



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

**Bid Receiving - PWGSC / Réception des
soumissions - TPSGC**
11 Laurier St. / 11, rue Laurier
Place du Portage , Phase III
Core 0B2 / Noyau 0B2
Gatineau, Québec K1A 0S5
Bid Fax: (819) 997-9776

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government
Services Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Travaux Publics et Services
Gouvernementaux Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments - Commentaires

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Training and Specialized Services Division/Division de la
formation et des services spécialisés
Terrasses de la Chaudière 5th Floor
Terrasses de la Chaudière 5e étage
10 Wellington Street,
10, rue Wellington,
Gatineau
Québec
K1A 0S5

Title - Sujet End-to-End Learning Service	
Solicitation No. - N° de l'invitation W0103-166712/A	Date 2019-02-11
Client Reference No. - N° de référence du client W0103-166712	
GETS Reference No. - N° de référence de SEAG PW-\$\$ZH-141-34608	
File No. - N° de dossier 141zh.W0103-166712	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-03-25	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Roy, Paul	Buyer Id - Id de l'acheteur 141zh
Telephone No. - N° de téléphone (613) 858-9621 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF NATIONAL DEFENCE CFB ESQUIMALT STN FORCES P.O.BOX 17000 VICTORIA British Columbia V9A7N2 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

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PART 1 - GENERAL INFORMATION

1.1 Introduction

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

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

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Checklist, Certifications, DND 626 Task Authorization Form and Mandatory & Point rated Criteria

1.2.1 Summary

The Royal Canadian Navy (RCN) Naval Personnel Training Group (NPTG) has a requirement to provide individual training of East Warfare Seamanship naval personnel, including both regular and reserve force personnel, utilizing approaches such as Distributed Learning (DL), eLearning through the use of the Defence Learning Network (DLN) and increased use of simulation/emulation.

The objective of this requirement is for the RCN, through a single Contract, on an "as and when required" response capability to address unclassified Maritime Warfare and Seamanship training issues identified by the RCN, allowing for the timely design, production, delivery and implementation of eLearn training solutions multi-media/IT technologies and educational techniques.

1.2.2 Security requirements.

There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the Contract Security Program of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website".

1.2.3 Trade agreements

The requirement is subject to the provisions of the North American Free Trade Agreement (NAFTA) and the Canadian Free Trade Agreement (CFTA).

1.2.4 The Federal Contractors Program (FCP) for employment equity

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

1.2.5 Bid transmission

This bid solicitation allows bidders to use the epost Connect service provided by Canada Post Corporation to transmit their bid electronically. Bidders must refer to Part 2 entitled Bidder Instructions, and Part 3 entitled Bid Preparation Instructions, of the bid solicitation, for further information.

1.2.6 Phased Bid Compliance

The Phased Bid Compliance Process applies to this requirement.

1.2.7 Debriefings

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

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<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 (2018-05-22) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days

Insert: 90 days

2.1.1 SACC Manual Clauses

A7035T (2007-05-25), List of Proposed Subcontractors

2.2 Submission of Bids

Bids must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit specified below by the date and time indicated on page 1 of the bid solicitation

Bids may be submitted by using the **epost Connect service** provided by Canada Post Corporation.

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, bidders must provide the information required in the Attachment 2 to Part 3 - Certifications and additional information before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

2.4 Inquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

2.5 Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario. The Bidder may, at its discretion, substitute the applicable laws of a Canadian province or territory of its choice without affecting the validity of its bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of its choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidder.

2.6 Basis for Canada's Ownership of Intellectual Property

The Department of National Defence has determined that any intellectual property rights arising from the performance of the Work under the resulting contract will belong to Canada, for the following reasons, as set out in the Policy on Title to Intellectual Property Arising Under Crown Procurement Contracts: the Intellectual Property in Foreground Information consists of material subject to copyright, with the exception of computer software and all documentation pertaining to that software.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

a) The bid must be separated as follows:

Section I: Technical Bid
Section II: Financial Bid
Section III: Certifications
Section IV: Additional Information

b) If the Bidder chooses to submit its bid electronically using the epost Connect service provided by Canada Post Corporation,

- the Bidder should refer to section 08, Transmission by facsimile or by epost Connect, of the 2003 standard instructions. Sub-section 2, epost connect, contains instructions and conditions;
- the Bidder must submit its bid in a single transmission.

c) If the Bidder chooses to submit its bid to the PWGSC Bid Receiving Unit electronically not using the epost Connect service provided by Canada Post Corporation, Canada requests one envelope containing one copy of the bid on a USB key or a CD. The Bidder should ensure that the Bidder's name and address and bid solicitation number are clearly visible on the envelope.

d) Canada is not requesting hard copies of the bid. However, if the Bidder chooses to submit its bid to the PWGSC Bid Receiving Unit in hard copies, Canada requests:

Section I: 2 hard copies

Sections II, III: 1 hard copy of the 3 sections

e) If there is a discrepancy between the wording of any copies of the bid that appear on the following list, the wording of the copy that first appears on the list has priority over the wording of any copy that subsequently appears on the list:

- the electronic copy of the bid submitted by using the epost Connect service provided by Canada Post Corporation;
- the electronic copy of the bid submitted to the PWGSC Bid Receiving Unit on a USB key or a CD;
- the hard copies of the bid submitted to the PWGSC Bid Receiving Unit.

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

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 to perform all service tasks and describe their approach in a thorough, concise and clear manner for carrying out the work. Bidders must provide a detailed project management plan which must demonstrate how this requirement will be managed.

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.

Evaluation of Workstream Resources Prior to Contract Award

Only the proposed Client Project Manager as defined in Annex A (SOW) will be evaluated during the bid evaluation process. The resume for the proposed Client Project Manager must be included with the bid submission, and must clearly demonstrate that the proposed person meets or exceeds the requirements of Annex A (Statement of Work).

All other workstream personnel resources intended by the Bidder to meet the requirements of training development tasks described in Annex A will be assessed following Contract award, once specific tasks are identified and requested of the Contractor through the Task Authorization process.

Section II: Financial Bid

- A. Bidders must complete their financial bid in Canadian funds and in accordance with the ATTACHMENT 1 TO PART 3, PRICING SCHEDULE (SEE ATTACHED) and include it with their financial Bid.
- B. Bidders must submit their "rate" or "rates" FOB destination; Canadian customs duties and excise taxes included, as applicable; and Applicable Taxes excluded.

C. When preparing their financial bid, Bidders should review clause 4.1.3, Financial Evaluation, of Part 4 of the bid solicitation; and article 7.6, Payment, of Part 7 of the bid solicitation.

D. SACC Manual Clauses C3011T (2013-11-06), Exchange Rate Fluctuation Exchange Rate Fluctuation

Section III: Certifications

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

- a) Bidders should complete their Certifications and Additional Information by using the PDF fillable form in Attachment 1 to Part 5 - Certifications and Additional Information.
- b) Bidders should complete the interactive form electronically before printing the document for submission. Bidders should note that simply printing the document prior to completing it electronically may omit certain fields that would appear when filling out the form electronically, resulting in incomplete Certifications.
- c) The form should be signed.

Section IV: Additional Information

The Company Security Officer must ensure through the Contract Security Program that the Bidder and proposed individuals 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) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.1 Phased Bid Compliance Process

4.1.1.1. General

- (a) Canada is conducting the PBCP described below for this requirement.
- (b) Notwithstanding any review by Canada at Phase I or II of the PBCP, Bidders are and will remain solely responsible for the accuracy, consistency and completeness of their Bids and Canada does not undertake, by reason of this review, any obligations or responsibility for identifying any or all errors or omissions in Bids or in responses by a Bidder to any communication from Canada.

THE BIDDER ACKNOWLEDGES THAT THE REVIEWS IN PHASE I AND II OF THIS PBCP ARE PRELIMINARY AND DO NOT PRECLUDE A FINDING IN PHASE III THAT THE BID IS NON-RESPONSIVE, EVEN FOR MANDATORY REQUIREMENTS WHICH WERE SUBJECT TO REVIEW IN PHASE I OR II AND NOTWITHSTANDING THAT THE BID HAD BEEN FOUND RESPONSIVE IN SUCH EARLIER PHASE. CANADA MAY DEEM A BID TO BE NON-RESPONSIVE TO A MANDATORY REQUIREMENT AT ANY PHASE. THE BIDDER ALSO ACKNOWLEDGES THAT ITS RESPONSE TO A NOTICE OR A COMPLIANCE ASSESSMENT REPORT (CAR) (EACH DEFINED BELOW) IN PHASE I OR II MAY NOT BE SUCCESSFUL IN RENDERING ITS BID RESPONSIVE TO THE MANDATORY

REQUIREMENTS THAT ARE THE SUBJECT OF THE NOTICE OR CAR, AND MAY RENDER ITS BID NON-RESPONSIVE TO OTHER MANDATORY REQUIREMENTS.

- (c) Canada may, in its discretion, request and accept at any time from a Bidder and consider as part of the Bid, any information to correct errors or deficiencies in the Bid that are clerical or administrative, such as, without limitation, failure to sign the Bid or any part or to checkmark a box in a form, or other failure of format or form or failure to acknowledge; failure to provide a procurement business number or contact information such as names, addresses and telephone numbers; inadvertent errors in numbers or calculations that do not change the amount the Bidder has specified as the price or of any component thereof that is subject to evaluation. This shall not limit Canada's right to request or accept any information after the bid solicitation closing in circumstances where the bid solicitation expressly provides for this right. The Bidder will have the time period specified in writing by Canada to provide the necessary documentation. Failure to meet this deadline will result in the Bid being declared non-responsive.
- (d) The PBCP does not limit Canada's rights under Standard Acquisition Clauses and Conditions (SACC) 2003 (2018-05-22) Standard Instructions – Goods or Services – Competitive Requirements nor Canada's right to request or accept any information during the solicitation period or after bid solicitation closing in circumstances where the bid solicitation expressly provides for this right, or in the circumstances described in subsection (c).
- (e) Canada will send any Notice or CAR by any method Canada chooses, in its absolute discretion. The Bidder must submit its response by the method stipulated in the Notice or CAR. Responses are deemed to be received by Canada at the date and time they are delivered to Canada by the method and at the address specified in the Notice or CAR. An email response permitted by the Notice or CAR is deemed received by Canada on the date and time it is received in Canada's email inbox at Canada's email address specified in the Notice or CAR. A Notice or CAR sent by Canada to the Bidder at any address provided by the Bidder in or pursuant to the Bid is deemed received by the Bidder on the date it is sent by Canada. Canada is not responsible for late receipt by Canada of a response, however caused.

4.1.1.2 Phase I: Financial Bid

- (a) After the closing date and time of this bid solicitation, Canada will examine the Bid to determine whether it includes a Financial Bid and whether any Financial Bid includes all information required by the solicitation. Canada's review in Phase I will be limited to identifying whether any information that is required under the bid solicitation to be included in the Financial Bid is missing from the Financial Bid. This review will not assess whether the Financial Bid meets any standard or is responsive to all solicitation requirements.
- (b) Canada's review in Phase I will be performed by officials of the Department of Public Works and Government Services.
- (c) If Canada determines, in its absolute discretion that there is no Financial Bid or that the Financial Bid is missing all of the information required by the bid solicitation to be included in the Financial Bid, then the Bid will be considered non-responsive and will be given no further consideration.
- (d) For Bids other than those described in c), Canada will send a written notice to the Bidder ("Notice") identifying where the Financial Bid is missing information. A Bidder, whose Financial Bid has been found responsive to the requirements that are reviewed at Phase I, will not receive a Notice. Such Bidders shall not be entitled to submit any additional information in respect of their Financial Bid.
- (e) The Bidders who have been sent a Notice shall have the time period specified in the Notice (the "Remedy Period") to remedy the matters identified in the Notice by providing to Canada, in writing, additional information or clarification in response to the Notice. Responses received after

the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the Notice.

- (f) In its response to the Notice, the Bidder will be entitled to remedy only that part of its Financial Bid which is identified in the Notice. For instance, where the Notice states that a required line item has been left blank, only the missing information may be added to the Financial Bid, except that, in those instances where the addition of such information will necessarily result in a change to other calculations previously submitted in its Financial Bid, (for example, the calculation to determine a total price), such necessary adjustments shall be identified by the Bidder and only these adjustments shall be made. All submitted information must comply with the requirements of this solicitation.
- (g) Any other changes to the Financial Bid submitted by the Bidder will be considered to be new information and will be disregarded. There will be no change permitted to any other Section of the Bidder's Bid. Information submitted in accordance with the requirements of this solicitation in response to the Notice will replace, in full, only that part of the original Financial Bid as is permitted above, and will be used for the remainder of the bid evaluation process.
- (h) Canada will determine whether the Financial Bid is responsive to the requirements reviewed at Phase I, considering such additional information or clarification as may have been provided by the Bidder in accordance with this Section. If the Financial Bid is not found responsive for the requirements reviewed at Phase I to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.
- (i) Only Bids found responsive to the requirements reviewed in Phase I to the satisfaction of Canada, will receive a Phase II review.

4.1.1.3 Phase II: Technical Bid

- (a) Canada's review at Phase II will be limited to a review of the Technical Bid to identify any instances where the Bidder has failed to meet any Eligible Mandatory Criterion. This review will not assess whether the Technical Bid meets any standard or is responsive to all solicitation requirements. Eligible Mandatory Criteria are all mandatory technical criteria that are identified in this solicitation as being subject to the PBCP. Mandatory technical criteria that are not identified in the solicitation as being subject to the PBCP, will not be evaluated until Phase III.
- (b) Canada will send a written notice to the Bidder (Compliance Assessment Report or "CAR") identifying any Eligible Mandatory Criteria that the Bid has failed to meet. A Bidder whose Bid has been found responsive to the requirements that are reviewed at Phase II will receive a CAR that states that its Bid has been found responsive to the requirements reviewed at Phase II. Such Bidder shall not be entitled to submit any response to the CAR.
- (c) A Bidder shall have the period specified in the CAR (the "Remedy Period") to remedy the failure to meet any Eligible Mandatory Criterion identified in the CAR by providing to Canada in writing additional or different information or clarification in response to the CAR. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the CAR.
- (d) The Bidder's response must address only the Eligible Mandatory Criteria listed in the CAR as not having been achieved, and must include only such information as is necessary to achieve such compliance. Any additional information provided by the Bidder which is not necessary to achieve such compliance will not be considered by Canada, except that, in those instances where such a response to the Eligible Mandatory Criteria specified in the CAR will necessarily result in a consequential change to other parts of the Bid, the Bidder shall identify such additional changes, provided that its response must not include any change to the Financial Bid.

- (e) The Bidder's response to the CAR should identify in each case the Eligible Mandatory Criterion in the CAR to which it is responding, including identifying in the corresponding section of the original Bid, the wording of the proposed change to that section, and the wording and location in the Bid of any other consequential changes that necessarily result from such change. In respect of any such consequential change, the Bidder must include a rationale explaining why such consequential change is a necessary result of the change proposed to meet the Eligible Mandatory Criterion. It is not up to Canada to revise the Bidder's Bid, and failure of the Bidder to do so in accordance with this subparagraph is at the Bidder's own risk. All submitted information must comply with the requirements of this solicitation.
- (f) Any changes to the Bid submitted by the Bidder other than as permitted in this solicitation, will be considered to be new information and will be disregarded. Information submitted in accordance with the requirements of this solicitation in response to the CAR will replace, in full, only that part of the original Bid as is permitted in this Section.
- (g) Additional or different information submitted during Phase II permitted by this section will be considered as included in the Bid, but will be considered by Canada in the evaluation of the Bid at Phase II only for the purpose of determining whether the Bid meets the Eligible Mandatory Criteria. It will not be used at any Phase of the evaluation to increase or decrease any score that the original Bid would achieve without the benefit of such additional or different information. For instance, an Eligible Mandatory Criterion that requires a mandatory minimum number of points to achieve compliance will be assessed at Phase II to determine whether such mandatory minimum score would be achieved with such additional or different information submitted by the Bidder in response to the CAR. If so, the Bid will be considered responsive in respect of such Eligible Mandatory Criterion, and the additional or different information submitted by the Bidder shall bind the Bidder as part of its Bid, but the Bidder's original score, which was less than the mandatory minimum for such Eligible Mandatory Criterion, will not change, and it will be that original score that is used to calculate any score for the Bid
- (h) Canada will determine whether the Bid is responsive for the requirements reviewed at Phase II, considering such additional or different information or clarification as may have been provided by the Bidder in accordance with this Section. If the Bid is not found responsive for the requirements reviewed at Phase II to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.
- (i) Only Bids found responsive to the requirements reviewed in Phase II to the satisfaction of Canada, will receive a Phase III evaluation.

