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## **PART 1 - GENERAL INFORMATION**

### **1.1 Statement of Work**

The Work to be performed is detailed under Article 6.2 of the resulting contract clauses.

### **1.2 Debriefings**

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

### **1.3 Trade Agreements**

The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), Canada - Chile Free Trade Agreement, Canada-Colombia Free Trade Agreement, Canada-Honduras Free Trade Agreement, Canada-Korea Free Trade Agreement, Canada-Panama Free trade agreement, Canada - Peru Free Trade Agreement, Canada-Ukraine Free trade agreement and the Canadian Free Trade Agreement (CFTA).



## 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.

### 2.2 Submission of Bids

Bids must be submitted only to the contracting officer by the date, time and email address indicated on page 1 of the bid solicitation

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

### 2.3 Former Public Servant

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

#### Definitions

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

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

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

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



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

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

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

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

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

### **Work Force Adjustment Directive**

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

If so, the Bidder must provide the following information:

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

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

## **2.4 Enquiries - Bid Solicitation**

All enquiries must be submitted in writing to the Contracting Authority no later than five (5) calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

## **2.5 Applicable Laws**

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

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



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

### **3.1 Bid Preparation Instructions**

- If the Bidder chooses to submit its bid electronically, Canada requests that the Bidder submits its bid in accordance with section 08 of the 2003 standard instructions. Bidders must provide their bid in a single transmission.
- The bid must be gathered per section and separated as follows:

Section I: Technical Bid File  
Section II: Financial Bid File  
Section III: Certifications File

#### **Section I: Technical Bid**

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

#### **Section II: Financial Bid**

Bidders must submit their financial bid in accordance with Annex B Basis of Payment.

#### **Section III: Certifications**

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



## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 4.1 Evaluation Procedures

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

#### 4.1.1 Technical Evaluation

##### 4.1.1.1 Mandatory Technical Criteria

The proposal must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement. Proposals which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately and should include a reference page number for reference against the proposal. Proposals that meet the Mandatory Criteria will be further evaluated under the Point Rated Criteria.

Number	Mandatory Technical Criteria	Meets Yes / No	Page Reference to Proposal
<b>Experience of Proposed Lead Resource</b>			
MT1	<p>The Bidder must provide a proposal for the proposed Project Lead that demonstrates:</p> <ul style="list-style-type: none"> <li>• The proposed resource holds a web based platform, teleconference system and email distribution list specifically in the area of population health</li> <li>• One or more project examples demonstrating their experience in conducting and facilitating webinars for large audiences in the area of population health</li> </ul> <p>Experience of the proposed Project Lead will be further evaluated under Point Rated criteria RT1.</p>		
<b>Experience of Proposed Team</b>			
MT2	<p>The Bidder must demonstrate for each webinar that they will complete the following activities under the contract:</p> <p>Plan Webinars including:</p> <ul style="list-style-type: none"> <li>• A 1 hour orientation session for presenters</li> <li>• A toolkit outlining the steps to planning the webinar and templates / sample documents</li> <li>• 20 minute Bi-weekly teleconferences (as required)</li> <li>• Ongoing assistance to answer questions via email</li> </ul> <p>Promote Webinar including:</p> <ul style="list-style-type: none"> <li>• Posting the information on their website</li> <li>• Email to their subscriber list</li> <li>• Providing a poster for the webinar organizer to use for additional targeted promotion (content for poster provided by the Project Authority)</li> </ul> <p>The experience of the bidder must include a description of the required tasks above conducted in their previous work.</p>		



#### 4.1.1.2 Point Rated Technical Criteria

Proposals meeting all of the Mandatory Criteria will be evaluated according to the Technical Point Rated Criteria listed for RT1 to RT5 inclusive.

There is no minimum pass mark required for any individual Point Rated Criterion, however; the proposal must score a minimum of 63 points or 70% of the maximum 90 points in order to proceed to the Financial Evaluation for the proposal. Proposals not scoring at least the minimum points will receive no further evaluation. Proposals which fail to obtain the required minimum number of points specified will be declared non-responsive.

Each point rated technical criterion should be addressed separately and should include a reference page number for reference against the proposal.

Where experience is required to be demonstrated, the experience may be demonstrated through one, or multiple, example projects that collectively meet the minimum years of experience stated for a criterion. Two, or more, example projects that run concurrently in the same calendar period will not be added to attain the minimum required number of years of experience. Only the example project having the longest duration will be evaluated. Examples that do not include the start date and, where applicable, the end date of each example project will not be evaluated.

