canada. The Contractor must incorporate the copyright symbol and either of the following notices, as appropriate: © Her Majesty the Queen in right of Canada (year) or © Sa Majesté la Reine du chef du Canada (année).
3. At the request of the Contracting Authority, the Contractor must provide to Canada, at the completion of the Work or at such other time as the Contracting Authority may require, a written permanent waiver of moral rights as defined in the Copyright Act, R.S., 1985, c. C-42, in a form acceptable to the Contracting Authority, from every author that contributed to the Work. If the Contractor is an author, the Contractor permanently waives the Contractor's moral rights.
4. All Intellectual Property Rights in the Material belongs to Canada as soon as they come into existence. The Contractor has no right in or to any such Intellectual Property except any right that may be granted in writing by Canada.
5. The Contractor also grants to Canada a non-exclusive, perpetual, irrevocable, worldwide, fully-paid and royalty-free license to use the Background Information to the extent that this information is required by Canada to exercise its rights to use the Material. This license cannot be restricted in any way by the Contractor providing any form of notice to the contrary, including the wording on any shrink-wrapped license attached to any deliverable.

2.2 Supplemental General Conditions

The following supplemental general conditions apply to and form part of the contract:

Supplemental general conditions 4003 (2010-08-16) Licensed Software

Supplemental general conditions 4004 (2013-04-25) Maintenance and Support Services for Licensed Software

Supplemental general conditions 4006 (2008-05-12), Contractor to own Intellectual Property Rights in Foreground Information.

3. Security Requirement

3.1 There is no security requirement applicable to this Contract

4. Term of Contract

4.1 Period of the Contract

The period of the Contract is 34 calendar weeks from date of Contract inclusive.

4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to four (4) option periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least seven (7) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

5. Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Jennifer Legere
Title: Contracting Officer
Environment and Climate Change Canada
Procurement and Contracting Services
Address: 17th Floor, 45 Alderney Drive, Dartmouth NS B2Y 2N6
Telephone: 902-426-9940
Facsimile: 902-426-2690
E-mail address: jennifer.legere@canada.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

5.2 Technical Authority

The Technical Authority for the Contract is: To be determined at Contract Award.

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

5.3 Contractor's Representative (*To be inserted by Bidder*)

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. Payment

7.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid in accordance with the Basis of Payment at Annex B. Customs duties are *not applicable*, and Applicable Taxes are *extra*.

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

7.2 Limitation of Expenditure

- (a) Canada's total liability to the Contractor under the Contract must not exceed \$ _____. Customs duties are included, and Applicable Taxes are extra.
- (b) No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - (i) when it is 75 percent committed, or
 - (ii) four (4) months before the contract expiry date, or
 - (iii) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,whichever comes first.
- (c) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.3 PWGSC SACC Manual clauses

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

8. Invoicing Instructions

- (a) The Contractor must submit invoices in accordance with the information required in the General Conditions.

- (b) The Contractor's invoice must include a separate line item for each subparagraph in the Basis of Payment provision, and must show all applicable Task Authorization numbers.
- (c) By submitting invoices the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.
- (d) The Contractor must provide the original of each invoice to the Technical Authority, and a copy to the Contracting Authority.

8.1 Method 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 Contract:

- (a) The Contractor must submit invoices monthly in accordance with the section entitled "Invoice Submission" of the general conditions.
- (b) 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 Contract if:
 - (i) an accurate and complete claim for payment in the form of an itemized account and any other documents required by the Contract is submitted in accordance with the invoicing provisions of the Contract;
 - (ii) the amount claimed is in accordance with the basis of payment;
 - (iii) all such documents have been verified by Canada;
 - (iv) the work delivered has been accepted by Canada.

9. Certifications

Bidders are to submit the certifications required under Part 5 that have not been included in the Technical Bid.