4.1.1.4 Phase III: Final Evaluation of the Bid

- (a) In Phase III, Canada will complete the evaluation of all Bids found responsive to the requirements reviewed at Phase II. Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) A Bid is non-responsive and will receive no further consideration if it does not meet all mandatory evaluation criteria of the solicitation.

4.1.2 Technical Evaluation

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

4.1.3 Financial Evaluation

For bid evaluation and Contractor selection purposes only, the evaluated price of a bid will be determined in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.2 - Basis of Selection

4.2. Basis of Selection - Highest Combined Rating of Technical Merit and Price

1. To be declared responsive, a bid must:
 - a. comply with all the requirements instructions of the bid solicitation; and
 - b. meet all mandatory criteria; and
 - c. obtain the required minimum points specified for each criterion for the technical evaluation, and
 - d. obtain the required minimum of 507/848 points overall. The technical evaluation criteria are subject to point rating.
2. Bids not meeting (b) Mandatory Criteria will be declared non-responsive and no further consideration will be given. Bids not meeting (d) 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 60% for the technical merit and 40% 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 60%.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40%.
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.

The table below illustrates an example where all three bids are responsive and the selection of the contractor 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).

Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
	Pricing Score	$45/55 \times 40 = 32.73$	$45/50 \times 40 = 36.00$	$45/45 \times 40 = 40.00$
Combined Rating		83.84	75.56	80.89
Overall Rating		1st	3rd	2nd

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders must provide the required certifications and additional information to be awarded a contract by using the Attachment 1 to Part 5 - Certifications and Additional Information

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

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

See attached PDF fillable Form - Attachment 1 to part 5 – Certifications and Additional Information.pdf

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirements

1. Before award of a contract, the following conditions must be met:

- (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
- (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
- (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
- (d) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
- (e) the Bidder 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. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.

3. For additional information on security requirements, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

6.2 Controlled Goods Requirement

SACC Manual clause A9130T (2014-11-27) Controlled Goods Program - Bid

PART 7 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of the contract.

7.1 Statement of Work

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

7.1.2 Task Authorization

A. Work described at Annex A, Statement of Work will be performed under the Contract on an “as and when requested basis”.

B. With respect to the Work mentioned under paragraph A of this clause,

1. an obligation will come into force only when the Contractor receives a Task Authorization (TA), inclusive of any revisions, authorized and issued in accordance with this clause, and only to the extent designated in the authorized TA;
2. the PA Authority and limit will be determined in accordance with paragraph C of this clause;
3. the Contractor must not commence work until a TA, inclusive of any revisions, has been authorized and issued in accordance with the Contract. The Contractor acknowledges that work performed before a TA, inclusive of any revisions, has been authorized and issued in accordance with the Contract will be done at the Contractor's own risk and expense;
4. the task description, inclusive of any revisions, included in an authorized TA must fall within the scope of the Statement of Work, in Annex A; and
5. the TA, inclusive of any revisions, will be authorized under the Contract through the use of Annex D, DND 626, Task Authorization Form. An authorized TA is a completed Annex D signed by the PA Authority.

C. Project Authority and Limit

The Project Authority may authorize individual TAs inclusive of any revisions up to a limit of \$ **(amount inserted at Contract award)**, Applicable Taxes extra. Any TA the total value of which would exceed that limit or any revision to a previously authorized TA that would increase the TA total value above that limit must be authorized by the Contracting Authority before issuance to the Contractor.

- D.** The authority specified under paragraph C of this clause is granted subject to the sum specified in the Contract under clause 7.6.2 (Canada's Total Liability, Cumulative Total of all authorized TAs not being exceeded).

E. TA Process

For each task or revision of a previously authorized task, the Project Authority will provide the Contractor with a request to perform a task prepared using Annex D, DND 626, Task Authorization Form, containing as a minimum:

- o the task or revised task description of the Work required, including:
 - the details of the activities or revised activities to be performed;
 - a description of the deliverables or revised deliverables to be submitted;
 - a schedule or revised schedule indicating completion dates for the major activities or submission dates for the deliverables, or both, as applicable;
 - notification of any certificates deemed essential to the task such as driver's licence, first aid certificate, teaching certificate, hazardous materials handling;
 - notification of resource physical safety requirements, if any, due to possible deployment of resource such as embarkation in a ship where resource must be able to ascend/descend ladders unassisted;

- F.** **Within 14 calendar days of its receipt of the request, the Contractor must provide the Project Authority with a signed and dated response prepared and submitted using the TA form received from the Project Authority, containing as a minimum:**

1. the total estimated cost proposed for performing the task or, as applicable, revised task;
2. a breakdown of that cost in accordance with Annex B. and;

3. for each resource proposed by the Contractor for the performance of the Work required:
 - the name of the proposed resource;
 - the résumé relevant to the task for each proposed resource;
 - a demonstration that the proposed resource meets :
 1. the Contract security requirements;
 2. the mandatory competencies enumerated at Appendix 2 to Annex A (Statement of Work) for the specific resource profession identified in the TA request;
 3. experience with at least 60% of the tasks enumerated at Appendix 2 to Annex A (Statement of Work) for the specific resource category identified in the TA request
 4. any certification requirements listed in the TA.

G. TA Authorization

1. The PA Authority will authorize the TA based on:
 - the request submitted to the Contractor pursuant to paragraph F of this clause;
 - the Contractor's response received, submitted pursuant to paragraph G of this clause; and
 - the agreed total estimated cost for performing the task or, as applicable, revised task
2. The authorized TA will be issued to the Contractor by email as an email attachment in PDF format.

H. Minimum Work Guarantee - All the Work - Authorized TAs

1. "Maximum Contract Value" means the sum specified in Contract clause 7.6.2 (Canada's Total Liability, Cumulative Total of all authorized TAs, and "Minimum Contract Value" means 10% of the Maximum Contract Value.
2. Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with paragraph I.3 of this clause. In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract period to perform the Work. Canada's maximum liability for Work requested in authorized TAs, performed by the Contractor and accepted by Canada must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.
3. In the event that Canada does not request Work in the amount of the Minimum Contract Value during the period of the Contract, Canada must pay the Contractor the difference between the Minimum Contract Value and the cost of the Work requested in authorized TAs, performed by the Contractor and accepted by Canada.
4. Canada will have no obligation to the Contractor under this clause if Canada terminates the Contract in whole or in part for default.

I. Periodic Usage Reports - Contracts with TAs

1. The Contractor must compile and maintain detailed and current data on its performance of Work required and requested under TAs (inclusive of any revisions) authorized and issued under the Contract.
2. No later than 15 calendar days after the end of each of the reporting periods below, the Contractor must submit to the Contracting Authority and Project Authority a periodic usage report containing, in an electronic spreadsheet (such as MSOffice Excel), the data elements specified in paragraphs I.3

and I.4 of this clause in the order they are presented. Where at the end of a reporting period, no changes are required to be made to the data contained in the periodic usage report submitted for the previous period, the Contractor must submit a "NIL" report to the Contracting Authority and Project Authority.

The 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; and
4th quarter: January 1 to March 31.

3. For each TA authorized and issued under the Contract, the data must contain the following data elements in the order presented:
 - the authorized task number or task revision number(s);
 - a title or a brief description of each authorized task;
 - the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
 - the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
 - the start and completion date for each authorized task
4. **For all TAs authorized and issued under the Contract, the data must contain the following data elements in the order presented:**
 - the sum (Applicable Taxes extra) specified in clause 7.6.2, Canada's Total Liability, Cumulative Total of all Authorized TAs, as last amended;
 - the total cost incurred for all authorized tasks inclusive of any revisions, Applicable Taxes extra;
 - the total cost incurred and invoiced for all authorized tasks inclusive of any revisions, Applicable Taxes extra;
 - the total amount of Applicable Taxes invoiced for all authorized tasks inclusive of any revisions; and

J. Administration of the TA Process - Department of National Defence

The administration of the TA process will be carried out by Naval Personnel and Training Group Headquarters – Senior Staff Officer - Future Plans (NPTG HQ – SSO-FP), this officer is designated the Project Officer for this contract. This process includes: monitoring, controlling and reporting on expenditures of the Contract to the Contracting Authority.

7.2 Standard Clauses and Conditions

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

7.2.1 General Conditions

2035 (2018-06-21), 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

7.2.3 Inspection and Acceptance

The Technical Authority is the Inspection Authority. All reports, deliverable items, documents, goods and all services rendered under the Contract are subject to inspection by the Inspection Authority or representative. Should any report, document, good or service not be in accordance with the requirements of the Statement of Work and to the satisfaction of the Inspection Authority, as submitted, the Inspection Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

7.2.4 Specific Person

The Contractor must provide the services of the following person(s) to perform the Work as stated in the Contract: Client Project Manager

7.3 Security Requirements

7.3.1 The following security requirements (SRCL) and related clauses provided by the Contract Security Program apply and form part of the Contract.

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by CISD/PWGSC.
3. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
4. 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).

7.4 Term of Contract

7.4.1 Period of the Contract

The period of the Contract is from date of Contract for a period of two years

7.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three additional one year 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 30 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Paul Roy
Supply Team Leader
Public Works and Government Services Canada
Acquisitions Branch
Professional Services Procurement Directorate

10 Wellington Street
Gatineau, Quebec, Canada, K1A 0S5
Terrasses de la Chaudière
Floor 5th Floor
Telephone: 613-858-9621
E-mail: paul.roy@tpsgc-pwgsc.gc.ca

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

7.5.2 Technical Authority

The Technical Authority for the Contract is: *(to be inserted 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.

7.5.3 Contractor's Representative

(to be inserted at Contract award)

7.6 Payment

7.6.1 Basis of Payment

7.6.1.1 Firm Unit Price - Individual task authorizations

Contractor will be paid for the Work specified in the authorized task authorization, in accordance with the Basis of payment insert at annex B.

Canada's liability to the Contractor under the authorized task authorization must not exceed the limitation of expenditure specified in the authorized task authorization. Custom duties are included, and Applicable Taxes are extra.

No increase in the liability of Canada or in the price of the Work specified in the authorized task authorization resulting from any design changes, modifications or interpretations of the Work will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

7.6.1.2 Limitation of Expenditure - Cumulative Total of all Task Authorizations

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

7.6.2 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 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.

7.6.3 Electronic Payment of Invoices - Contract

The Contractor accepts to be paid using any of the following Electronic Payment Instruments:

- a. Direct Deposit (Domestic and International);
- b. Electronic Data Interchange (EDI);
- c. Wire Transfer (International Only);

7.6.4 Discretionary Audit

C0705C (2010-01-11), Discretionary Audit

7.7 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
2. Each invoice must be supported by:
 - a. a copy of time sheets to support the time claimed;

- b. a copy of the release document and any other documents as specified in the Contract;
- c. a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
- d. the TA information (at minimum, the TA information provided will include the TA number, service number(s), date of TA, TA amendment information (if applicable), sub-total of TA before tax, applicable tax, total invoice amount with tax.

Invoices must be distributed as follows:

- a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.
- b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.
- c. *Instruction to contracting officers: Insert additional distribution as applicable. The following is an example.*
one (1) copy must be forwarded to the consignee.

7.8 Certifications and Additional Information

7.8.1 Compliance

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

7.8.2 Federal Contractors Program for Employment Equity - Default by the Contractor

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

7.9 Applicable Laws

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

7.10 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the supplemental general conditions 4007 (2010-08-16) Canada to Own Intellectual Property Rights;
- (c) the general conditions 2035 (2018-06-21), General Conditions - Higher Complexity - Services;
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List;

- (g) the signed Task Authorizations;
- (i) the Contractor's bid dated _____, (*insert date of bid*)

7.11 SACC Manual clause

A9006C (2012-07-16) Defence Contract
A2000C (2006-06-16), Foreign Nationals (Canadian Contractor)
A9062C (2011-05-16), Canadian Forces Site Regulations
A9131C (2014-11-27), Controlled Goods Program – Contract
A9068C (2010-01-11), Government Site Regulations

ANNEX "A" - STATEMENT OF WORK
For Maritime Warfare and Seamanship Training Development Services

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1.0 Background

1.1 The Royal Canadian Navy (RCN) Naval Personnel Training Group (NPTG) is responsible to provide for the individual training of all naval personnel, including both regular and reserve force personnel. The only exceptions are the support occupations, which are the responsibility of Military Personnel Group (MPG). In order to meet this mandate efficiently, effectively and in a fiscally responsible manner, NPTG is utilizing innovative new approaches such as Distributed Learning (DL), eLearning through the use of the Defence Learning Network (DLN), increased use of simulation/emulation, and a host of other methodologies as outlined in the RCN's Future Naval Training System Strategy.

1.2 As part of the Future Naval Training System Strategy, NPTG requires the ability to acquire eLearning Services through contracted support in order to augment RCN training development capacity. This Contracted support will be the prime vehicle used for the acquisition of Traditional Classroom Learning, Blended Learning, and eLearning product development services. This includes the development of new Learning requirements and for the updating and conversion of existing learning & eLearning products.

1.3 With the implementation of the DLN, training delivery can now take full advantage of modern training design, performance support, and monitoring technologies, to deliver a robust and sustainable training program that better fits and responds to the demands of today's and tomorrow's RCN as an element of the Canadian Armed Forces (CAF).

1.4 Content development alone will not affect a transformational change in RCN learning. Change management tenets must be employed if long-term success is to be realized. Solutions developed through this contract must address communications, culture, training, procedures, infrastructure, and organizational needs of the Royal Canadian Navy to successfully employ and maintain the training solution.

2.0 Objective

2.1 The objective of this requirement is for the RCN, through a single contract, a long-term rapid response capability to address unclassified Maritime Warfare and Seamanship training issues identified by the RCN, allowing for the timely design, production, delivery and implementation of innovative, practical eLearn training solutions that leverage state-of-the-art multi-media/IT technologies and educational techniques.

3.0 Language Requirement

3.1 The Contractor will be required to provide services in either of Canada's official languages, English or French, or in some circumstances both languages will be required to be delivered under the same tasking. The language requirement(s) for each individual requirement will be identified on the DND 626 Task Authorization Form (TAF). The TAF is described in Appendix 3 to this Annex. All contracted resources delivering services must be able to communicate effectively, both orally and in writing, in the designated language(s) identified on the TA. Other language skills are not required. All content destined for upload into the Defence Learning Network – Learning Management System (DLN-LMS) is subject to the *Official Languages Act* and must be offered in both official languages.

4.0 Applicable Documentation / References

4.1 At the time of issuance of any TA, the most current release promulgated of the following documents form part of the requirement to the extent specified herein. Adherence to the direction provided by these references is mandatory for all deliverables; all other document references are to be considered supplemental information only:

- a. Appendix 1 - Acronyms;
- b. Web Content Accessibility Guidelines (WCAG);

c. Canadian Government standards on Web publishing found at

<http://wimsupport-soutienwim.mil.ca/en/web-gov-policies-standards.page>
<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=23601§ion=html>
<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=25875§ion=html>

- d. Canadian Forces Individual Training & Education System (CFITES);
- e. National Defence Security Orders and Directives (NDSOD);
- f. National Joint Council Travel Directive;
- g. Future Naval Training System Strategy (FNTS) (available upon request);
- h. Air Force Methods and Media Selection Primer (as employed by the RCN);
- i. Sharable Content Object Reference Model (SCORM) Requirements for DLN;
- j. 3D Object Requirements for DLN;
- k. DLN Content Development Guidelines (Current version will be provided with the call-up / contract);
- l. DLN Metadata Application Profile (MAP) version 1.1;
- m. DLN MAP Model Handbook Version 1.1 for SCORM 2016; and
- n. DLN MAP Model Version 1.1.