Number	Point Rated Technical Criteria	Points Awarded	Maximum Points
<b>Level of Experience</b>			
RT1	<p>The Bidder should demonstrate within their proposal that the proposed lead resource has a web based platform, teleconference system and bilingual service for webinar participants - the nature and complexity to the requirement are described in the SOW.</p> <p><b>RT1.1: The Bidder must present a proposal that explains how the webinar will be promoted, facilitated, and how post webinar follow-up will be conducted</b></p> <p>The Bidder must have a proposal that includes the following areas:</p> <ol style="list-style-type: none"> <li>1. Conducting webinars through technology platform</li> <li>2. Promoting the webinar to their distribution list</li> <li>3. Facilitating webinar</li> <li>4. Providing post survey report</li> <li>5. Evaluate webinar via participant survey</li> <li>6. Experience in facilitating meetings, developing and delivering web-based presentations to groups.</li> <li>7. Experience working with government clients.</li> <li>8. Ability to assess client objectives.</li> <li>9. Ability to establish/build a collaborative relationship.</li> </ol>	RT 1.1 /10	30





	<p><b>RT1.2: The Bidder must have at least 5 years of extensive experience in hosting, facilitating and delivering webinars through technology and facilitation to a target audience in the promotion of population health</b></p> <p>Extensive experience in delivering webinars can be defined as the following:</p> <p>5 years (4 points)</p> <p>5-10 years (8 points)</p> <p>10+ years (10 points)</p> <p><b>RT 1.3 The Bidder must be able to integrate PHAC web-based surveys developed using the <u>VOXCO</u> platform to gather feedback from webinar participants</b></p> <ul style="list-style-type: none"> <li>The Bidder will be evaluated based on the consistency and privacy requirements for the Project Authority</li> </ul> <p><b>RT1.4: The Bidder must have some experience in hosting, facilitating and delivering webinars related to Indigenous health issues and experience working with Indigenous presenters and participants</b></p>	<p>RT 1.2 /10</p> <p>RT 1.3 /5</p> <p>RT 1.4 /5</p>	
<b>Promotion / Distribution</b>			
RT2	<p><b>RT2: The Bidder must have the ability to promote the webinar.</b></p> <ul style="list-style-type: none"> <li>The Bidder must have accessibility to a large network of Canadian health-related contacts with adequate representation from all provinces and territories to promote the webinars and encourage participation</li> </ul>	<p>RT 2.1 /10</p>	10
<b>Pre Webinar Preparation</b>			
RT3	<p>The Bidder should provide a project overview demonstrating its understanding of how the requirements of the SOW, including the objectives, scope of work and deliverables.</p> <p><b>RT3.1: The Bidder must be able to administer an online registration process</b></p> <p>This must include:</p> <ul style="list-style-type: none"> <li>Providing easy to follow access instructions</li> <li>Sending a confirmation email to participants</li> <li>Sending reminder emails to participants</li> <li>Monitoring registration and providing statistics (# per sector and geography) to the project authority</li> </ul>	<p>RT 3.1 /5</p>	10



	<p><b>RT3.2: The Bidder must be able to provide training for presenters</b></p> <p>This must include:</p> <ul style="list-style-type: none"> <li>• Instructions for accessing the web platform and teleconference as a presenter</li> <li>• Using the presentation technology, including interactive features tips for the PowerPoint presentation</li> </ul>	<p>RT 3.2 /5</p>	
<b>During Webinar Requirements</b>			
<p>RT4</p>	<p>The Bidder should provide a project overview demonstrating its understanding of how the requirements of the SOW, including the objectives, scope of work and deliverables relate to the webinar facilitation</p> <p><b>RT4.1: The Bidder must provide webinar participants the ability to:</b></p> <ul style="list-style-type: none"> <li>• View the PowerPoint presentation</li> <li>• View any interactive tools used by the presenter (i.e., live poll questions)</li> <li>• Participate in an online chat function</li> <li>• Hear the presenters, facilitator and discussions during the question and answer period</li> </ul> <p><b>RT4.2: The Bidder must provide a facilitator to lead the webinar</b></p> <p>The facilitator must be responsible for:</p> <ul style="list-style-type: none"> <li>• Conducting a sound check and reviewing instructions with the presenters</li> <li>• Providing technical support to participants experiencing difficulties</li> <li>• Welcoming participants and introducing the topics and speakers</li> <li>• Controlling the power point presentation and the use of online tools such as polling the participants (if requested by presenter)</li> <li>• Moderating the question and answer period (including questions received by telephone, email or the online chat function)</li> </ul> <p><b>RT4.3: The Bidder must provide bilingual services and it would be an asset to have access to the capacity to deliver in other languages if required (e.g., Spanish)</b></p> <ul style="list-style-type: none"> <li>• All website and email information provided in French and English (translation of content specific to the webinar topics is the Project Authority's responsibility)</li> <li>• 2 teleconference lines, one for French and one for English</li> <li>• Sound check with the studio supplying space for the interpreters to provide simultaneous interpretation (the provision of interpretation services is the responsibility of the Project Authority)</li> <li>• A second animateur for the French line (if required)</li> <li>• Audio recordings of the webinar in the language of the presentations. This can be rated as 4 points for English and French and 5 points maximum for other languages.</li> </ul>	<p>RT 4.1 /10</p> <p>RT 4.2 /5</p> <p>RT 4.3 /5</p>	<p>20</p>