9.1 Compliance

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

10. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____. (*Insert the name of the province or territory as specified by the bidder in its bid, if applicable.*)

11. Priority of Documents

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

- (a) the Articles of Agreement;
- (b) Modified 2010B General Conditions - Professional Services (Medium Complexity) (2016-04-04)
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment
- (e) Annex C, the Security Requirements Check List;
- (f) the Contractor's bid dated _____, (*insert date of bid*)

12 Insurance

PWGSC SACC Manual Clause G1005C (2016-01-28) Insurance

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 is for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

ANNEX “A”

STATEMENT OF WORK

VIRTUAL LANGUAGE TRAINING PROGRAM WITH PROFESSIONAL TEACHING SERVICES

1. INTRODUCTION

The objective is to offer virtual second language training (SLT) on a national scale in Canadian English and French, with teaching services, for attainment of levels B and C, in accordance with the [Qualification Standards in Relation to Official Languages](#).

2. BACKGROUND

Environment and Climate Change Canada (ECCC) workforce of approximately 6800 employees is located across 6 regions: Pacific and Yukon Region, Prairie and Northern Region, Ontario Region, Quebec Region, National Capital Region and Atlantic Region. ECCC is committed to foster a culture that respectfully recognizes and practices linguistic duality. The department is also committed to build and advance the organizational capacity and employees' capabilities to work and provide services in both official languages. Second language training in Canada's official languages is offered to federal public servants in accordance with the *Official Languages Act*.

ECCC will offer a national SLT program in order to make improvements on the current decentralized approach of SLT offerings, oversight and funding. Expected improvements are:

- Centralized coordination for more responsive and timely learning solution.
 - Centralized tracking, monitoring and reporting on funds and results of learning activities in order to ensure better value for money.
 - Strategically contribute to closing capability gaps as outlined in ECCC's Official Language Strategy and People Management Strategies.
 - Adaptive/innovative approach and support for learning needs of a diverse workforce.
- ECCC remains a fairly complex department with respect to Official Languages – as a department with highly specialized and technical positions, as well as the nature of our virtual work and national team structure within many branches and the many complexities from an OL perspective related to supervision and service to the public.

3. OBJECTIVE

The virtual language training program will be delivered to employees with a minimum preliminary training evaluation of B level for oral. The expected outcome of the training is the attainment of CBC levels.

Virtual language training program with professional teaching services will contribute to achieving the following objectives:

- Ensure the availability and quality of our services in both official languages for our clients and for Canadian citizens;
- Create and foster a bilingual work environment; and
- Ensure equal access to employment for both language groups.

As well, this learning solution will allow the department to track, monitor and report the departmental investments in language training in order to set benchmarks and provide corporate guidance on the types of learning needs best addressed using a virtual language training program.

4. SCOPE OF WORK

To provide all ECCC employees with an opportunity to take training according to their work schedules and/or professional and personal obligations, we favour a flexible learning approach that adapts to our employees' different schedules.

The language services Contractor must therefore provide 24/7 access to training material to approximately 60 employees, using an online training program to which it holds the intellectual property rights or user rights, which must allow inclusion, in a proportion of approximately 25%, of professional teaching services (group and one-on-one with approval of Project Authority) by phone/VOIP or virtual platform such as WebEx (or another method determined by the Department) and, exceptionally, in the classroom for groups. Group classroom tutoring is estimated at approximately 5% of the needs.

The Contractor must deliver group part-time and full-time preparation sessions for second language evaluations.

The Contractor must be able to make a learning management system available to the employees and to the Project Authority (a project authority corresponds to any representative or stakeholder of the Department).

The Contractor must ensure that its program (electronic solution) and its learning management system are available to ECCC employees.

The Contractor must offer a preliminary evaluation and detailed report outlining the employee's potential placement in the program, detailing the learning needs and expected duration of training.

The Contractor will coordinate all groups, schedules and LMS registration, respecting the start and end dates of sessions as agreed with the Project Authority.

Moreover, the Contractor will provide an analysis of the program results, including a report on cost-benefit analysis on the different streams and details on flexibilities utilized or innovative practices that make their program more compatible for our diverse workforce in order to demonstrate better value of money and engendering respect and participation in linguistic duality.