4.2 Where reference documentation directly associated with this Statement of Work (SOW) is originated by Canada and is not available to the Contractor on the internet, the Contractor may request specific documentation from the Technical Authority.

4.3 Additional applicable documents may be specified in individual TA requirements and will, where necessary be provided by the TA of the Task.

5.0 Scope of Tasks

5.1 The Contractor must provide resources capable of generating and successfully deploying SCORM / xAPI compliant electronic training solutions (courseware, serious games, performance support tools, simulations, and immersive environments). The Contractor must also be familiar with the new generation of eLearning technologies such as xAPI (Experience Application Programming Interface). Activities must include but are not limited to:

- a. Analysis – training needs analysis, performance analysis, cause analyses, job task analysis, identifying solutions, and making recommendations;
- b. Design – methods analysis, media analysis, storyboarding, scripting, prototyping (Concept, Feasibility, Horizontal, Vertical);
- c. Solution Development – development of assets (2D and 3D models), content text and audio, courseware, electronic training aids, game development, immersive environments, SCORM / xAPI, meta tagging;
- d. Course Support Material – assessment plans, training plans, lesson plans and instructor guides;
- e. Evaluation – evaluation may include Kirkpatrick's first three levels of evaluation (Reaction, Learning, and Behaviour);
- f. Change Management - employ change management principles, e.g. assess Training Establishment (TE) situation (infrastructure, organization, procedures, culture), develop successful solutions tailored to TE's needs, and monitor results; and
- g. Conduct – provide personnel resources to conduct training based on the solutions developed by the Contractor. This activity includes both face-to-face and distance instruction.

6.0 Resource Streams and Estimated Level of Effort

6.1 The prerequisites and typical tasks/deliverables for each Resource category to be secured by the Contractor to perform tasks IAW this contract are defined in Appendix 2 to this Annex A. The estimated annual levels of effort for each Resource category are as indicated in Table 1 below - this is an estimated projection only. Actual Resource effort will vary depending on requirements from fiscal year to fiscal year.

Table 1: Estimated Annual Level of Effort

RESOURCE CATEGORY	NTDC(A) Resource Projection Required	Projected days per Resource	Total level of effort
Stream 1: Instructional Design and Development Services			
Senior Technical Writer	1	250	250
Intermediate Technical Writer	2	175	350
Stream 2: Custom and Rapid eLearning Product Programming			
Senior Advisor in e-Learning and Learning Technology	1	100	100
Senior Custom eLearning Programmer	2	250	500
Intermediate Custom eLearning Programmer	6	100	600
Junior Custom eLearning Programmer	6	100	600
Senior Rapid eLearning Programmer	2	250	500
Senior Quality Assurance Specialist	3	150	450
Senior Tester	1	100	100
Intermediate Tester	3	100	300
Stream 3: Multi-Media Design & Development			
Senior Graphics Designer	1	120	120
Intermediate Graphics Designer	1	100	100
Photographer	1	30	30
Senior Animator	2	200	400
Video Producer	1	100	100
Audio Producer	1	100	100
Multimedia Director	1	120	120
Narrator	1	30	30
Stream 4: Project Management			

RESOURCE CATEGORY	NTDC(A) Resource Projection Required	Projected days per Resource	Total level of effort
Senior Client Project Manager	1	250	250
Totals (5,000 projected days in total)			5,000

7.0 Availability of Contracted Resources

7.1 Contracted resources must be available on an “as-and-when-requested” basis throughout the duration of the contract. The Contractor must have the resource(s) available within thirty (30) calendar days of an approved TA.

8.0 RCN Project Authorities

8.1 For the purposes of this contract:

- the Contracting Authority for Canada is the Department of Public Works and Government Services Canada which is evolving into the Department of Public Services and Procurement Canada;
- the DND Procurement Authority is the Base Logistics Officer, CFB Esquimalt;
- the DND Technical Authority is the NPTG Deputy Chief of Staff Future Plans (DCOS-FP); and
- the DND Project Director is the NPTG Headquarters Training Technology Integration (TTI) Section Head.

9.0 Contractor Management

9.1 The Contractor must provide a Senior Client Manager (CM) for this contract, to be available and accessible by NPTG and NTDC(A) year round during normal Halifax working hours Monday to Friday. The CM must have responsibility for overall performance of the Contract, must actively participate in the overall management of all project activities related to this SOW and must have the authority to commit the Contractor to specific courses of action. Furthermore, the CM must serve as the Contractor's primary Point of Contact (POC) for the DND/RCN Technical Authority on matters under this contract. The CM serves as the local Point of Contact for both NPTG and NTDC(A) on routine task administration related matters that will not result in any increased liability for DND/RCN. Increased liability can be defined as any and all issues that may result in increased costs for DND/RCN, or, deliverable delays over 30 calendar days, or, any reduction in deliverable capability. Those issues must be raised and referred to the NPTG Technical Authority level.

10.0 Work Breakdown Structure (WBS)

10.1 As part of the response to a TA proposal, the Contractor must prepare and deliver a Work Breakdown Structure (WBS) detailing activities, milestones, timelines and level of effort.

11.0 Kick-off Meeting

11.1 A Kick-off Meeting chaired by the Contracting Authority (CA) will be held at Halifax, NS, hosted by NPTG with the Contractor, within approximately fifteen (15) calendar days from the date of Contract award. Preparation for, and participation in, the Kick-off Meeting by the Contractor will be at no additional cost to Canada.

11.2 The date/time and location of the Kick-off Meeting will be provided by the Contracting Authority upon contract award following consultation with the Contractor.

11.3 The purpose of the Kick-off Meeting will be as a minimum to:

- a. Review the contractual requirements; and
- b. Review and clarify, if required, the respective roles and responsibilities of the Contracting Authority, the Technical Authority, and the Contractor in order to ensure a common understanding.

12.0 Progress Review Meetings

12.1 An overall contract progress review meeting (PRM) will be held at least once per year. The Technical Authority's office will be considered as the prime location for PRM's. Meetings may be held at other locations, or through video conferencing, as mutually agreed. Preparation for, and participation in, the PRM by the Contractor will be at no additional cost to Canada. The purpose of the meeting will be to:

- a. Review present and future resource requirements;
- b. Review the progress made to date; and
- c. Discuss, as applicable, problem areas and issues, and how to resolve and or address any problems/issues.

12.2 The Technical Authority will be responsible for the co-ordination of the PRM between DND and the Contractor.

12.3 The Contractor must develop an agenda in collaboration with the Technical Authority. The proposed agenda must be submitted to the CA, within fifteen (15) calendar days before the PRM.

12.4 The Contractor must prepare and submit the minutes of the meeting within fifteen (15) calendar days to the Technical Authority for concurrence and or approval. The minutes of the meeting must provide the names of all attendees, a record of discussions and decisions made. Any required changes will be discussed between the Contracting Authority, the Technical Authority and the Contractor.

12.5 The Technical Authority will distribute the approved minutes to all parties.

12.6 Additional Progress Review Meetings (PRMs) may be requested at any time by the Technical Authority or the Contractor, as and when required, to discuss operational, administrative, or contractual issues:

- a. Agendas for these meetings will vary according to the reason for the meeting and will be made available by the requestor of the meeting (to all parties), at least seven (7) calendar days prior to the meeting;
- b. The time and location of the PRM will be determined and mutually agreed upon by all parties;
- c. At no additional cost to Canada, the Contractor must prepare and submit the minutes of the meeting within seven (7) calendar days to the Technical Authority for concurrence/approval. The minutes of the meeting must provide the names of all attendees, a record of discussions and decisions made. Any required changes will be discussed between the Technical Authority and the Contractor; and
- d. The Technical Authority will distribute the approved minutes to all parties.

13.0 Contract Management and Status Reports

13.1 As a minimum, the Contractor must provide concise end-of-month status report(s) in MS Excel format to the Technical Authority. Compressed time task requirements may require more frequent reports or reports at specific milestones which would be specified in individual TAs. Production of status reports by the Contractor will be at no additional cost to Canada. Reports must include as a minimum a summary of the work accomplished to date, and a Gantt chart which includes the identification of personnel and hours expended on each task. The status report must also highlight:

- a. Estimated or actual Tasks completion date;
- b. Activities performed by each resource under each task during the period covered, including total number of days charged against each task for each resource during the covered period of the invoice;
- c. Status of all action/decision items originating from each task, as well as a list of outstanding activities;
- d. A description of any problems encountered which are likely to require attention by the Technical Authority with proposed solutions;
- e. Proposed recommendations or changes to the work plan with reasons;
- f. Work planned for next period of production;
- g. Issues must be identified by one of three level indicators:
 - 1.3.1.1 GREEN - on schedule,
 - ☐ YELLOW - minor issue that will not affect the deliverable date, and
 - 1.3.1.2 RED - major issues which may impact deliverables.
- h. Cumulative number of days charged against each task for each resource category since approved task authorization awarded
- i. Invoices for services rendered by Contractor requiring payment by Canada must be included with monthly reports.

13.2 Monthly reports are not required for any month in which services were not provided.

14.0 Start-Up

14.1 The Contractor is solely responsible for any additional training required by its resources to transition-in to be able to perform the work, and time spent by resources on that training or becoming familiar with the task's environment must not be charged to Canada. All costs associated with establishing itself to provide the professional services are the responsibility of the Contractor.

15.0 Contract Close - Out

15.1 The Contractor agrees that, in the ninety (90) calendar day period leading up to the end of the Contract Period, if required to do so by Canada, it will make all reasonable efforts to assist Canada in the transition from the Contract to a new contract with another supplier - the close-out. The Contractor must cooperate with the Technical Authority to ensure a seamless transition and a continuance of service in accordance with the Contract.

15.2 If not already provided to the Technical Authority, within thirty (30) calendar days prior to the expiration of the contract, the Contractor must ensure that an updated and current copy of all pending or unresolved documentation, courseware, and audio/visual products produced for Canada by the Contractor under this contract is provided to the Technical Authority. These deliverables, if any, are to be provided to the Technical Authority as attachments to a close-out report produced by the Contractor that summarizes work completed for Canada under the contract, any associated invoiced costs and any outstanding unresolved issues.

16.0 Quality Assurance and Control Processes

16.1 The Contractor must apply an ISO 9000 Quality Program, or equivalent, to all work undertaken on this Contract. The quality program must identify critical juncture points in the development process,

specify internal acceptance criteria, as well as document, monitor, and track approval gateways and corrective actions.

16.2 DND or an Independent Verification and Validation (IV&V) agent(s) acting on DND's behalf will monitor and validate Contractor processes, results, or work in progress.

16.3 When a requirement calls for software and/or hardware deliverables, the method of verification of proper operation must be a government review or a statement of compliance from the Contractor. The Contractor may propose other methods of verification for DND's consideration. The Contractor must indicate in the proposal their approach for verification/validation of all the software and hardware deliverables arising out of this SOW. Security reviews of software/hardware deliverables will be considered separately.

16.4 The acceptable terminology when discussing quality assurance error levels of eLearning products generated under this contract follow:

a. **5 – System Level - CATASTROPHIC**

The entire application or system is unusable, catastrophic failure, usually requires restart or re-initialization or reboot.

b. **4 – Sub-system / Module Level - CRITICAL**

A sub-system or module becomes unusable.

c. **3 – Feature / Function Level - SERIOUS**

Feature or function does not work at all or aborts.

d. **2 – Sub-Feature Level - MINOR**

A particular aspect of a function/feature does not function properly, but the overall feature/function is still usable.

e. **1 – Formatting / Cosmetic - SIMPLE**

The layout or format of data, reports, messages, screens and other cosmetic issues require changing; no impact on usability. If there is an impact on usability, then the error may need to be reclassified at a higher level.

16.5 Acceptance Testing stages and the acceptable results at each stage of testing are defined by:

- a. Validation Testing - No Level 5 errors by the start of System Testing
- b. System Testing - No Level 4 errors by the start of Alpha Testing
- c. Alpha Testing - No Level 3 errors by the start of Beta Testing
- d. Release - Only Level 2 and Level 1 errors remain

17.0 Location of Work

17.1 Unless specified otherwise in any resultant TA, the work will be performed at the Contractor's own place of business or offices where the Contractor must provide adequate work space, office equipment and must furnish its own test and development hardware and software prior to implementation, to ensure the uninterrupted flow of contracted services and related deliverables at no additional cost to Canada. Where required to ensure proper and successful operation of a deliverable, such as a courseware package, the Technical Authority may provide the Contractor with access to the Pre-Production/Test Environment such as a ship or shore facility.

17.2 Any Contractor pre-delivery work or testing of deliverables under this Contract that must take place in the target DND environment will be conducted at either Halifax, NS or Quebec City, QC at the sole discretion of the Technical Authority.

17.3 The Senior Client Project Manager must work from the Contractor's own place of Business.

18.0 Location of Meetings

18.1 In the event that meetings are required under this Contract, or any task of this contract, the preferred meeting method is by video-conferencing or tele-conferencing. Should it be deemed necessary to meet in person, meetings must be conducted at facilities provided by either Canada or the Contractor. Regardless of whether the meeting is hosted by Canada or by the Contractor, the Contractor shall take and provide minutes. All other facilities and resources required for direct support to the conduct of the meeting must be provided by the host to the hosted party at no cost.

19.0 Travel

19.1 Concerning the requirements to travel described in paragraph 17 (Location of Work) of the Statement of Work, daily travel by Contractor resources between their normal home of residence and their place of employment is not reimbursable. The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with 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".

19.2 All travel must have the prior written authorization of the Technical Authority. Canada will not accept travel and living expenses that may need to be incurred by the Contractor for any relocation of resources required to satisfy its contractual obligations.

19.3 The authorized travel and living expenses will be paid upon submission of an itemized statement supported by receipt vouchers.

19.4 The Contractor will be reimbursed the other direct expenses as requested by the Contractor and approved by DND if reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and administrative overhead. These expenses will be paid upon submission of an itemized statement supported by receipt vouchers.

19.5 All payments are subject to government audit.

20.0 Government of Canada Network Access and Security

20.1 No Contractor personnel are allowed to connect non-DND/CAF computers, wireless devices and electronic media to DND/CAF networks or computers. There shall be no exceptions to this restriction. Electronic media includes company and personal computers, laptops, tablets, Smart-phones, portable hard-drives, thumb-drives, USB drives and pluggable memory devices. Any contractor-provided CD/DVDs must be scanned and approved by DND/CAF Information Security personnel prior to insertion in any DND networks or computers.

20.2 Digital task deliverables provided by the Contractor to the Technical Authority must be delivered on DVD / CD media or if too large for DVD / CD media then thumb-drive(s) or hard-drive(s) for programs, documents or other digital information deliverables. Hard-copy/paper copies of documentation produced under the terms of this Contract for delivery to Canada are to be provided concurrently with two digital copies on DVD/CD-ROM. If a software/courseware deliverable is too large for a CD or DVD disc, then the deliverable may be provided by the Contractor on a portable USB 2.0 or USB 3.0 thumb-drive or hard-

drive to the Technical Authority Information Systems Security Officer (ISSO). Regardless of the medium used to provide any digital deliverable to the Technical Authority, the ISSO will ensure the media is scanned/scrubbed and/or transferred to DND/CAF media, as appropriate to NDSODs (Ref: 'e'). If digital deliverables are provided by the Contractor on a hard-drive, the Contractor must understand and accept that it may take some time for DND/CAF to conduct a security scan of the hard-drive before it can be certified clean prior to transfer of the information or programming contained therein to a DND / CAF computer or network. The time taken by Canada to conduct security scans of data media and for the Contractor to resolve any identified security issues may result in deliverable acceptance delays.

20.3 Before sending electronic media to Canada, the Contractor must use a regularly updated digital security product to electronically scan all electronic media used to perform TA work for computer viruses and other coding intended to cause malfunctions or to otherwise introduce any threat to information security. The Contractor must notify Canada if any electronic media used for the TA work is found to contain computer viruses or other coding intended to cause malfunctions or threats to information security.