Post Webinar Requirements			
RT5	<p>The Bidder should describe its proposed steps to obtain feedback and how post webinar survey information will be collected from the participant as described in the SOW that includes:</p> <ol style="list-style-type: none"> <li>1. Provide a post webinar report with the number of participants, copy of the chat box questions and responses etc.</li> <li>2. Obtain feedback from participants through a post webinar survey</li> <li>3. Provide the audio recording of the webinar and post on their website</li> <li>4. Send any follow up documents to participants</li> </ol> <p><b>RT5.1: The Bidder must be able to provide a report from each webinar</b></p> <ul style="list-style-type: none"> <li>• # of registrants, participants, organizations, location</li> <li>• Summary of organizations who participated</li> <li>• Copy of discussions in chat boxes</li> </ul> <p><b>RT5.2: The Bidder must be able to obtain feedback from participants through a post webinar survey</b></p> <ul style="list-style-type: none"> <li>• Sample survey questions, to be customized by the Project Authority</li> <li>• Programming the survey in an online tool (e.g., on VOCXO)</li> <li>• Sending the link to the webinar participants following the webinar</li> </ul> <p><b>RT5.3: The Bidder must have the ability to provide the audio recording of the webinar on their website</b></p> <p>The audio recording must be easily accessible via a link that can be shared by the Project Authority</p> <p><b>RT 5.4: The Bidder must have the ability to contact participants and send follow ups</b></p> <p>The Bidder must have the ability to contact participants 2-3 months post webinar for the purposes of the Project Authority to assess impact (i.e., knowledge development and exchange monitoring) or to provide additional information to participants.</p>	<p>RT 5.1 /5</p> <p>RT 5.2 /5</p> <p>RT 5.3 /5</p> <p>RT 5.4 /5</p>	<p>20</p>
		/90	/90



## 4.2 Basis of Selection

### 4.2.1 Highest Combined Rating of Technical Merit and Price

1. To be declared responsive, a bid must:
  - a. comply with all the requirements of the bid solicitation; and
  - b. meet all mandatory criteria; and
  - c. obtain the required minimum of 63 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 90 points.
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 70%.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30%.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

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

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

		Bidder 1	Bidder 2	Bidder 3
<b>Overall Technical Score</b>		115/135	89/135	92/135
<b>Bid Evaluated Price</b>		\$55,000.00	\$50,000.00	\$45,000.00
<b>Calculations</b>	<b>Technical Merit Score</b>	$115/135 \times 70 = 59.63$	$89/135 \times 70 = 46.15$	$92/135 \times 70 = 47.70$
	<b>Pricing Score</b>	$45/55 \times 30 = 24.55$	$45/50 \times 30 = 27.00$	$45/45 \times 30 = 30.00$
<b>Combined Rating</b>		84.18	73.15	77.70
<b>Overall Rating</b>		1st	3rd	2nd



## **PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION**

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

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue whether made knowingly or unknowingly, during the bid evaluation period or during the contract period. The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

### **5.1 Certifications Required with the Bid**

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

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

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

### **5.2 Certifications Precedent to Contract Award and Additional Information**

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

#### **5.2.1 Integrity Provisions – Required Documentation**

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real procurement agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

#### **5.2.2 Federal Contractors Program for Employment Equity - Bid Certification**

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](https://www.canada.ca/en/employment-social-development/canada/esdc/labour/development/programs/employment-equity/federal-contractor-program.html#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>). Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.