5. TASKS/REQUIREMENTS

5.0 Online Training Program – Mandatory Requirements

The Contractor must ensure that the online training program:

- Offers access to the online training program to respond to all the training requests with and without teacher-led sessions;
- Is accessible 24 hours a day, 7 days a week;
- Allows the employee to choose English or French as the interface language, according to his/her preference;
- Offers an automated, online language assessment (placement test) to determine the employee's initial module;
- Offers a preliminary evaluation as authorized by the Project Authority and provides detailed report outlining the employee's potential placement in the program, detailing the learning needs and expected duration of training;
- Is accessible from/compatible with a computer on ECCC premises, other government worksites or offsite;
- Is accessible from/compatible with a computer with the following technical requirements:
 - i. Microsoft Windows 7 Service Pack 1;
 - ii. Internet Explorer 11;
 - iii. Adobe Shockwave Player; and
 - iv. Adobe Flash Player ActiveX and Plugin.
- Includes maintenance (updates) and telephone and/or online technical support services throughout the employee's training, in both official languages, Monday to Friday from 7 a.m. to 10 p.m. (Eastern Time), except federal statutory holidays; If an employee leaves a message, a technical support representative must contact the employee within 24 hours on working days;
- Offers an individually assigned protected password for each user. The passwords must have the following features:
 - a. generated automatically and/or chosen by the employee;
 - b. contain one or more security questions in case of loss;
 - c. offer the possibility of sending these individual codes by email in case of loss.
- Measures the knowledge acquired by the employee during training. The Contractor must indicate where to find, in the online program, the activities that make it possible to verify what has been learned for each of levels A, B and C, for the following four essential skills: reading comprehension, written expression and oral proficiency;
- Enables the employee to review or redo an exercise (go back) as often as needed in order to respect his/her learning style and speed;
- Uses professional language and a presentation appropriate for adults;
- Provides audio activities, activities with visual aids and interactive activities at all language levels (A, B and C);

- Includes a help and a search function or a guide to help the employee use the program properly.

5.1 Online Training Program – Optional Services

In order to allow access to all ECCC employees, in as much as possible, the program must enable access to employees with visual and hearing impairments.

In addition, the program could offer:

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

5.2 Learning Management System

5.2.1 Mandatory Requirements

The Contractor must ensure that the online training program includes a learning management system that:

- Is accessible 24 hours a day, 7 days a week;
- Provides a secure automated environment for registration, creation of personal profiles, and tracking the employee's training and progress;
- Offers:
 - a. for each employee, offers online access to his/her personal profile and his/her training schedule (number of hours per week of training, and teaching schedule);
 - b. for Project Authorities, offers online access with different access rights, such as the ability to consult the employee's profile and reports in order to conduct quality assurance, such as monitoring the progress of the students in the program, the time spent on self-directed learning and if the program is being used to its full capacity by registered students.
 - c. for each employee file, learning management offers reports that are downloadable and accessible online and that provide:
 - i. online placement test results, including the number of hours of training or the initial module recommended to achieve the target level;

- ii. placement test results for employees with teacher-led sessions, including the number of hours of training or the initial module recommended to achieve the target level;
- iii. the training activities and the modules completed by the employee in self-study/homework;
- iv. the teacher-led sessions completed by the employee, presented in the form of an attendance report (noting if present or absent for teacher-led sessions);
- v. the type of training authorized by the Department (full-time, part-time, self-study only, self-study with teaching sessions, and any other format agreed between the Department and the Contractor in compliance with the Statement of Work); and
- vi. the employee's progress, such as the teaching resources' notes and/or the results of the online program progress tests, throughout the training and according to the training type (teaching sessions, one-on-one, group).

The system data must be up to date and accessible at all times throughout the training to allow the employee to consult it and the Project Authority to obtain information and generate reports.

5.2.2 LMS Functionality

In addition, the Learning Management System (LMS) must offer filtering options to group the employees by branch, directorate and region.