20.4 Except where already approved for installation in DND networks or computers, the source code for all software/courseware to be delivered under this contract therein must be provided to the Technical Authority in advance of contracted product delivery in order to allow DND / CAF security personnel to conduct a security review. This Contract and any applicable TAs therein shall not be considered fulfilled until all concerns brought forward through the resulting security review are resolved by the contractor.

20.5 Where indicated for task delivery, the Contractor may request the Technical Authority for DND / CAF network access for their resources. The Contractor will have to sign a network access agreement for each network to be accessed, before an access request to any DND / CAF network would be processed. While working on any Government of Canada computer, server, or network, the Contractor's resources/personnel must abide by DND / CAF Internet and network access policies and codes of conduct (as provided at the time of any resultant TA). No access to DND / CAF networks must be attempted by Contractor resources until approval has been sought and subsequently approved by Canada. The Contractor must not modify user access or security settings without prior written authorization from DND network administrators.

21.0 Deliverables - Data Management

21.1 The Contractor must submit documents using Microsoft Office Professional 2010 (and subsequent versions) applications. Individual TAs may include special additional requirements for document deliverables which the Contractor must consider during the TA approval process.

21.2 SCORM / xAPI requirements may vary with end product use, but all products should be considered as requiring the formats referred to in section 4 (References).

21.3 Product documentation must be delivered on CD or DVD media with two (2) labelled copies provided of each disc. Delivery of the product must include:

- a. All content in both official languages;
- b. A SCORM / xAPI compliant version as defined at section 4 (References);
- c. All source code in a hierarchical format identified by assets and separated by type of file (image, model, environment);
- d. The course material must be accessible through a standard web browser without the use of a plug-in or any other code that is not part of the Defence Software Baseline (DSB);
- e. User interfaces with a common look and feel, as defined by the current DND and Treasury Board Secretariat policies and standards including;

- i. Optimizing Websites and Applications for Mobile Devices;
 - ii. Web Usability;
 - iii. Web Interoperability;
 - iv. Web Accessibility;
 - v. Communications;
 - vi. Copyright and Intellectual Property; and
 - vii. Official Languages.
- f. Interfaces with a look and feel reflecting CF, RCN and Fleet logos, symbols and graphics. Products delivered must not have any Contractor branding or identification.

22.0 Product Features

22.1 Courseware, electronic support tools, serious games and immersive environments must be capable of accommodating SCORM / xAPI calls. Products that are SCORM / xAPI based must be capable of identifying if the product is being opened in a SCORM / xAPI environment or in an environment that is not SCORM / xAPI capable (i.e.: stand-alone). The product must then be capable of automatically activating either the SCORM / xAPI calls to operate in an LMS environment, or suppressing them to permit stand-alone operation, and, further to this:

- a. Courseware, electronic support tools, and serious games must:
 - i. open and run within 20 seconds of initiation;
 - ii. have smooth transition of animations achieved through a minimum screen resolution of 1280x720 pixels (1920x1080 desirable) displayed at 60 frames per second progressive scan;
 - iii. have voice over audio as a selective option;
 - iv. have intuitive user interface/navigation (no training required to use the product);
 - v. have the capability for bookmarking, move forward and back (especially in animation sequences), home, reference material, and dynamic progress tracking;
 - vi. have real time feedback capability; and
 - vii. have medium to high interactivity (maximum of 2 - 3 minutes of content delivery between user interactions/activities);
- b. Electronic courseware must:
 - i. introduce lessons;
 - ii. demonstrate, practice and assess technical procedures (such as part/system location, system diagnostics and troubleshooting, removal, installation, and functional checks);
 - iii. deliver scenario based learning;
 - iv. provide external memory support (job aids, reference based learning); and deliver multiple navigational control elements (content sequencing, pacing, and access to support);
- c. Electronic Performance Support Tools must:
 - i. demonstrate, practice and assess content knowledge;
 - ii. demonstrate, practice and assess technical procedures (such as part/system location, system diagnostics and troubleshooting, removal, installation, and functional checks);
 - iii. provide external memory support (job aids, reference repository);
 - iv. deliver multiple navigational control elements (content sequencing, pacing, and access to support);
 - v. provide contextual search capabilities; and
 - vi. provide visual indexing;
- d. Serious Games must:

- i. be capable of delivering scenario based learning;
 - ii. provide immediate feedback (audio and/or textual);
 - iii. offer multi branching (two to three levels);
 - iv. be challenging;
 - v. be engaging;
 - vi. be based on well-defined learning outcomes;
 - vii. have the capability of assigning and showing running scores, as well as compiling and reporting scores in a competitive format; and
 - viii. have the capability of level progression through increasing difficulty and complexity; and
- e. Immersive Environments must:
- i. be capable of delivering scenario based learning;
 - ii. provide immediate feedback (audio and textual where appropriate);
 - iii. be representative of real environment and/or equipment;
 - iv. be based on well-defined learning outcomes;
 - v. be capable of integrating an immersive environment with hard infrastructure to deliver spatial/environmental/equipment interfacing;
 - vi. include realistic audio cues and feedback (environmental, instructional, and operational); and
 - vii. be capable of measuring and reporting student performance.

23.0 Limitations and Constraints on Deliverables

23.1 All documents and procedures developed and/or updated by the Contractor must be submitted for review, approval, and signature (where required) by the Technical Authority.

23.2 The Contractor must ensure that its personnel do not use Government of Canada, DND/CF or CAF designations, logos or insignia on any business cards, cubicle/office signs or written/electronic correspondence that in any manner may lead others to perceive Contractor personnel as being an employee of Canada.

Appendix 1 to Annex A

ACRONYMS

ADDE	Analysis Design Development Evaluation
ADL	Advanced Distributed Learning
ADM	Assistant Deputy Minister
AFIILE	Canadian Air Force Integrated Information and Learning Environment
AICC	Aviation Industry CBT Committee
API	Application Programming Interface
CBT	Computer - Based Training
CAF	Canadian Armed Forces
CF	Canadian Forces
CFITES	Canadian Forces Individual Training and Education System
CLF	Common Look and Feel
CM	Client Manager
CO	Commanding Officer
COS	Chief of Staff
DCOS-FP	Deputy Chief of Staff Future Plans
DL	Distributed Learning
DLN	Defence Learning Network
DND	Department of National Defence
EPS	Electronic Performance Support
FOB	Freight on Board
GOC	Government of Canada
GPNet	General Purpose Network
HPI	Human Performance Improvement
HPT	Human Performance Technology
HR	Human Resources
IAW	In Accordance With
IM	Information Management
IMS	Instructional Management System
IP	Intellectual Property
ISSO	Information Systems Security Officer
IT	Information Technology
LCC	Learning and Career Centers
LCMS	Learning Content Management System
LMS	Learning Management System
MA	Managing Authority
NCR	National Capital Region
NFS	Naval Fleet School
NPTG	Naval Personnel and Training Group
NTDC(A)	Naval Training Development Centre (Atlantic)
NTDC(P)	Naval Training Development Centre (Pacific)
O/S	Operating System
PC	Personal Computer
PD	Project Director
PM	Project Manager
PMI	Project Management Institute
PMO	Project Management Office
PMP	Project Management Professional
POC	Point of Contact
POC	Proof of Concept
PS	Public Service
QA	Quality Assurance
RFSO	Request for Standing Offer

ROI	Return on Investment
SCO	Shareable Content Object
SCORM	Shareable Content Object Reference Model
SOW	Statement of Work
TA	Task Authorization
TA	Technical Authority
TE	Training Establishment
TM	Task Manager
TS	Task Sponsor
TTI	Training Technology Integration
WBT	Web-based training
WCAG	Web Content Accessibility Guidelines
xAPI	Experience API (or xAPI) is a new specification for learning technology

Appendix 2 to Annex A

CONTRACTOR PROFESSIONAL SERVICE RESOURCES

Stream 1 - Strategic Learning Advisory Services

1. Technical Writing

1.1 Tasks of the Technical Writer include, but are not limited to:

- 1.1.1 Check the scope of the content.
- 1.1.2 Conduct an end-user analysis.
- 1.1.3 Conduct and analyze information provided.
- 1.1.4 Draft theoretical and procedural content.
- 1.1.5 Change the copy.
- 1.1.6 Create guides.
- 1.1.7 Examine, review and correct documents.
- 1.1.8 Review the relevance and usefulness of written materials.

1.2 Deliverable products may include:

- 1.2.1 Student workbooks
- 1.2.2 User Manuals
- 1.2.3 Student guides

1.3 Minimum obligatory competencies of the profession: Technical Writer

1.3.1 Senior Technical Writer

- **M.1** Must have a college diploma (in any field) or university degree (in any field).
- **M.2** Must have at least 9 years experience as a technical writer.

1.3.2 Intermediate Technical Writer

- **M.1** Must have a college diploma (in any field) or university degree (in any field).
- **M.2** Must have least 5 years experience as a technical writer.

Stream 2 - Custom and Rapid eLearning Product Programming

2. Advisor in e-Learning and Learning Technology

2.1 Tasks of the Advisor in e-Learning and Learning Technology include but are not limited to:

- 2.1.1 Monitor technological advances and propose technical solutions for learning products.
- 2.1.2 Conduct research and provide recommendations for new learning technologies.
- 2.1.3 Recommend tools that are ready and useful for technology learning services.
- 2.1.4 Develop standards and processes for new learning technologies.
- 2.1.5 Explore current research areas in the field of e-learning.
- 2.1.6 Explore and recommend e-learning platforms and platforms.

2.2 Deliverable products may include:

- 2.2.1 Analysis of learning tools and technology needs.
- 2.2.2 Business Case for Learning Technologies.

- 2.2.3 Writing Reports on Learning Standards and Processes.
- 2.2.4 Strategic and/or operational planning for learning products or technology.
- 2.2.5 Preparing reports on costs and cost-effectiveness of Learning Technologies tools.
- 2.2.6 Analysis of models of e-learning platforms.

2.3 Minimum obligatory competencies of the profession: Advisor in e-Learning and Learning Technology:

2.3.1 **Senior Advisor in e-Learning and Learning Technology**

- **M.1** Must have a university degree in education, technology and distance learning.
- **M.1** Must have at least 5 years of experience in the research and application of learning technologies, including open technologies, adaptation and support technologies, training and Desktop publishing.
- **M.3** Must have developed and integrated at least 4 needs analysis and/or learning technology or online training solutions over the past 4 years.
- **M.4** Must have developed models of learning technology solutions tailored to clients' needs (4 models).

3. Programmer of Custom eLearning Products

3.1 Programmers of customized e-learning products use more complex software requiring more programming expertise and interventions of the user, for example: to produce very complex animates like: People Management®. In addition, for highly complex online training, such as flight simulators or military equipment. The programmer of custom e-learning products must, in particular, perform the following tasks:

3.1.1 Conduct review, analysis and recommendations on programming issues in project documentation, including:

- Coding standard chosen
- Assessment of client needs
- Infrastructure topology

3.1.2 Develop leading-edge components for the project, including:

- User interface according to the style guide
- Pseudocode and metadata models
- Advanced Course Elements JavaScript
- Set of Course Items and Related Resources
- Shared Content Elements and Item Metadata Documents
- SCORM / xAPI compliance and user-friendliness test
- Quality Assurance Testing
- Maintenance Guide which provides relevant information for modifying and maintaining final products

3.2 Perform the coding or programming of items of e-learning products in accordance with course design documents, including:

- 3.2.1 Multimedia Elements
- 3.2.2 Interactive elements
- 3.2.3 Content of the course
- 3.2.4 Elements of shared content

- 3.2.5 Evaluation tools
- 3.2.6 Means of assessment

3.3 Design and develop a data structure, including:

- 3.3.1 Design database structures and reports
- 3.3.2 Document the implementation of the database including connection information

3.4 Provide technical guidance, including:

- 3.4.1 Recommend best practices
- 3.4.2 Make recommendations on the development of e-learning products
- 3.4.3 Develop and recommend solutions to identified coding problems
- 3.4.4 Review test documentation
- 3.4.5 Document solutions or alternatives to identified problems

3.5 Deliverables products may include:

- 3.5.1 User interface
- 3.5.2 Prototype shared content items to be tested with SCORM / xAPI test logs
- 3.5.3 Models based on XML, XSLT and XHTML
- 3.5.4 Alpha, beta and final versions of e-learning products
- 3.5.5 SCORM / xAPI -compliant course with SCORM / xAPI logs
- 3.5.6 Maintenance Guide that provides detailed guidance on maintenance and modification of e-learning products
- 3.5.7 Interactive multimedia elements

3.6 Minimum obligatory competencies of the profession: Custom e-Learning Programmer:

3.6.1 **Senior Custom eLearning Programmer**

- **M.1** Must have a university degree (in any field) or a college diploma (in any field).
- **M.2** Must have at least 7 years' experience in programming Web applications using Java, C language or script language, and secondary programs (file structure) and / or of databases
- **M.3** Must have developed and integrated at least 4 automated training (AF) or web-based training courses over the past 4 years.
- **M.4** Must have optimized the performance of multimedia resources, including audio, video or still images for at least 4 e-learning products.
- **M.5** If SCORM / xAPI is required in the application, it must have developed SCORM / xAPI -compliant content (any version as specified by the client, including content packages and metadata files) for at least 9 SCORM / xAPI -compliant courses over the past 3 years.

3.6.2 **Intermediate Custom eLearning Programmer**

- **M.1** Must have a university degree (in any field) or a college diploma (in any field).
- **M.2** Must have at least 3 years' experience in programming Web applications using Java, C language or script language, and secondary programs (file structure) and/or Of databases.
- **M.3** Must have developed and integrated at least 2 FA or web-based training courses over the past 3 years.
- **M.4** Must have optimized the performance of multimedia resources, including audio, video and still images for at least 2 e-learning products.

- **M.5** If SCORM / xAPI is required in the application, must have developed a SCORM / xAPI -compliant conjecture (any version as specified by the client, including content packages and metadata files) for at least 9 SCORM / xAPI -compliant courses over the past 3 years.

- **Junior Custom e-Learning Programmer**

- **M.1** Must have a university degree (in any field) or a college diploma (in any field).
- **M.2** Must have at least 1 year experience in programming Web applications using Java, C language or script language, and secondary programs (file structure) and / or databases.
- **M.3** Must have developed and integrated at least 1 AF or Web-based training course over the past 3 years.
- **M.4** Must have optimized the performance of multimedia resources, including audio, video and still images for at least 1 e-learning product.
- **M.5** If SCORM / xAPI is required in the application, it must have developed SCORM / xAPI -compliant content (any version as specified by the client, including content packages and metadata files) for at least 3 Course in accordance with SCORM / xAPI in the last 3 years.

OR

- **M.1** Must have a high school diploma.
- **M.2** Must have at least 3 years' experience in programming Web applications using Java, C language or script language, and secondary programs (file structure) and / or databases.
- **M.3** Must have developed and integrated at least 1 AF or Web-based training course over the past 3 years.
- **M.4** Must have optimized the performance of multimedia resources, including audio, video and still images for at least 1 e-learning product.
- **M.5** If SCORM / xAPI is required in the application, it must have developed SCORM / xAPI -compliant content (any version as specified by the client, including content packages and metadata files) for at least 1 Course in accordance with SCORM / xAPI in the last 3 years.

4. Rapid E-Learning Product Programmer

4.1 The Rapid E-Learning Programmer is able to employ easy eLearning software like Articulate Storyline®. They are easy to learn and use, program and publish on platforms, easy to handle even if the user is not a technology expert. Most organizations (school, university, industries, etc.) use these software.

4.2 Tasks of the Rapid e-learning programmer include but are not limited to:

- 4.2.1 Create multimedia animations using images, sound and videos
- 4.2.2 Use authoring software to assemble e-learning content and publish the course in accordance with educational design documents
- 4.2.3 Design and create interactions that are included in rapid e-learning software
- 4.2.4 Diagnose breakdowns and resolve issues related to online course interactions that do not properly publish or report data to a learning management system
- 4.2.5 Develop content in collaboration with training designers based on scenarios
- 4.2.6 Provide advice on appropriate interaction and also on the limitations of some applications; and
- 4.2.7 Create reusable online content

4.3 Deliverable products may include:

- 4.3.1 The alpha, beta and final versions of e-learning products;
- 4.3.2 Courses conforming to the SCORM / xAPI standard; and
- 4.3.3 A maintenance guide giving specific instructions on updating and modifying e-learning products.