#### **5.2.3 Additional Certifications Precedent to Contract Award**

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

SACC Manual clause [A3005T](#) (2010-08-16) Status and Availability of Resources

##### **5.2.3.2 Certifications - Contract**

SACC Manual clause [A3015C](#) (2014-06-26) Certifications - Contract

##### **5.2.3.3 Education and Experience**

SACC Manual clause [A3010T](#) (2010-08-16) Education and Experience



## **PART 6 - RESULTING CONTRACT CLAUSES**

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

### **6.1 Security Requirements**

**6.1.1** There is no security requirement applicable to the Contract.

### **6.2 Statement of Work**

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

### **6.3 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.

#### **6.3.1 General Conditions**

[2010B](#) (2018-06-21), General Conditions - Professional Services (Medium Complexity) apply to and form part of the Contract.

### **6.4 Term of Contract**

#### **6.4.1 Period of the Contract**

The Work is to be performed during the period of contract award to March 31, 2020.

#### **6.4.3 Option to Extend the Contract**

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to four (4) additional one (1) year 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 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.

### **6.5 Authorities**

#### **6.5.1 Contracting Authority**

The Contracting Authority for the Contract is:

Name: Sami Nouh  
Title: Senior Procurement and Contracting Officer  
Health Canada - Public Health Agency of Canada  
Chief Financial Officer Branch  
Telephone: 613-941-2102  
E-mail address: [sami.nouh@canada.ca](mailto:sami.nouh@canada.ca)

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



**6.5.2 Project Authority**

The Project Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
  
Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_\_  
Facsimile: \_\_\_\_-\_\_\_\_-\_\_\_\_\_  
E-mail address: \_\_\_\_\_

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

**6.5.3 Contractor's Representative**

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
  
Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_\_  
Facsimile: \_\_\_\_-\_\_\_\_-\_\_\_\_\_  
E-mail address: \_\_\_\_\_

**6.6 Proactive Disclosure of Contracts with Former Public Servants**

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

**6.7 Payment**

**6.7.1 Basis of Payment**

**6.7.2 Limitation of Expenditure**

- a) Canada's total liability to the Contractor under the Contract must not exceed \$ \_\_\_\_\_ (*insert at contract award*). Customs duties are included and Applicable Taxes are extra.
- b) No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - i. when it is 75% committed, or



- ii. four months before the contract expiry date, or
- iii. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.

- c) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

### **6.7.3 Method of Payment**

SACC Manual clause [H1008C](#) (2008-05-12) Monthly Payment

## **6.8 Invoicing Instructions**

The Contractor must submit invoices in accordance with the following. Invoices cannot be submitted until all work identified in the invoice is completed.

Invoices must be distributed as follows:

- a. One (1) copy must be forwarded to the following email address for certification and payment.  
[hc.p2p.east.invoices-factures.est.sc@canada.ca](mailto:hc.p2p.east.invoices-factures.est.sc@canada.ca)

## **6.9 Certifications and Additional Information**

### **6.9.1 Compliance**

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

## **6.10 Applicable Laws**

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

## **6.11 Priority of Documents**

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

- (a) the Articles of Agreement;
- (b) the general conditions [2010B](#) (2018-06-21), General Conditions - Professional Services (Medium Complexity);
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) the Contractor's bid dated \_\_\_\_\_ (*insert at contract award*)





## ANNEX "A"

### STATEMENT OF WORK

#### 1. TITLE

Web-based Learning through Webinars

#### 2. SCOPE

##### 2.1. Introduction

Public Health Agency of Canada (PHAC)'s Centre for Health Promotion (CHP) is seeking a Contractor to administer web-based learning through webinars for two Divisions: Division of Aging, Senior's and Dementia (DASD) & Division of Children and Youth (DCY).

This requirement is for the delivery of up to 10 (ten) webinars for DCY and up to 5 (five) for DASD during each of the next five fiscal years (2019/2020; 2020/2021; 2021/2022; 2022/2023; 2023/2024) on topics of relevance to the subject areas addressed by each Division.

##### 2.2. Objectives of the Requirement

The webinars will provide opportunities for front-line community based practitioners, academics and other interested stakeholders to learn about current initiatives and public health activities in a timely, cost-effective and interactive manner.