5.3 Teaching Services in Support of Online Training

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

5.3.1 Teaching Services

The Contractor must ensure that the teaching services:

- Last at least one full hour per teacher-led session;
- Are available Monday to Friday between 7 a.m. and 10 p.m. (Eastern Time), except federal statutory holidays;
- Are delivered in Canadian English and French and are in compliance with the [Qualification Standards in Relation to Official Languages](#) of the Government of Canada;
- Include a linguistic evaluation by a teaching resource and preparation of a learning plan for the employee which indicates:
 - the employee's name;
 - the date of the evaluation;
 - the target language levels;
 - the employee's strengths;



- the skills needing work;
 - the evaluator's specific comments;
 - the initial module/stage/lesson/session recommended;
 - the total number of hours of training recommended; and
 - the evaluator's name.
 - Include activities, role-playing exercises and scenarios taken directly from tasks or situations that the employee deal with on a regular basis as part of their duties;
 - Include activities having to do with the skills evaluated by the Public Service Commission for levels A, B and C;
 - Include tracking of the employee's progress, accessible in the learning management system, which must specify at least the following information for the current module/stage/lesson/session:
 - if, and to what extent, the employee meets the objectives during the training period;
 - elements to review or strengthen;
 - recommended learning activities and comments from the teaching resource;
- AND
- the date of the next teacher-led session
 - the date of an individual support session (if applicable);
 - the name of the teaching resource that did the follow-up.
- Are offered by phone or online (WebEx or any other method used or determined by the Department); and
 - Include all the expenses related to the means of communication used by the Contractor.

5.3.2 Teaching services for Second Language Test Preparation Sessions

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

5.4 Employee Registration and Training Conditions

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

5.4.1 Preliminary Evaluation and Approval for Self-study/Homework with Teaching Services

For self-study/homework with teaching services, the Project Authority will provide the Contractor a request form for preliminary evaluations to assess eligibility for the program. The form will contain all the relevant information for registration into the Learning Management System, i.e.:

- The employee's username;
- The target language;
- The target SLE level;
- The employee's availability;
- The desired training type (full-time, part-time) and any other information considered relevant by the employee or the Department.

After receipt of the request form from the Department, the Contractor will create the employee's account, including his/her profile, contact him/her and guide him/her regarding the procedures to follow for the online placement test.

A teaching resource will proceed with a linguistic assessment and propose a learning plan for the employee.

The Contractor will submit summary results and plans to the Project Authority for review and approval for the virtual language training program. The Project Authority reserves the option of changing the proposed learning plan in consultation with the Contractor.

The Contractor will contact the employees eligible for the program in order to coordinate groups after the Project Authority confirms written communication to the employee and their manager of the request status.

5.4.2 Group Teaching Services and Group Second Language Test Preparation Sessions

To maximize the virtual training program, groups of employees will be formed after discussion between the Project Authority and the Contractor's Pedagogical Advisor. A group may be composed of a minimum of three employees to a maximum of six employees. These group tutoring sessions will be conducted by phone, online or, exceptionally, in the classroom (in facilities provided by ECCC).

The Contractor will establish a training plan that will meet the needs indicated in the learning plans of the employees. The teaching resource providing the tutoring will follow the plan and will track the group, entering his/her notes and recommendations in the learning management system for each employee.

5.4.3 One-on-one Teaching Services

For allocated one-on-one teaching hours, the teaching resource and the employee will have to establish the training schedule according to the information contained in the virtual language training program. They will also have to agree on the communication method that will best meet the employee's needs (by phone or online).

5.4.4 Training Duration and Schedule (Except for SLE Preparation Sessions)

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

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

5.5 Requirements Regarding the Pedagogical Advisor

The Contractor must provide the services of at least one Pedagogical Advisor.

5.5.1 The Pedagogical Advisor is responsible for:

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

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

5.6 Requirements Regarding the Teaching Resources

On receipt of a language training services request from the Project Authority, the Contractor must provide a teaching resource that meets the requirements listed below within no more than 10 working days.