4.4 Minimum obligatory competencies of the profession: rapid e-Learning product programmer:

4.4.1 Senior Rapid eLearning Programmer

- **M.1** Must have a university degree (in any field) or a college diploma (in any field).
- **M.2** Must have developed at least 5 e-learning courses over the past 2 years using rapid learning tools (as specified by the client, such as Adobe Illustrator, Adobe Photoshop, Adobe Captivate, Adobe Dreamweaver, Adobe Contribute, HTML, CSS, Adobe Flash and / or TechSmith's Articulate).
- **M.3** If SCORM / xAPI is required in the application, it must have developed SCORM / xAPI - compliant content (any version as specified by the client, including content packages and metadata files) for at least 3 SCORM / xAPI -compliant courses in the last 2 years

4.4.2 Quality Assurance

4.4.3 In particular, the quality insurer must perform the following tasks:

4.4.4 Develop a Quality Assurance (QA) program, including:

- Quality standards, methodologies, procedures and tools required for QA activities
- Resources, timing and responsibilities required to conduct QA activities
- Certain activities and tasks in support of various processes, including verification, validation, joint review, verification and problem solving

4.4.5 Develop QA protocols, including alpha, beta and pilot testing.

4.4.6 Implement quality assurance testing protocols, including:

- Test e-learning programs to verify that they are compliant with client-approved pre-projects, instructional standards, guidelines, precisions and scenarios
- Test the e-learning program for interactivity, functionality and programming errors
- Verify grammatical and spelling accuracy in English and French or in both languages, as required
- Ensure consistency of the on-line learning product in terms of presentation and style, including use of colors, fonts, formats, architecture and navigation strategy, modularization And consistency between the English and French versions
- Ensure compliance with guidelines, conventions, taxonomies and best practices with respect to the use of metadata
- Verify compliance with SCORM / xAPI in an approved SGA / LCMS test medium
- Test e-learning programs to ensure that they are functioning as intended in the client's SGA / LCMS environment
- Record the results of all QA interventions and make them available to the technical authority

4.4.7 Write reports based on the results of the QA test protocol.

4.4.8 Deliverable products may include:

4.4.9 Quality Assurance Plan;

- 4.4.10 QA testing and test protocols; and
- 4.4.11 QA test reports.

4.4.12 Minimum obligatory competencies of the profession: Quality Insurer

4.4.13 Senior Quality Assurance Specialist

- **M.1** Must have at least 6 years' experience in developing QA policies, programs, procedures and measures.
- **M.2** Must have at least 6 years' experience in developing standards related to software design.
- **M.3** Must have at least 6 years' experience in QA process management.

4.4.14 Senior Tester

- **M.1** Must have at least 4 years' experience in testing e-learning products in accordance with test protocols.
- **M.2** Must have at least 4 years' experience supervising the testing of e-learning products.
- **M.3** Must have at least 4 years' experience in managing test protocols for e-learning products that arise from the QA process.
- **M.4** Must have at least 4 years' experience in implementing test procedures for online learning products.
- **M.5** Must have at least 4 years' experience in scenario design and test scripts for online learning products.
- **M.6** Must have at least 4 years' experience in developing an e-learning product validation and verification capability.
- **M.7** If SCORM / xAPI is required in the application, it must have tested SCORM / xAPI - compliant content (any version, including content packages and metadata files) for at least 6 Courses in accordance with SCORM / xAPI in the last 3 years.

4.3.3 Intermediate Tester

- **M.1** Must have at least 2 years' experience in testing e-learning products in accordance with test protocols.
- **M.2** Must have at least 2 years' experience supervising the testing of e-learning products.
- **M.3** Must have at least 2 years' experience in developing test protocols for e-learning products.
- **M.4** Must have at least 2 years' experience in scenario design and test scripts for online learning products.
- **M.5** Must have at least 2 years' experience in developing an e-learning product validation and verification capability.
- **M.6** If SCORM / xAPI is required in the application, it must have tested SCORM / xAPI - compliant content (any version, including content packages and metadata files) for at least 3 courses in accordance with SCORM / xAPI in the last 3 years.

Stream 3 - Multi-Media Design & Development

5. Graphic Design

5.1 Tasks of a Graphic Designer include, but are not limited to:

- 5.1.1 Determine the best way to achieve the desired graphics either through the use of existing stock, development of new material, or combination of both
- 5.1.2 Consulting with clients to establish the overall look and graphical elements
- 5.1.3 Reviewing the Presentation Design Document and/or the Scripted Storyboards and making recommendations to the Instructional Designer(s) and/or client; including: Consulting the clients regarding associated costs and Validating that the design is engaging and meets the client requirements
- 5.1.4 Create designs, concepts, and sample layouts of graphical elements in accordance with the Presentation Design Documents and the Scripted Storyboards
- 5.1.5 Determine size and arrangement of illustrative material and copy, and select style and size of type
- 5.1.6 Create new images using computer software
- 5.1.7 Mark up, paste, and assemble final layouts
- 5.1.8 Digitizing images

5.2 Deliverables may include but are not limited to:

- 5.2.1 Graphic Concepts
- 5.2.2 Graphics
- 5.2.3 Sample Layouts
- 5.2.4 Final Layouts
- 5.2.5 Multimedia Graphic Objects

5.3 Minimum obligatory competencies of the profession: Graphic Designer

5.3.1 Senior Graphics Designer

- **M.1** Must have a University degree (in any field) or College diploma (in any field).
- **M.2** Must have a minimum of 3 years of experience within the last 5 years as a Graphic Designer

5.3.2 Intermediate Graphics Designer

- **M.1** Must have a University degree (in any field) or College diploma (in any field).
- **M.2** Must have a minimum of 2 years of experience within the last 3 years as a Graphic Designer.

6. Photographer

6.1 Tasks of a Photographer include, but are not limited to:

- 6.1.1 Determine the best way to achieve the desired Photographs either through the use of existing stock, development of new material, or combination of both;
 - 6.1.2 Use traditional or digital cameras to take pictures either in a studio or on location;
- 6.1.3 Adjust apertures, shutter speeds, and camera focus based on a combination of factors such as lighting, field depth, subject motion, film type, and film speed;
- 6.1.4 Determine desired images and picture composition; and select and adjust subjects, equipment and/or lighting to achieve desired result;
- 6.1.5 Scan photographs into computers for editing, storage, and/or electronic transmission;
 - 6.1.6 Measure light levels, distances, and numbers of exposures needed;
- 6.1.7 Manipulate and enhance scanned and/or digital images to create desired effects, using computers and specialized software; and

6.1.8 Reviewing the Presentation Design Document and/or the Scripted Storyboards and making recommendations to the Instructional Designer(s) and/or client; including:

- Consulting the clients regarding associated costs
- Validating that the design is engaging and meets the client requirements

6.2 Deliverables may include but are not limited to:

- 6.2.1 High quality photos;
- 6.2.2 Web-ready photos and thumbnails;
- 6.2.3 Panoramic photos; and
- 6.2.4 Virtual spaces.

6.3 Minimum Mandatory obligatory competencies of the profession; Photographer

6.3.1 **Photographer**

- **M.1** Must have a University degree (in any field) or College diploma (in any field).
 - **M.2** Must have a minimum of 3 years of experience within the last 6 years as a Photographer.
- OR**
- **M.1** Must have a Secondary School diploma.
 - **M.2** Must have a minimum of 5 years of experience within the last 8 years as a Photographer.

7. Animator

7.1 Tasks of an Animator include, but are not limited to:

- 7.1.1 Determine the best way to achieve the desired animation either through the use of existing stock, development of new material, or combination of both;
- 7.1.2 Design and create two-dimensional and three-dimensional images depicting objects in motion and/or illustrating a process, using computer animation or modelling programs;
- 7.1.3 Make objects or characters appear lifelike by manipulating light, colour, texture, shadow, and transparency to give the illusion of motion;
- 7.1.4 Create Storyboards that show the flow of the animation and map out key scenes and/or characters;
- 7.1.5 Reviewing the Presentation Design Document and/or the Scripted Storyboards and making recommendations to the Instructional Designer(s) and/or client; including: Create Storyboards that show the flow of the animation and map out key scenes and/or characters;
- 7.1.6 Consulting the clients regarding associated costs; and
- 7.1.7 Validating that the design is engaging and meets the client requirements.

7.2 Deliverables may include but are not limited to:

- 7.2.1 2D and 3D animations; and
- 7.2.2 Serious gaming objects, such as avatars, systems, and landscapes.

7.3 Minimum Mandatory obligatory competencies of the profession: Animator

7.3.1 **Senior Animator**

- **M.1** Must have a University degree (in any field) or College diploma (in any field).
- **M.2** Must have a minimum of 5 years of experience within the last 8 years as an Animator.

8. Video Producer

8.1 Tasks of a Video Producer include, but are not limited to:

- 8.1.1 Determine the best way to achieve the desired video either through the use of existing stock, development of new material, or combination of both;
- 8.1.2 Cut shot sequences to different angles at specific points in scenes in order to make individual cuts fluid and seamless;
- 8.1.3 Edit video to insert music, dialogue, and/or sound effects
- 8.1.4 Select and combine scenes to form a logical and smoothly running story
- 8.1.5 Determine the specific audio and visual effects, and/or music necessary to complete the video
- 8.1.6 Reviewing the Presentation Design Document and/or the Scripted Storyboards and making recommendations to the Instructional Designer(s) and/or client; including:
- 8.1.7 Consulting the clients regarding associated costs
- 8.1.8 Validating that the design is engaging and meets the client requirements

8.2 Deliverables may include but are not limited to:

- 8.2.1 High quality video
- 8.2.2 Web-ready video

8.3 Minimum Mandatory obligatory competencies of the profession: Video Producer

8.3.1 Video Producer

- o **M.1** Must have a University degree (in any field) or College diploma (in any field).
 - o **M.2** Must have a minimum of 3 years of experience within the last 6 years as a Video Producer.
- OR**
- o **M.1** Must have a Secondary School diploma.
 - o **M.2** Must have a minimum of 5 years of experience within the last 8 years as a Video Producer.

9. Audio Producer

9.1 Tasks of an Audio Producer include, but are not limited to:

- 9.1.1 Determine the best way to achieve the desired audio, sound bite, music, sound effects, and/or audio clip either through the use of existing stock, development of new material, or combination of both;
- 9.1.2 Record speech, music, and other sounds;
- 9.1.3 Regulate volume level and sound quality during recording sessions;
- 9.1.4 Mix and edit voices, music, sound effects;
- 9.1.5 Separate instruments, vocals, and other sounds, then combine later during the mixing or post production stage;
- 9.1.6 Synchronize and equalize pre-recorded dialogue, music, and sound effects with animation, video, and/or into the learning product;
- 9.1.7 Reviewing the Presentation Design Document and/or the Scripted Storyboards and making recommendations to the Instructional Designer(s) and/or client;
- 9.1.8 Consulting the clients regarding associated costs and validating that the design is engaging and meets the client requirements.

9.2 Deliverables may include but are not limited to:

- 9.2.1 High quality audio; and
- 9.2.2 Web-ready audio.

9.3 Minimum mandatory obligatory competencies of the profession: Audio Producer

9.3.1 Audio Producer

- **M.1** Must have a University degree (in any field) or College diploma (in any field).
 - **M.2** Must have a minimum of 3 years of experience within the last 6 years as an Audio Producer.
- OR**
- **M.1** Must have a Secondary School diploma.
 - **M.2** Must have a minimum of 5 years of experience within the last 8 years as an Audio Producer.

10. Multimedia Director

10.1 Tasks of a Multimedia Director include, but are not limited to:

- 10.1.1 Determine the best way to achieve the desired audio, sound bite, music, sound effects, and/or audio clip either through the use of existing stock, development of new material, or combination of both;
- 10.1.2 Coordinate the work of camera and/or audio resource(s);
- 10.1.3 Coordinate with Video and/or Audio Producers during the post-production process;
- 10.1.4 Plan details such as framing, composition, camera movement, sound, and actor movement for each shot or scene;
- 10.1.5 Establish pace of programs and sequences of scenes according to time requirements and cast and set accessibility;
- 10.1.6 Select settings and locations for Video and determine how scenes will be shot in those settings;
- 10.1.7 Coordinate rehearsals and communicate the "approach, characterization, and movement" needed for each scene; and
- 10.1.8 Reviewing the Presentation Design Document and/or the Scripted Storyboards and making recommendations to the Instructional Designer(s) and/or client; including: consulting the clients regarding associated costs and validating that the design is engaging and meets the client requirements.

10.2 Deliverables may include but are not limited to:

- 10.2.1 Production ready storyboards; and
- 10.2.2 A finished multimedia eLearning product.

10.3 Minimum Mandatory obligatory competencies of the profession: Multimedia Director

10.3.1 Multimedia Director

- **M.1** Must have a University degree (in any field) or College diploma (in any field).
 - **M.2** Must have a minimum of 1 year of experience within the last 6 years as a Multimedia Director.
- OR**
- **M.1** Must have a Secondary School diploma.
 - **M.2** Must have a minimum of 3 years of experience within the last 6 years as Multimedia Director.

11. Narrator

11.1 Tasks of a Narrator include, but are not limited to:

- 11.1.1 Performing the voice dialogue of scripted storyboards whereby the narrator communicates directly to the reader;
- 11.1.2 Performing the voice-over presentation to the audience (also known as off-camera or off-stage commentary); and
- 11.1.3 Performing voice-acting activities, not limited to, animated characters for short films, video games, instructional videos, singing, etc.

11.2 Deliverables may include but are not limited to:

- 11.2.1 Sample audio recordings;
- 11.2.2 Final audio recordings;
- 11.2.3 Sample voice dialogue recordings; and
- 11.2.4 Final voice dialogue recordings.

11.3 Minimum obligatory competencies of the profession: Narrator

- **M.1** Must have a minimum of a Secondary School diploma, College diploma (in any field) or a University Degree (in any field).
- **M.2** Must have a minimum of 1 year of experience within the last 3 years as a Narrator.

STREAM 4 - Project Management

12. Project Manager

12.1 Tasks of a Project Manager include, but are not limited to:

- 12.1.1 the change control process;
- 12.1.5 Maintaining communication with government stakeholders and other project managers and reports progress of the project on an ongoing basis and at scheduled points in the life cycle;
- 12.1.6 Managing risks and implementing problem resolutions;
- 12.1.7 Planning, organizing, directing and controlling quality assurance throughout the project;
- 12.1.8 Supporting the release, implementation and delivery of products.

12.2 Deliverables may include but are not limited to:

- 12.2.1 Work Breakdown Structure;
- 12.2.2 Project Plan; and
- 12.2.3 Project Status Reports.

12.3 Minimum obligatory competencies of the profession: Project Manager

12.3.1 Senior Project Manager

- **M.1** Must have a University degree (in any field) or a College Diploma (in any field) or a Project Management Professional (PMP) certification from the [Project Management Institute](#).
- **M.2** Must have a minimum of 6 years' experience as a Project Manager, including 3 years' experience in managing training projects.
- **M.3** If eLearning is part of the requirement, then the Project Manager must have a minimum of 3 years' experience in managing eLearning and/or software projects, including a minimum of 1 year of experience in managing eLearning projects.