This learning will contribute to the mobilization of knowledge on several topics related to aging, seniors and dementia, children and youth, to strengthen health promotion and disease prevention leadership and public health capacity through knowledge development and transfer to stakeholders.

CHP is involved in knowledge development and exchange related to promoting and facilitating healthy living at each life stage. These components are more specifically addressed by DASD & DCY.

DASD is involved in knowledge development and exchange on issues related to aging and senior's health including: falls and injury prevention, mental health, elder abuse, age-friendly communities and dementia. DASD is the focal point for policy development, research and strategic analysis of trends regarding broad determinants of health for healthy aging in Canada.

DCY is involved in knowledge development and exchange on issues related to maternal, child and youth health. DCY comprises four units which represent major target groups across child and youth development. These units are: Maternal and Child Health, Youth Policy and Partnerships, Aboriginal Head Start in Urban and Northern Communities (AHSUNC) and Fetal Alcohol Spectrum Disorder Initiative (FASD)/Autism Spectrum Disorder (ASD) Initiatives.

##### 2.3. Background and Specific Scope of the Requirement

As PHAC's lead on healthy aging, DASD health promotion activities focus on enhancing the evidence base and knowledge required to provide strategic policy advice and leadership on key seniors' health issues; dispelling myths related to the effectiveness of health promotion in later life; and identifying and sharing information about effective interventions, policies and programs in response to issues that create vulnerability to poor health in later life, among other activities. As a cost-effective and popular means to disseminate learning from DASD's activities, up to five (5) webinars in each of the next five (5) fiscal years.

DCY requires a Contractor to help plan, promote, facilitate and hold webinars in promoting maternal, child, youth and family health and well-being, with a particular emphasis on vulnerable populations e.g. low socio-economic status, Indigenous and new immigrants. The Contractor must have significant experience in planning and facilitating webinars, a large distribution list of interested public health stakeholders (including front-line community-based practitioners and academics) and a robust and user-



friendly online platform to host the webinars. DCY is planning up to ten (10) webinars in each of the next five (5) fiscal years.

### 3. REQUIREMENTS

#### 3.1.1. Tasks, Activities, Deliverables and/or Milestones

For each webinar undertaken, the Contractor will be responsible for the following deliverables:

The Contractor will support the Project Authority in planning the webinars, including:

- A 1-hour orientation session for presenters.
- A toolkit outlining the steps to planning the webinar and templates/sample documents
- 20 minute bi-weekly teleconferences (as needed)

Ongoing assistance and technical support to answer questions via email

The Contractor will be responsible for the promotion of the webinars in both official languages by:

- Posting the information on their website
- Sending an email to their subscribers' list
- Providing a poster to use for additional targeted promotion (content for poster provided by the Project Authority)

The Contractor will be responsible for administering an online registration process in both official languages by:

- Providing easy to follow access instructions
- Sending a confirmation email to participants
- Sending reminder emails to participants
- Monitoring registration and providing statistics (# per sector and geography) to the Project Authority

The Contractor will provide a 1-hour training session to the Project Authority and presenters, focusing on:

- Instructions for accessing the web platform and teleconference as a presenter
- Use of the presentation technology, including interactive features
- Tips for the PowerPoint presentation

The Contractor will provide a bilingual web platform and teleconference system to hold the webinar which will allow participants to:

- View the PowerPoint presentation
- View and participate in any interactive tools used by the presenter or facilitator
- Participate in an online chat function
- Hear the presenters, facilitator and discussions during the question and answer period

The Contractor will provide a facilitator to lead the webinar, who will be responsible for:

- Conducting sound checks with the studio providing space for interpreters, (NB securing studio space and interpreters to provide simultaneous interpretation is the responsibility of the Project Authority) and reviewing instructions with the presenters
- Providing technical support to participants experiencing difficulties
- Welcoming participants and introducing the topics and speakers
- Controlling the PowerPoint presentation and the use of online tools such as polling the participants (if requested by presenter)
- Moderating the question and answer period (including questions received by telephone, email or the online chat function)

The Contractor will support the Project Authority in providing a bilingual service to participants including:



- Website, email information and promotional poster provided in French and English (translation of content specific to the webinar topics is the Project Authority's responsibility)
- Two teleconference lines, one for French and one for English
- A second "animateur" for the French line

The Contractor will support the Project Authority in obtaining feedback from participants including:

- Sample survey questions, to be customized by the Project Authority
- Programming the survey in an online tool
- Sending the survey link to webinar participants following the webinar and collecting and safeguarding data to maintain participant confidentiality

The Contractor will provide the Project Authority a report from each webinar including:

- Number of registrants, participants, organizations, location
- Summary of organizations who participated
- Copy of text contained in chat boxes and results of poll questions asked during the webinar

The Contractor will make available on their website audio recordings of the webinars in the language of the presentation and related supporting documents such as the PowerPoint presentation in both English and French as provided by the Project Authority.