- All of the teaching resources proposed by the Contractor must be fully fluent (Government language qualification equivalent to level CCC) in the language being taught, and must be sufficiently proficient in the other official language (Government language qualification equivalent to BBB or higher) to ensure effective communication with the employee in his/her first official language when necessary.
- The teaching resources must be capable of correctly using the computer tools (cameras, videos, audio documents, Web browsing, WebEx, etc.).
- In addition, the resources must have the following qualifications:



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

AND

At least one year of experience since January 1st, 2010 in teaching English or French as a second language to adults. One year of experience corresponds to 750 hours of teaching. The teaching resource may have accumulated his/her hours over several years. However, he/she may not accumulate more than one year of experience (as defined above) in one calendar year. For example:

- Scenario 1: A teaching resource may have accumulated 750 hours over 10 years. In this case, he/she will be recognized as having one year of experience in teaching;
- Scenario 2: A teaching resource has accumulated 2,250 hours in two years. He/she will then be recognized as having two years of experience, because no more than 750 hours per year are taken into account.

5.6.1 Replacement of a Teaching Resource

In the case of an unexpected absence, the Contractor will ensure the replacement of a teaching resource in the current session by another teaching resource with equivalent qualifications & experience to deliver the training according to the Department's requirements.

5.6.2 Quality Assurance

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

- An online evaluation;
- Verification of the tracking notes entered by the teaching resources in the learning management system;
- Tutoring session observations;
- Validation of the qualifications required by the Department for the Contractor's resources;
- Bidder's submitted Analysis of the program results; and/or
- Any other verification the Project Authority considers necessary.

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

If certain program activities are considered inadequate by the Project Authority, adjustments must be proposed by the Contractor, at the Contractor's expense. For example, inappropriate images or comments

6. DELIVERABLES

Deliverables and Delivery Date:

Deliverable	Delivery Date
Start of contract	Upon signature of contract
Virtual orientation sessions delivered to Project Authority and if applicable, Train-the-Trainer program for Department's Pedagogical Advisor.	Minimum 2 weeks prior to start date of sessions
Registration and preliminary evaluations	Minimum 7 weeks prior to start date for delivery of sessions
Confirmation of participants	Minimum 5 weeks prior to start date for delivery of sessions
Summary report detailing employees' registration profiles, preliminary evaluation results, and group coordination information.	Minimum 2 weeks prior to start date for delivery of sessions
Delivery of virtual language teaching sessions.	No later than January 15, 2018
Ad hoc individual reports in cases requiring intervention for consultation with Project Authority.	As needed
Interim and end-of-sessions reports on groups covering progress and invoicing details (billed-to-date and remaining balance of authorized hours).	Interim is defined as quarterly
Confirmation list for PSC SLE with at least four (4) weeks advance notice in order for Project Authority to schedule.	According to virtual training schedule agreed upon with Project Authority
Individual end-of-session oral evaluations completed with detailed written report on employee account and available to Project Authority.	According to virtual training schedule agreed upon with Project Authority
Analysis of the program results, including a report on cost-benefit analysis on the different streams and details on flexibilities utilized or innovative practices that make their program more compatible for our diverse workforce in order to demonstrate better value of money and engendering respect and participation in linguistic duality.	Minimum 4 weeks prior to end of contracting period

ANNEX "B"

BASIS OF PAYMENT

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid in a firm price of \$_____ (to be inserted by Bidder). All deliverables are F.O.B. Destination, and Canadian Customs Duty included, and HST extra, where applicable.

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

The Contractor will be paid in accordance with the following Basis of Payment for Work performed pursuant to this Contract.

In Accordance with the article entitled "Basis of Payment" in the Contract, payment to be made based on receipt of detailed monthly invoices for services rendered, subject to full acceptance by the Project/Technical Authority.