ANNEX B - BASIS OF PAYMENT

A - Contract Period (From ____ to ____) (Dates will be inserted at contract award)

During the period of the Contract, for Work performed in accordance with the Contract, the Contractor will be paid as specified below. The Initial Contract period is for 2 years

1.0 Professional Fees

The Contractor will be paid all-inclusive fixed time rates as follows:

Stream 1: Instructional Design and Development Services	
RESOURCE CATEGORY	All Inclusive per diem rate
Senior Technical Writer	(Rates inserted at contract award)
Intermediate Technical Writer	(Rates inserted at contract award)
Stream 2: Custom and Rapid eLearning Product Programming	
RESOURCE CATEGORY	All Inclusive per diem rate
Advisor in e-Learning and Learning Technology	(Rates inserted at contract award)
Senior Custom eLearning Programmer	(Rates inserted at contract award)
Intermediate Custom eLearning Programmer	(Rates inserted at contract award)
Junior Custom eLearning Programmer	(Rates inserted at contract award)
Senior Rapid eLearning Programmer	(Rates inserted at contract award)
Senior Quality Assurance Specialist	(Rates inserted at contract award)
Senior Tester	(Rates inserted at contract award)
Intermediate Tester	(Rates inserted at contract award)
Stream 3: Multi-Media Design & Development	
RESOURCE CATEGORY	All Inclusive per diem rate
Senior Graphics Designer	(Rates inserted at contract award)
Intermediate Graphics Designer	(Rates inserted at contract award)
Photographer	(Rates inserted at contract award)
Senior Animator	(Rates inserted at contract award)
Video Producer	(Rates inserted at contract award)
Audio Producer	(Rates inserted at contract award)
Multimedia Director	(Rates inserted at contract award)
Narrator	(Rates inserted at contract award)
Stream 4: Project Management	
RESOURCE CATEGORY	All Inclusive Hourly rate
Project Manager	(Rates inserted at contract award)

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Payment will be made for days actually worked, with no provision for annual leave, statutory holidays and sick leave.

A- Total Estimated Cost of Professional Fees: \$_____ (amount inserted at contract award)

2.0 Cost Reimbursable Expenses

2.1 Authorized travel and living expenses for Work

Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with 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 "travellers", rather than those referring to "employees".

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

All travel must have the prior written authorization of the Technical Authority.

The authorized travel and living expenses will be paid upon submission of an itemized statement supported by receipt vouchers. All payments are subject to government audit.

Total Estimated Cost of Authorized Travel and Living Expenses: *(amount to be inserted at Contract award)*

2.2 Other Direct Expenses

The Contractor will be reimbursed the other direct expenses as requested and approved by DND it reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and administrative overhead. These expenses will be paid upon submission of an itemized statement supported by receipt vouchers.

3.0 Total Estimated Cost- Cost Reimbursable Expenses Contract Period: *(amount to be inserted at Contract award)*

With the exception of the all-inclusive fixed time rates specified above, the amounts shown in this section of the annex are estimates only. Minor changes to these estimates will be accepted for billing purposes as the Work proceeds, provided that these changes have the prior approval of the Technical Authority, and provided that the total estimated cost of the Contract does not exceed the Limitation of Expenditure specified in clause 7.6.1.2 - Authorized TA - Cumulative Total of all authorized TAs, Part A of the Contract.

B- Option to Extend the Term of the Contract

This section is only applicable if the option to extend the Contract is exercised by Canada. During the extended period of the Contract specified below, the Contractor will be paid as specified below to perform all the Work in relation to the Contract extension.

B-1 Extended Contract Period (From _____ to _____) *(Dates will be inserted at contract award)*

The Contractor will be paid all-inclusive fixed time rates as follows:

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Stream 1: Instructional Design and Development Services			
RESOURCE CATEGORY	Option Period 1	Option Period 2	Option Period 3
Senior Technical Writer	(Rates inserted at contract award)	(Rates inserted at contract award)	(Rates inserted at contract award)
Intermediate Technical Writer	(Rates inserted at contract award)	(Rates inserted at contract award)	(Rates inserted at contract award)
Stream 2: Custom and Rapid eLearning Product Programming			
RESOURCE CATEGORY	Option Period 1	Option Period 2	Option Period 3
Advisor in e-Learning and Learning Technology	(Rates inserted at contract award)	(Rates inserted at contract award)	(Rates inserted at contract award)
Senior Custom eLearning Programmer	(Rates inserted at contract award)	(Rates inserted at contract award)	(Rates inserted at contract award)
Intermediate Custom eLearning Programmer	(Rates inserted at contract award)	(Rates inserted at contract award)	(Rates inserted at contract award)
Junior Custom eLearning Programmer	(Rates inserted at contract award)	(Rates inserted at contract award)	(Rates inserted at contract award)
Senior Rapid eLearning Programmer	(Rates inserted at contract award)	(Rates inserted at contract award)	(Rates inserted at contract award)
Senior Quality Assurance Specialist	(Rates inserted at contract award)	(Rates inserted at contract award)	(Rates inserted at contract award)
Senior Tester	(Rates inserted at contract award)	(Rates inserted at contract award)	(Rates inserted at contract award)
Intermediate Tester	(Rates inserted at contract award)	(Rates inserted at contract award)	(Rates inserted at contract award)
Stream 3: Multi-Media Design & Development			
RESOURCE CATEGORY	Option Period 1	Option Period 2	Option Period 3
Senior Graphics Designer	(Rates inserted at contract award)	(Rates inserted at contract award)	(Rates inserted at contract award)
Intermediate Graphics Designer	(Rates inserted at contract award)	(Rates inserted at contract award)	(Rates inserted at contract award)
Photographer	(Rates inserted at contract award)	(Rates inserted at contract award)	(Rates inserted at contract award)
Senior Animator	(Rates inserted at contract award)	(Rates inserted at contract award)	(Rates inserted at contract award)
Video Producer	(Rates inserted at contract award)	(Rates inserted at contract award)	(Rates inserted at contract award)
Audio Producer	(Rates inserted at contract award)	(Rates inserted at contract award)	(Rates inserted at contract award)
Multimedia Director	(Rates inserted at contract award)	(Rates inserted at contract award)	(Rates inserted at contract award)
Narrator	(Rates inserted at contract award)	(Rates inserted at contract award)	(Rates inserted at contract award)
Stream 4: Project Management			
RESOURCE CATEGORY	Option Period 1	Option Period 2	Option Period 3
Project Manager	(Rates inserted at contract award)	(Rates inserted at contract award)	(Rates inserted at contract award)

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ANNEX C SECURITY REQUIREMENTS CHECK LIST



Government of Canada
Gouvernement du Canada

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SECURITY REQUIREMENTS CHECK LIST (SRCL)

LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		2. Branch or Directorate / Direction générale ou Direction RCN - Naval Personnel Training Group
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 eLearning Task Based Contract - each task will assist with the development of course material		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées? <input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui		
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? <input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui		
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c) <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui		
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input 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 type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of Information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>

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PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité:

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No ☐ Yes

Short Title(s) of material / Titre(s) abrégé(s) du matériel: NA
Document Number / Numéro du document:

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

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

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

Special comments:
Commentaires spéciaux: when on site at RCN Training Establishments, will require access to operational zones

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? ☐ No ☒ Yes
If Yes, will unscreened personnel be escorted? *Unscreened pers. may only access public/reception zone* ☒ No ☐ Yes
Dans l'affirmative, le personnel en question sera-t-il escorté? *SR*

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes

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 ☐ Yes

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 ☐ Yes

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 ☐ Yes

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☒ No ☐ Yes

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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? ☒ No / Non ☐ Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.
12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? ☒ No / Non ☐ Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

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Gouvernement du Canada

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PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Laura Brackenbury		Staff Officer - Training Technology Integration	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
250 363-4590		laura.brackenbury@forces.gc.ca	3 January 2017
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Sasa Medjovic - DDSO - Industrial Security Senior Security Analyst			
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
Tel: 613-996-0286		E-mail: sasa.medjovic@forces.gc.ca	2017-Jan 6
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			
			<input type="checkbox"/> No / <input checked="" type="checkbox"/> Yes Non / Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date

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ANNEX D - DND 626 TASK AUTHORIZATION FORM

National Défense Défense nationale		Page 1 of 2	
Task Authorization		Autorisation de tâches	
ALL INVOICES/PROGRESS CLAIMS MUST SHOW THE REFERENCE CONTRACT AND TASK NUMBERS TOUTES LES FACTURES DOIVENT INDiquer LES NUMÉROS DU CONTRAT ET DE LA TÂCHE		Contract No. No du contrat CRMIS Doc No. / No doc du SGRD	
Amendment No. - No de la modification	Increase/Decrease - Augmentation/Réduction	Previous Value/Valeur précédente	Task No. / No de la tâche
To: - A:		TO THE CONTRACTOR You are requested to supply the following services in accordance with the terms of the above reference contract. Only services included in the contract shall be supplied against this task. Please advise the undersigned if the completion date cannot be met. Invoice/progress claims shall be prepared in accordance with the instructions set out in the contract. À L'ENTREPRENEUR Vous êtes prié de fournir les services suivants en conformité des termes du contrat mentionné ci-dessus. Seuls les services mentionnés dans le contrat doivent être fournis à l'appui de cette demande. Prière d'aviser le signataire si la livraison ne peut se faire dans délais prescrits. Les factures doivent être établies selon les instructions énoncées dans le contrat.	
** See Items - Voir items **		Date	
DELIVERY/COMPLETION DATE DATE DE LIVRAISON/D'ACHÈVEMENT ** See Items - Voir items**		for the Department of National Defence pour le ministère de la Défense nationale	
Contract Item No. No d'article du contrat	Services	Cost/Prix	
	<u>REQUIREMENT/BESOIN</u>		
APPLICABLE ONLY TO PWGSC CONTRACTS: The Contract Authority signature is required when the total value of the DND626 exceeds the threshold specified in the contract. NE S'APPLIQUE QU'AUX CONTRATS DE TPSGC : La signature de l'autorité contractante est requise lorsque la valeur totale de la DND626 est supérieure au seuil précisé dans le contrat. for the Department of Public Works and Government Services pour le ministère des Travaux publics et Services gouvernementaux			

DND626 (6/2004)


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 National Défense Defence nationale		Page 2 of 2	
Task Authorization		Autorisation de tâches	
Contract Item No. No d'article du contrat	Services	TEST PRINT IMPRESSION TEST	Cost/Prix
	<u>REQUIREMENT/BESOIN</u>		
<p>THE CONTRACTOR HEREBY ACCEPTS THE TASK AUTHORIZATION IDENTIFIED ABOVE :</p> <p>LE FOURNISSEUR ACCEPTE PAR LA PRÉSENTE L'AUTORISATION DE TÂCHE IDENTIFIÉE CI-DESSUS.</p>			
<p>_____ Contractor Signature Signature du fournisseur</p>			
<p>_____ Date</p>			
Subtotal			
GST/HST TPS/TVH			
QST TVQ			
Total			

ANNEX E MANDATORY & POINT-RATED CRITERIA

1.0 Mandatory Technical Criteria

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

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

1.3 The Bidder is responsible to fill out column 3 of the tables below (Cross Reference) to show where they have addressed the various criteria in their proposal submission.

1.4 The Bidder means the person or entity (or, in the case of a joint venture, the persons or entities) who submit a proposal to perform a service. It does not include the parent, subsidiaries or affiliates of the Bidder, or its subcontractors.

ID	Corporate Mandatory Criteria	Column 3 Bidder's Cross Reference
CM1	<p>The Bidder must have a minimum of 208 weeks of experience within the last six (6) years, from date of bid closing, in providing the services of multiple personnel at one time (minimum 10 personnel) for multiple tasks running simultaneously (minimum of 10 tasks) for training development, as described in Annex A.</p> <p>To demonstrate their experience, the Bidder must provide, as a minimum and as per Attachment 1, the following:</p> <p>(a) Description of the services provided, including the number of personnel, number of projects running simultaneously, type of work the personnel performed, period of time the bidder provided the services to its clients during the month and year; and</p> <p>(b) Contact name and information for Bidder's clients to which Bidder provided services quoted above to meet minimum experience requirement of CM1. The Bidders clients may be contacted by Canada to validate the information provided by the Bidder.</p>	
CM2	<p>The Bidder must provide a project management plan which must demonstrate how this contract will be managed in order to meet the requirements of Annex A. If Bidder proposes work by their resources may be carried out from locations geographically separated from each other and from the Navy then this will need to be explained in the plan. The project management plan will be evaluated according to corporate rating criteria CR2</p>	

CM3	<p>Bidder must provide the name of the proposed Client Project Manager who will act as Client Manager (CM) for this contract as specified in Annex A (Statement of Work).</p> <p>The proposed Client Project Manager:</p> <p>Must have a minimum of 6 years experience as a Project Manager, including a minimum of 3 years experience in managing eLearning and/or software projects, including a minimum of 1 year of experience in managing eLearning projects.</p> <p>Must have a minimum of 2 years of experience within the last 6 years managing a contract with:</p> <p>Multiple personnel (minimum 15 persons);</p> <p>Multiple, simultaneous projects (minimum 5 projects);</p> <p>Sourcing multiple personnel resources;</p> <p>Preparation of time sheets and expenditure reports;</p> <p>Overall monitoring and reporting of project performance.</p>	
CM4	<p>The proposed Client Project Manager must have a University degree (in any field) or a College Diploma (in any field) and must have a Project Management Professional (PMP) certification from the Project Management Institute.</p>	

CM5	<p>Bidder must provide one sample of each of the following training products delivered by the Bidder within the last five (5) years prior to bid closing. It is mandatory that each sample fits and will be delivered on no more than one DVD each. If provided in English and French, each language may be provided on a clearly marked separate disc for a total of 8 DVDs if delivered in both languages. The provided samples must, as a minimum, incorporate the components outlined in 1 thru 4 below.</p> <p>1) Basic E-Learn lesson consisting of:</p> <ul style="list-style-type: none">• Outline of lesson• Maximum 1 hour to complete• Simple text• Simple graphics• Not interactive• No audio• No voice• Test/quiz questions <p>2) Interactive eLearning Lesson consisting of:</p> <ul style="list-style-type: none">• Outline of lesson• Maximum 1 hour to complete• Simple text• Simple graphics• Basic audio/voice• Basic video• Test/quiz questions• At least 30% interactive exercises/drills to reinforce knowledge• Liberal application of multi-media – animations/audio/video <p>3) Advanced eLearning Lesson consisting of:</p> <ul style="list-style-type: none">• Outline of lesson• Maximum 1 hour to complete• Simple text• Simple graphics	
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	<ul style="list-style-type: none">• Audio/voice• At least 60% simulations/serious games• Avatars <p>4) Multi-media training presentation consisting of:</p> <ul style="list-style-type: none">• Training video• Less than 30 minutes in viewing length• Technical topic• Audio/voice• Video HD quality <p>Notes: If it is impractical to separate a lesson from the remainder of a course package, it is permissible for the Bidder to submit the course package, as long as it still fits on one DVD. The Bidder should specify which lesson they wish to be evaluated. Samples provided must be of a technical topic and must run under Windows 7 and Windows 10 with an Internet Explorer 11 environment. If proprietary or special software is required to run any provided sample(s), the bidder must provide the required supporting program(s) to the Technical Authority at no extra cost to Canada.</p>	
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Workstream #1 – Instructional Design and Development Services

M1.1	<p>The Bidder must demonstrate the minimum billable days for the Resource Categories identified below. To be accepted:</p> <ol style="list-style-type: none">1) The billable days must have been for the delivery of professional Learning services;2) The billable days must have occurred within the past five (5) years prior to bid closing;3) The billable days must have been provided under a maximum of 5 contracts; and4) The work billed for the resource category must include at least 60% of the associated tasks listed in Annex A of the Statement of Work for resource category. <p>The bidder must provide a completed Billable Days Response Template (Attachment 2). The Bidders' Response Template for Corporate References (Attachment 1) must be completed for each contract reference identified in the Billable Days Response Template.</p> <p>Minimum *Billable Days per category:</p> <ul style="list-style-type: none">• Senior Technical Writer 900 Billable days• Intermediate Technical Writer 500 Billable days <p>*One billable day = 7.5 hours</p>	
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Workstream #2 – Custom and Rapid eLearning Product Programming

M2.1

The Bidder must demonstrate the minimum billable days for the Resource Categories identified below. To be accepted:

- i. The billable days must have been for the delivery of professional Learning services;
- ii. The billable days must have occurred within the past five (5) years prior to the bid closing;
- iii. The billable days must have been provided under a maximum of 5 contracts; and
- iv. The work billed for the resource category must include at least 60% of the associated tasks listed in Annex A of the Statement of Work for resource category.