<i>Contract Period 1: 34 Weeks from Contract Award (2017-2018) not to exceed \$110,000.00 of total contract value including applicable taxes</i>			
Service or Deliverable as per Annex A	Price (A)	Number of Estimated Participants (B)	Extended Price (C) C = A x B
Online Program and Learning Management System License Fee (if applicable) <ul style="list-style-type: none"> Define license parameters as per seat, transferrable, etc. 	\$		\$
Preliminary Evaluation per Individual	\$	60 participants	\$
	Hourly Rate (D)	Number of Hours (E)	Extended Price (F) F = D x E
Delivery of virtual group teaching sessions Identify minimum and maximum number of learners in groups	\$	4 hours per week	\$
Delivery of virtual individual teaching session (extra support if required).	\$	4 hours per learner	\$
Total Initial Period G = C + F			\$
<i>Option Period 1: from end of initial contract period to March 31, 2019</i>			
Service or Deliverable as per Annex A	Price (A)	Number of Estimated Participants (B)	Extended Price (C) C = A x B
Online Program and Learning Management System License Fee (if applicable) <ul style="list-style-type: none"> Define license parameters as per seat, transferrable, etc. 	\$		\$
Preliminary Evaluation per Individual	\$	60 participants	\$
	Hourly Rate (D)	Number of Hours (E)	Extended Price (F) F = D x E
Delivery of virtual group teaching sessions <ul style="list-style-type: none"> Identify minimum and maximum number of learners in groups 	\$	4 hours per week	\$
Delivery of virtual individual teaching session (extra support if required).	\$	4 hours per learner	\$
Total Initial Period G = C + F			\$
<i>Option Period 2: from April 1, 2019 to March 31, 2020</i>			
Service or Deliverable as per Annex A	Price (A)	Number of Estimated Participants (B)	Extended Price (C) C = A x B
Online Program and Learning Management System License Fee (if applicable) <ul style="list-style-type: none"> Define license parameters as per 	\$		\$

seat, transferrable, etc.			
Preliminary Evaluation per Individual	\$	60 participants	\$
	Hourly Rate (D)	Number of Hours (E)	Extended Price (F) F = D x E
Delivery of virtual group teaching sessions <ul style="list-style-type: none"> Identify minimum and maximum number of learners in groups 	\$	4 hours per week	
Delivery of virtual individual teaching session (extra support if required).	\$	4 hours per learner	
Total Initial Period G = C + F			\$
<i>Option Period 3: from April 1, 2020 to March 31, 2021</i>			
Service or Deliverable as per Annex A	Price (A)	Number of Estimated Participants (B)	Extended Price (C) C = A x B
Online Program and Learning Management System License Fee (if applicable) <ul style="list-style-type: none"> Define license parameters as per seat, transferrable, etc. 	\$		\$
Preliminary Evaluation per Individual	\$	60 participants	\$
	Hourly Rate (D)	Number of Hours (E)	Extended Price (F) F = D x E
Delivery of virtual group teaching sessions <ul style="list-style-type: none"> Identify minimum and maximum number of learners in groups 	\$	4 hours per week	
Delivery of virtual individual teaching session (extra support if required).	\$	4 hours per learner	
Total Initial Period G = C + F			\$
<i>Option Period 4: from April 1, 2021 to March 31, 2022</i>			
Service or Deliverable as per Annex A	Price (A)	Number of Estimated Participants (B)	Extended Price (C) C = A x B
Online Program and Learning Management System License Fee (if applicable) <ul style="list-style-type: none"> Define license parameters as per seat, transferrable, etc. 	\$		\$
Preliminary Evaluation per Individual	\$	60 participants	\$
	Hourly Rate (D)	Number of Hours (E)	Extended Price (F) F = D x E
Delivery of virtual group teaching sessions <ul style="list-style-type: none"> Identify minimum and maximum number of learners in groups 	\$	4 hours per week	
Delivery of virtual individual teaching session (extra support if required).	\$	4 hours per learner	
Total Initial Period G = C + F			\$
Other Related Costs – if Applicable (please list)			\$

TOTAL EVALUATED PRICE (Total initial period + Total option periods + Other related costs)
\$ _____



ANNEX "C"
SECURITY REQUIREMENTS CHECK LIST