The bidder must provide a completed Billable Days Response Template (Attachment 2). The Bidders' Response Template for Corporate References (Attachment 1) must be completed for each contract reference identified in the Billable Days Response Template.

Minimum *Billable Days per category:

Advisor in e-Learning & Learning Technology: 750 Billable days
Senior Custom eLearning Programmer: 1200 Billable days
Intermediate Custom eLearning Programmer: 900 Billable days
Junior Custom eLearning Programmer: 600 Billable days
Senior Rapid eLearning Programmer: 900 Billable days
Senior Quality Assurance Specialist: 1000 Billable days
Senior Tester: 800 Billable days
Intermediate Tester: 600 Billable days

*One billable day = 7.5 hours

Workstream #3 – Multi-Media Design and Development

M3.1	<p>The Bidder must demonstrate the minimum billable days for the Resource Categories identified below. To be accepted:</p> <ul style="list-style-type: none"> i. The billable days must have been for the delivery of professional Learning services; ii. The billable days must have occurred within the past five (5) years prior to the bid closing; iii. The billable days must have been provided under a maximum of five (5) contracts; and iv. The work billed for the resource category must include at least 60% of the associated tasks listed in Annex A of the Statement of Work for resource category. <p>The bidder must provide a completed Billable Days Response Template (Attachment 2). The Bidders' Response Template for Corporate References (Attachment 1) must be completed for each contract reference identified in the Billable Days Response Template.</p> <p>Minimum *Billable Days per category:</p> <p>Senior Graphics Designer 900 Billable days Intermediate Graphics Designer 600 Billable days Photographer 600 Billable days Senior Animator 900 Billable days Video Producer 750 Billable days Audio Producer 750 Billable days Multimedia Director 500 Billable days Narrator 80 Billable days</p> <p>*One billable day = 7.5 hours</p>
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Workstream #4 – Project Management

M4.1	<p>The Bidder must demonstrate the minimum billable days for the Resource Category identified below. To be accepted:</p> <ul style="list-style-type: none"> i. The billable days must have been for the delivery of professional Learning services; ii. The billable days must have occurred within the past five (5) years prior to the bid closing; iii. The billable days must have been provided under a maximum of 5 contracts; and iv. The work billed for the resource category must include at least 60% of the associated tasks listed in Annex A of the Statement of Work for resource category. <p>The bidder must provide a completed Billable Days Response Template (Attachment 2). The Bidders' Response Template for Corporate References (Attachment 1) must be completed for each contract reference identified in the Billable Days Response Template.</p> <p>Minimum *Billable Days per category:</p> <p>Client Project Management: 1,000 Billable days</p> <p>* One billable day = 7.5 hours</p>	
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2. Point Rated Technical Criteria

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

Bids which fail to obtain the required minimum number of points specified for each category will be declared non-responsive. The Required pass mark per Criterion is 60%. Each point rated technical criterion should be addressed separately.

	Category	Maximum Technical Points Available	Required Pass Mark (60%)
1	Corporate Ratings	333	199
2	Instructional Design & Development Services	45	27
3	Custom and Rapid eLearning Product Programming	288	172

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4	Multi-Media Design & Development	142	85
5	Project Management	40	24
		848	507

It is the Bidder's responsibility to insert into the column to the right, the cross-reference to their Bid submission as to where the Evaluation Team is to find the substantiation for the Bidder's response to the factors or criteria outlined in the column to the left

Criteria	Corporate Rated Criteria	Technical Points	Evaluation Guidelines	Bidder's Cross References
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CR1	<p>Overall technical Bid Proposal approach and methodology as assessed by evaluation team:</p> <p>1) Clarity of presentation and depth of understanding of RCN Training Development needs (5, 10 or 15 points).</p> <p>2) Design proposal effectiveness, redundancy, scalability (5, 10 or 15 points).</p> <p>3) Alignment to functional and technical requirements specified in Annex A SOW (5, 10 or 15 points).</p> <p>4) Was proposal comprehensive, providing exhaustive coverage of all Annex A SOW requirements? (5, 10 or 15 points).</p>	<p>Up to 60 points.</p>	<p>15 points = Comprehensive Bidder fully addresses all aspects of SOW with precision and relevance, convincingly demonstrates that it will meet Canada's requirements.</p> <p>10 points = Good Bidder fully addresses all aspects of SOW with satisfactory level of detail, accuracy and relevance, demonstrates a likelihood of meeting Canada's requirements.</p> <p>5 points = Marginal Bidder addresses all aspects of SOW but with limited information and attention to detail and demonstrates the possibility to meet Canada's requirements. Contains gaps, relevant information missing, response not directly relevant.</p>	<p>.</p>
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CR2	<p>Project Management Plan (max 150 points).</p> <p>(a) Bidders understanding of Canada's requirement and the Bidder's strategy to meet that requirement; (5, 10 or 15 points)</p> <p>(b) An organization chart listing staff, roles and responsibilities as it pertains to this requirement; (5, 10 or 15 points)</p> <p>(c) Invoicing process; (5, 10 or 15 points)</p> <p>(d) Critical timelines and paths; (5, 10 or 15 points)</p> <p>(e) Management of multiple simultaneous on-going task authorizations; (5, 10 or 15 points)</p> <p>(f) Staffing plan to attract, retain, train and provide for turnover of personnel resources to meet the anticipated volume of resources and concurrent activity this requirement will involve; (5, 10 or 15 points)</p> <p>(g) Risks to this project anticipated by the bidder and how they will be managed by the Bidder; (5, 10 or 15 points)</p> <p>(h) Quality Assurance of both personnel resources and deliverables and Quality Control and Testing of deliverables; (5, 10 or 15 points)</p> <p>(i) Communications strategy with resources and Technical Authority to ensure smooth, seamless execution of this project and individual tasks; (5, 10 or 15 points)</p> <p>(j) Exit management plan for execution upon expiry or termination of this contract. (5, 10 or 15 points)</p>	Up to 150 points.	<p>15 points = Comprehensive Bidder fully addresses all aspects of SOW with precision and relevance, convincingly demonstrates that it will meet Canada's requirements.</p> <p>10 points = Good Bidder fully addresses all aspects of SOW with satisfactory level of detail, accuracy and relevance, demonstrates a likelihood of meeting Canada's requirements.</p> <p>5 points = Marginal Bidder addresses all aspects of SOW but with limited information and attention to detail and demonstrates the possibility to meet Canada's requirements. Contains gaps, relevant information missing and response not directly relevant.</p>	
CR3	Number of years the Bidder has been providing Instructional Design and Development Services.	Up to 15 points.	<p>1 to 5 years – 5 points</p> <p>6 to 7 years – 10 points</p> <p>8 plus years – 15 points</p>	

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CR4	Number of years the Bidder has been providing Custom and Rapid eLearning Product Programming services.	Up to 15 points.	1 to 5 years – 5 points 6 to 7 years – 10 points 8 plus years – 15 points	
CR5	Number of years the Bidder has been providing Multi-Media Design and Development services.	Up to 15 points.	1 to 5 years – 5 points 6 to 7 years – 10 points 8 plus years – 15 points	
CR6	Number of years the Bidder has been providing Project Management Services.	Up to 15 points.	1 to 5 years – 5 points 6 to 7 years – 10 points 8 plus years – 15 points	

CR7	<p>Bidder to provide one (1) sample of their Basic level E-Learn lesson;</p> <ul style="list-style-type: none"> The bidder should have successfully delivered this learning product type to CAF in the past. Intent is to demonstrate Bidder experience with challenges of training CAF personnel. If sample product provided was previously delivered successfully to Canadian Armed Forces – 1 point Unilingual English or French – 1 point, Bilingual – English and French – 3 points <p><u>Factors to be evaluated:</u></p> <ul style="list-style-type: none"> Logical presentation of lesson <ul style="list-style-type: none"> Information divided into logical modules to support information retention – 1 point Comprehensive Content <ul style="list-style-type: none"> Lesson explains objective(s) of lesson – 1 point Material presented covers the objective(s) – 1 point Reinforcement of subject matter provided (summary) – 1 point Evaluation (Quiz) – 1 point Graphics <ul style="list-style-type: none"> Graphics support and reinforce the lesson topic – 1 point Graphics are accurate – 1 point Graphics are visible (good colour/contrast selection) – 1 point 	<p>Up to 12 points.</p>	<p>For point to be awarded, Bidder should explain what product was, delivered to CAF and when, to which unit and location of delivery.</p> <p>In the column to the right, Bidder should indicate where in their submission (Cross Reference) they have covered the evaluation factor from the second column to the left.</p>	
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CR8	<p>Bidder to provide one (1) sample of their Interactive level E-Learn lesson:</p> <ul style="list-style-type: none"> The bidder should have successfully delivered this learning product type to CAF in the past. Intent is to demonstrate Bidder experience with challenges of training CAF personnel. If sample product provided was previously delivered successfully to Canadian Armed Forces – 1 point Unilingual English/French – 1 point, Bilingual – English/French – 3 points <p><u>Factors to be evaluated:</u></p> <ul style="list-style-type: none"> Logical presentation of lesson <ul style="list-style-type: none"> ✓ Information divided into logical modules to support information retention – 1 point Comprehensive Content <ul style="list-style-type: none"> ✓ Lesson explains objective(s) of lesson – 1 point ✓ Material presented covers the objective(s) – 1 point ✓ Reinforcement of subject matter provided (summary) – 1 point ✓ Evaluation (Quiz) – 1 point Graphics <ul style="list-style-type: none"> ✓ Graphics support and reinforce the lesson topic – 1 point ✓ Graphics are accurate – 1 point ✓ Graphics are visible (good colour/contrast selection) – 1 point Interactive Lesson <ul style="list-style-type: none"> ✓ Lesson flow adjusts to input from learner – 1 point 	<p>Up to 17 points.</p>	<p>For point to be awarded, Bidder should explain what product was, delivered to CAF and when, to which unit and location of delivery.</p> <p>In the column to the right, Bidder should indicate where in their submission (Cross Reference) they have covered the evaluation factor from the second column to the left.</p>	
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	<ul style="list-style-type: none">✓ Links all work. – 1 point▪ Audio component of lesson<ul style="list-style-type: none">✓ Audio supports objectives of lesson – 1 point✓ Audio is clear and understandable – 1 point✓ Grammar of narrative is correct – 1 point			
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CR9	<p>Bidder to provide one (1) sample of their Advanced level E-Learn lesson:</p> <ul style="list-style-type: none"> The bidder should have successfully delivered this learning product type to CAF in the past. Intent is to demonstrate Bidder experience with challenges of training CAF personnel. If sample product provided was previously delivered successfully to Canadian Armed Forces – 1 point Unilingual English/French – 1 point, Bilingual – English & French – 3 points <p><u>Factors to be evaluated:</u></p> <ul style="list-style-type: none"> Logical presentation of lesson <ul style="list-style-type: none"> ✓ Information divided into logical modules to support information retention – 1 point Comprehensive Content <ul style="list-style-type: none"> ✓ Lesson explains objective(s) of lesson – 1 point ✓ Material presented covers the objective(s) – 1 point ✓ Reinforcement of subject matter provided (summary) – 1 point ✓ Evaluation (Quiz) – 1 point Graphics <ul style="list-style-type: none"> ✓ Graphics support and reinforce the lesson topic – 1 point ✓ Graphics are accurate – 1 point ✓ Graphics are visible (good colour/contrast selection) – 1 point Interactive Lesson <ul style="list-style-type: none"> ✓ Lesson flow adjusts to input from learner – 1 point 	<p>Up to 22 points.</p>	<p>For point to be awarded, Bidder should explain what product was, when delivered to CAF, to which unit and location of delivery.</p> <p>In the column to the right, Bidder should indicate where in their submission (Cross Reference) they have covered the evaluation factor from the second column to the left.</p>	
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	<ul style="list-style-type: none">✓ Links all work. – 1 point▪ Audio component of lesson<ul style="list-style-type: none">✓ Audio supports objectives of lesson – 1 point✓ Audio is clear and understandable – 1 point✓ Grammar of narrative is correct – 1 point▪ Video component of lesson<ul style="list-style-type: none">✓ Video supports objectives of lesson – 1 point✓ Video is in focus – 1 point✓ Video is of sufficient resolution and frame rate so as to be clear and not grainy (minimum screen resolution of 1280x720 pixels (1920x1080 desirable) displayed at 60 frames per second progressive scan or equivalent) – 1 point			
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CR10	<p>Bidder to provide one (1) sample of their stand-alone multi-media training product:</p> <ul style="list-style-type: none"> The bidder should have successfully delivered this learning product type to CAF in the past. Intent is to demonstrate Bidder experience with challenges of training CAF personnel. If sample product provided was previously delivered successfully to Canadian Armed Forces – 1 point Unilingual English/French– 1 point, Bilingual – English & French – 3 points <p><u>Factors to be evaluated:</u></p> <ul style="list-style-type: none"> Logical presentation of lesson <ul style="list-style-type: none"> ✓ Information divided into logical modules to support information retention – 1 point Comprehensive Content <ul style="list-style-type: none"> ✓ Lesson explains objective(s) of lesson – 1 point ✓ Material presented covers the objective(s) – 1 point ✓ Reinforcement of subject matter provided (summary) – 1 point Graphics <ul style="list-style-type: none"> ✓ Graphics support and reinforce the lesson topic – 1 point ✓ Graphics are accurate – 1 point ✓ Graphics are visible (good colour/contrast selection) – 1 point Audio component of lesson <ul style="list-style-type: none"> ✓ Audio supports objectives of lesson – 1 point ✓ Audio is clear and understandable – 1 point ✓ Grammar of narrative is correct – 1 point Video component of lesson 	Up to 12 points.	<p>For point to be awarded, Bidder should explain what product was, when delivered to CAF, to which unit and location of delivery.</p> <p>In the column to the right, Bidder should indicate where in their submission (Cross Reference) they have covered the evaluation factor(S) from the second column to the left.</p>	Bidder's Cross Refs:
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	✓ Video supports objectives of lesson – 1 point ✓ Video is of sufficient resolution and frame rate so as to be clear and not grainy (minimum screen resolution of 1280x720 pixels (1920x1080 desirable) displayed at 60 frames per second progressive scan or equivalent) – 1 point			
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Workstream #1 - Instructional Design and Development Services				
R1.1	Points will be awarded for Billable day experience accumulated by Bidder in excess of the following minimum billing days: 1) Senior Technical Writer – 900 billing day (BD) minimum: a. 901 to 1100 BD demonstrated = 5 points; b. 1101 to 1300 BD demonstrated = 10 points; c. 1301 or more BD demonstrated = 15 points. 2) Intermediate Technical Writer – 500 billing day (BD) minimum: a. 501 to 600 BD demonstrated = 5 points; b. 601 to 700 BD demonstrated = 10 points; c. 701 or more BD demonstrated = 15 points.	Up to 30 points.	Billing days claimed by Bidder are to be substantiated by Bidder in Bidder's Response Templates provided at Attachments 1 and 2.	Bidder's Cross Refs:

R1.2	<p>For Resource Categories:</p> <ul style="list-style-type: none"> • Senior Technical Writer • Intermediate Technical Writer <p>The Bidder will be awarded points as follows where it provides an example, in 500 words or less, of their previous work delivered within 5 years prior to bid closing that demonstrates delivery of services which included the following technology and/or environment :</p> <ul style="list-style-type: none"> • Service has been previously delivered to Canadian Armed Forces in the past 5 years, specify when and to which Unit(s). (yes = 5 points, no = 0 points). • Integrates Virtual or Augmented Reality into training environment – 5 points • Product is CFITES compatible – 5 points 	Up to 15 points.	<p>In the column to the right, Bidder should indicate where in their submission (Cross Reference) they have covered the evaluation factors from the second column to the left.</p> <p>If indicated technology or environment has not been included or covered, 0 points will be assigned.</p>	Bidder's Cross Refs:
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Workstream #2 – Custom & Rapid eLearning Product Programming				
2.1	<p>Points will be awarded for Billable day experience accumulated by Bidder in excess of the following minimum billing days:</p> <p>1) Advisor in eLearning & Learning Technology – 750 billing day (BD) minimum:</p> <ul style="list-style-type: none"> a. 751 to 950 BD demonstrated = 5 points; b. 951 to 1150 BD demonstrated = 10 points; c. 1151 or more BD demonstrated = 15 points <p>2) Senior Custom eLearning Programmer – 1200 billing day (BD) minimum:</p> <ul style="list-style-type: none"> a. 1201 to 1500 BD demonstrated = 5 points; b. 1501 to 1800 BD demonstrated = 10 points; c. 1801 or more BD demonstrated = 15 points. <p>3) Intermediate Custom eLearning Programmer – 900 billing day (BD) minimum:</p> <ul style="list-style-type: none"> a. 901 to 1100 BD demonstrated = 5 points; b. 1101 to 1300 BD demonstrated = 10 points; c. 1301 or more BD demonstrated = 15 points. <p>4) Junior Custom eLearning Programmer – 600 billing day (BD) minimum:</p> <ul style="list-style-type: none"> a. 601 to 750 BD demonstrated = 5 points; b. 751 to 900 BD demonstrated = 10 points; c. 901 or more BD demonstrated = 15 points. <p>5) Senior Rapid eLearning Programmer – 900 billing day (BD) minimum:</p> <ul style="list-style-type: none"> a. 901 to 1100 BD demonstrated = 5 points; b. 1101 to 1300 BD demonstrated = 10 points; c. 1301 or more BD demonstrated = 15 points. <p>6) Senior Quality Assurance Specialist – 1000 billing day (BD) minimum:</p> <ul style="list-style-type: none"> a. 1001 to 1200 BD demonstrated = 5 points; b. 1201 to 1400 BD demonstrated = 10 points; c. 1401 or more BD demonstrated = 15 points. <p>7) Senior Tester – 800 billing day (BD) minimum:</p> <ul style="list-style-type: none"> a. 801 to 1000 BD demonstrated = 5 points; b. 1001 to 1200 BD demonstrated = 10 points; c. 1201 or more BD demonstrated = 15 points. <p>8) Intermediate Tester – 600 billing day (BD) minimum:</p> <ul style="list-style-type: none"> a. 601 to 700 BD demonstrated = 5 points; b. 701 to 800 BD demonstrated = 10 points; c. 801 or more BD demonstrated = 15 points. 	Up to 160 points.	<p>Billing days claimed by Bidder are to be substantiated by Bidder in Bidder's Response</p> <p>Templates provided at Attachments 1 and 2.</p>	Bidder's Cross Refs:

R2.2	<p>For Resource Category:</p> <p>Advisor in e-Learning and Learning Technology</p> <p>The Bidder will be awarded points as outlined below for previous work delivered within 5 years prior to bid closing that demonstrates delivery of services which included the following technology and/or environment:</p> <ul style="list-style-type: none"> a. If eLearn Advisor service has been previously delivered to Canadian Armed Forces in the past 5 years, (5 points). The Bidder should specify when and to which Unit(s) the services were rendered. b. Specify number of times in last 5 years Bidder's eLearn Advisory services provided analysis and recommendations resulting in competitive advantage or improved productivity for clients. Provide best example from Bidder prior work that demonstrates this in 250 words or less. (maximum 15 points) c. Specify number of times in last 5 years Bidder's eLearn Advisory services were able to leverage current and emerging learning technologies to improve performance / training throughput and reduce costs for Clients. Provide best example from Bidder prior work that demonstrates this in 250 words or less. (maximum 15 points) d. Specify number of times in last 5 years Bidder's eLearn Advisory services were able to identify eligible training, convert it into online format and implement launch of eTraining while also setting up technical infrastructures to support Client's goals. Provide best example from Bidder prior work that demonstrates this in 250 words or less. (maximum 5 points) 	Up to 50 points.	<p>Provide list of companies or organizations along with service provided, benefit provided and month/year. Multiple services delivered may be grouped by company or organization.</p> <p>For b,c,d points will be assigned to each as follows:</p> <p>1 to 10 times = 5 points 11 to 20 times = 10 points 21 + times = 15 points</p>	Bidder's Cross Refs:
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R2.3	For Resource Categories:	Up to 40 points.	If indicated technology or environment has not been included or covered, 0 points will be assigned.	Bidder's Cross Refs:
	<ul style="list-style-type: none"> • Senior Custom eLearning Programmer • Intermediate Custom eLearning Programmer • Junior Custom eLearning Programmer <ul style="list-style-type: none"> • The Bidder will be awarded points as outlined below where it provides an example, in 500 words or less, of their previous work delivered within 5 years prior to bid closing that demonstrates delivery of services which included the following technology and/or environment : • Service has been previously delivered to Canadian Armed Forces in the past 5 years, specify when and to which Unit(s). (yes = 5 points, no = 0 points). • Integrates Virtual/Augmented Reality into training environment – 5 points • DLN/AFIILE technology/ environment – 5 points • SABA Publisher technology/ environment – 5 points • MS Publisher technology/ environment – 3 points • 3D Studio Max technology/ environment – 3 points • Modest Tree 3D technology/ environment – 3 points • Bohemia Interactive - Virtual Battlespace technology/ environment – 3 points • Perl technology/ environment – 4 points • C Sharp technology/ environment – 4 points 		<p>No intermediate/part scores will be provided.</p> <p>In the column to the right, Bidder should indicate where in their submission (Cross Reference) they have covered the evaluation factors from the second column to the left.</p>	

R2.4	<p>For Senior Rapid eLearning Programmer Resource Category, the Bidder will be awarded points as outlined below where it provides an example, in 500 words or less, of their previous work delivered within 5 years prior to bid closing that demonstrates delivery of services which included the following technology and/or environment :</p> <ul style="list-style-type: none"> • Service has been previously delivered to Canadian Armed Forces in the past 5 years, specify when and to which Unit(s). (yes = 5 points, no = 0 points). • Integrates Audio Visual products into Virtual/Augmented Reality training environment – 5 points • DLN/AFIILE technology/ environment – 5 points • 3D Studio Max technology/ environment – 2 points • MS Publisher technology/ environment – 2 points • Modest Tree 3D technology/ environment – 2 points • Bohemia Interactive - Virtual Battlespace technology/ environment – 2 points 	Up to 23 points	<p>If indicated technology or environment has not been included or covered, 0 points will be assigned.</p> <p>In the column to the right, Bidder should indicate where in their submission (Cross Reference) they have covered the evaluation factors from the second column to the left.</p>	Bidder's Cross Refs:
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R2.5	<p>For Resource Categories:</p> <ul style="list-style-type: none"> • Senior Quality Assurance Specialist • Senior Tester • Intermediate Tester <p>The Bidder will be awarded points as outlined below where it provides an example, in 500 words or less, of their previous work delivered within 5 years prior to bid closing that demonstrates delivery of services which included the following technology and/or environment :</p> <ul style="list-style-type: none"> • Service has been previously delivered to Canadian Armed Forces in the past 5 years, specify when and to which Unit(s). (yes = 5 points, no = 0 points). • AFIIIE, DLN/SABA compatible products – 5 points • MS Office Suite (Word, Excel, PowerPoint) – 5 points 	Up to 15 points.	<p>If indicated technology or environment has not been included or covered, 0 points will be assigned.</p> <p>In the column to the right, Bidder should indicate where in their submission (Cross Reference) they have covered the evaluation factors from the second column to the left.</p>	Bidder's Cross Refs:
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Workstream #3 – Multi-Media Design and Development

R3.1	Points will be awarded for Billable day experience accumulated by Bidder in excess of the following minimum billing days (from M3.1):	Up to 120 points.		Bidder's Cross Refs:
	<p>1) Senior Graphics Designer – 900 billing day (BD) minimum:</p> <ul style="list-style-type: none"> a. 901 to 1100 BD demonstrated = 5 points; b. 1101 to 1300 BD demonstrated = 10 points; c. 1301 or more BD demonstrated = 15 points. <p>2) Intermediate Graphics Designer – 600 billing day minimum:</p> <ul style="list-style-type: none"> a. 601 to 700 BD demonstrated = 5 points; b. 701 to 800 BD demonstrated = 10 points; c. 801 or more BD demonstrated = 15 points. <p>3) Photographer – 600 BD minimum:</p> <ul style="list-style-type: none"> a. 901 to 1100 BD demonstrated = 5 points; b. 1101 to 1300 BD demonstrated = 10 points; c. 1301 or more BD demonstrated = 15 points. <p>4) Senior Animator – 900 BD minimum:</p> <ul style="list-style-type: none"> a. 901 to 1100 BD demonstrated = 5 points; b. 1101 to 1300 BD demonstrated = 10 points; c. 1301 or more BD demonstrated = 15 points. <p>5) Video Producer – 750 billing day (BD) minimum:</p> <ul style="list-style-type: none"> a. 751 to 900 BD demonstrated = 5 points; b. 901 to 1050 BD demonstrated = 10 points; c. 1051 or more BD demonstrated = 15 points. <p>6) Audio Producer – 750 billing day minimum:</p> <ul style="list-style-type: none"> a. 751 to 900 BD demonstrated = 5 points; b. 901 to 1050 BD demonstrated = 10 points; c. 1051 or more BD demonstrated = 15 points. <p>7) Multimedia Director – 500 billing day (BD) minimum:</p> <ul style="list-style-type: none"> a. 501 to 600 BD demonstrated = 5 points; b. 601 to 700 BD demonstrated = 10 points; c. 701 or more BD demonstrated = 15 points. <p>8) Narrator – 80 billing day (BD) minimum:</p> <ul style="list-style-type: none"> a. 81 to 100 BD demonstrated = 5 points; b. 101 to 120 BD demonstrated = 10 points; c. 121 or more BD demonstrated = 15 points. 		<p>Billing days claimed by Bidder are to be substantiated by Bidder in Bidder's Response</p> <p>Templates provided at Attachments 1 and 2.</p>	

Workstream #3 – Multi-Media Design and Development				
R3.2	<p>For Resource Categories:</p> <ul style="list-style-type: none"> • Senior Graphics Designer • Intermediate Graphics Designer • Photographer • Senior Animator • Video Producer • Audio Producer • Multimedia Producer • Narrator <p>The Bidder will be awarded points as outlined below where it provides an example, in 400 words or less, of their previous work delivered within 5 years prior to bid closing that demonstrates delivery of services which included the following technology and/or environment :</p> <ul style="list-style-type: none"> • Service has been previously delivered to Canadian Armed Forces in the past 5 years, specify when and to which Unit(s). (yes = 5 points, no = 0 points). • Integrates Audio Visual products into Virtual/ Augmented Reality training environment – 5 points • Articulate Storyline/ Studio – 3 points • Camtasia – 3 points • Modest Tree 3D – 3 points • 3D Studio Max – 3 points 	Up to 22 points.	In the column to the right, Bidder should indicate where in their submission (Cross Reference) they have covered the evaluation factors from the second column to the left in their submission.	Bidder's Cross Refs:

Workstream #4 – Project Management				
R4.1	<p>Points will be awarded for Client Project Manager Billable day experience accumulated by Bidder in excess of the following minimum billing days:</p> <p>Client Project Manager – 1000 billing day (BD) minimum:</p> <ul style="list-style-type: none"> a. 1001 to 1300 BD demonstrated = 5 points; b. 1301 to 1600 BD demonstrated = 10 points; and c. 1601 or more BD demonstrated = 15 points. 	Up to 15 points.	<p>Billing days claimed by Bidder are to be substantiated by Bidder in Bidder's Response</p> <p>Templates provided at Attachments 1 and 2.</p>	Bidder's Cross Refs:
R4.2	<p>The Bidder will be awarded points as outlined below where it provides an example, in 400 words or less, of their previous work delivered within 5 years prior to bid closing that demonstrates delivery of services which included the following technology and/or environment :</p> <ul style="list-style-type: none"> • Service has been previously delivered to Canadian Armed Forces in the past 5 years, specify when and to which Unit(s). (yes = 5 points, no = 0 points). • MS Project – 5 points • Mind Manager – 5 points • MS Office Suite (Word, Excel, PowerPoint) – 5 points • Successfully Integrates Audio Visual products into Virtual/ Augmented Reality training environment – 5 points 	Up to 25 points.	<p>In the column to the right, Bidder should indicate where in their submission (Cross Reference) they have covered the evaluation factors from the second column to the left.</p>	Bidder's Cross Refs:

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**ATTACHMENT 1 TO ANNEX E
BIDDER'S RESPONSE TEMPLATE - CORPORATE REFERENCES**

CORPORATE REFERENCES TO VALIDATE BIDDER DATA			
Note: Canada may contact the identified customer reference on the Bidder's Response Template for Corporate References to conduct a reference check for the associated contract reference(s) to validate the information supplied by the Bidder.			
Workstream Name:			
Bidder Name:		Bidder Assigned Contract Number:	
CUSTOMER CONTACT INFORMATION			
Name of Organization:		Contact Name:	
E-Mail Address:		Contact Title:	
Telephone Number			
PROJECT DETAIL			
Project Start Date (mm/yy):		Project End Date (mm/yy):	
Project Title and Description:			
Quantity of Training Development Resources Tasked:		Project Value/Cost (CAD\$):	
RESOURCE CATEGORY SUBSTANTIATION			
Resource Category Name (as it appears in the Referenced Contract)	List of Tasks performed by Resource Category named in column to the left	Cross reference to the article number(s) of the SOW at Annex A.	Technology(ies) used by the Resource Category
CORPORATE INVOLVEMENT			

**ATTACHMENT 2 TO ANNEX E
BIDDER'S RESPONSE TEMPLATE - BILLABLE DAYS**

By submitting its bid, the Bidder is certifying that the billable days provided below occurred for the following contract references for all of the resource categories listed, within the 5-year period prior to bid closing. By doing so, the Bidder also certifies that the work billed for each resource category includes at least 60% of the associated tasks listed in the Annex A of the Statement of Work for that resource category.

RESOURCE CATEGORY	NUMBER OF BILLABLE DAYS (One billable day = 7.5 hours excluding meals, includes 2x15 min breaks)					
	Cross Reference to Contract Reference # _____ —	Cross Reference to Contract Reference # _____ —	Cross Reference to Contract Reference # _____ —	Cross Reference to Contract Reference # _____ —	Cross Reference to Contract Reference # _____ —	Total Billable Days
Senior Technical Writer						
Intermediate Technical Writer						
	Cross Reference to Contract Reference # _____ —	Cross Reference to Contract Reference # _____ —	Cross Reference to Contract Reference # _____ —	Cross Reference to Contract Reference # _____ —	Cross Reference to Contract Reference # _____ —	Total Billable Days
Advisor in e-Learning &						

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Learning Technology						
Senior Custom eLearning Programmer						
Intermediate Custom eLearning Programmer						
Junior Custom eLearning Programmer						
Senior Rapid eLearning Programmer						
Senior Quality Assurance Specialist						
Senior Tester						
Intermediate Tester						
	Cross Reference to Contract Reference	Cross Reference to Contract Reference	Cross Reference to Contract Reference	Cross Reference to Contract Reference	Cross Reference to Contract Reference	Total Billable Days

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	# _____ —	# _____ —	# _____ —	# _____ —	# _____ —	
Senior Graphics Designer						
Intermediate Graphics Designer						
Photographer						
Senior Animator						
Video Producer						
Audio Producer						
Multimedia Director						
Narrator						
	Cross Reference to Contract Reference	Cross Reference to Contract Reference	Cross Reference to Contract Reference	Cross Reference to Contract Reference	Cross Reference to Contract Reference	Total Billable Days

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	# _____	# _____	# _____	# _____	# _____	
Client Project Manager						
<p>Canada may request proof for any or for all of the resource categories to verify Bidders' compliance with the above certification. Failure to comply with a request from the Contracting Authority will render the bid non-responsive.</p> <p>Where such proof is required, the Bidder will be required to provide a paid invoice(s) (referencing above contract reference) that shows that the Bidder has invoiced the customer the stated number of billable days for the associated category(ies).</p> <p>If Canada requests proof for a resource category, it will be requested from all responsive bidders for that resource category. The Bidder will have 5 working days (or longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive. If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.</p>						