For each webinar, the following critical path must be followed unless otherwise specified and approved by the Project Authority:

<b>Planning, Promotion and Registration for each Webinar</b>	
2-3 months prior	The Project Authority will confirm topic, presenters and webinar date with the Contractor.
2-3 months prior	The Contractor will provide a check list of materials for the webinar as outlined in this requirement and their latest possible dates to receive material and information from the Project Authority.
2-3 months prior	The Project Authority will provide a description of the webinar and information on the presenter(s). The Contractor will use this information to: <ul style="list-style-type: none"> <li>• Advertise the webinar on their website and social media platforms (if applicable);</li> <li>• Promote the webinar via email to their subscriber list, and;</li> <li>• Create a poster for the webinar organizer to use for additional targeted promotion of the webinar.</li> </ul>
2-3 months prior	The Contractor will set-up an online registration process and will provide participation instructions to participants who register.
1 month prior	The Contractor will provide technical training and guidance/tips on presentation style and content for presenters via the online platform and teleconference.
2-3 days prior	The Project Authority will prepare and send the final PowerPoint presentation to the Contractor.
2 – 3 days prior	The Project Authority will provide the Contractor with a list of questions for the participant survey. The Contractor will use the questions to prepare an online survey.
<b>Webinar Day</b>	
2 hours prior	The Contractor will provide a reminder email to registered participants which include the final PowerPoint presentations.
1 hour prior	The Contractor will set-up the web platform and teleconference used to hold the webinar.



1 hour prior	The Contractor will conduct a sound check with the studio providing space for the interpreters.
30 min prior	The Contractor will conduct a sound check and provide technical assistance and last minute reminders to the presenters.
Webinar time slot	The Contractor will provide an animator/facilitator to provide technical assistance to participants, to introduce the webinar topics and presenters, and to facilitate the question and answer period.
After the webinar	The Contractor will host a debrief discussion with the presenters and Project Authority.
<b>Follow Up</b>	
Within one week of webinar	The Contractor will provide a report to the Project Authority with statistics on webinar participation and a summary of discussions.
Within 24 hours after the webinar	The Contractor will send the online survey to participants. Once the survey has closed, the Contractor will provide a summary report of the feedback to the Project Authority.
Within 2 weeks after webinar	The Contractor will edit and reformat the webinar audio recordings and make accessible to the public on their website.
Up to 1 month post webinar	The Contractor will send follow-up information / documents to participants as requested by the Project Authority.
Up to year post webinar	The Contractor will distribute any additional surveys to participants as requested by the Project Authority.

### 3.2. Specifications and Standards

The Contractor will provide professional services as described in Section 2.1 for the individual webinars and deliverables. All reports, deliverables and services rendered under this contract are subject to review and acceptance by the Project Authority.

### 3.3. Technical, Operational and Organizational Environment

The Contractor will be responsible for the maintenance of their teleconference systems and for the web-based platform used for the webinars. The Contractor will be required to integrate PHAC web-based surveys to gather feedback from webinar participants. *(The current platform was developed using the VOXCO platform, but this may be subjected to change.)*

The Contractor will work closely with the Project Authority. The Contractor may also be required to engage with the team leads for the units presenting webinars, as well as the guest presenters as required.

### 3.4. Method and Source of Acceptance

The Contractor will provide PHAC with the services described in this Statement of Work and will ensure the completion of all deliverables in a timely and responsive manner. All reports, deliverables and services rendered are subject to inspection and approval of the Project Authority. Should a deliverable not be to the satisfaction of the Project Authority, PHAC deserves the right to refuse acceptance and require its correction at the sole expense of the Contractor.

### 3.5. Reporting Requirements



Ongoing communications via email and telephone will be maintained with the Contractor to ensure project activities, status reports and milestones are progressing as planned and in a satisfactory manner as described in Section 2.1. The contractor must submit one (1) electronic copy in English (Word format) to the Project Authority of all required documentation, written and/or final deliverables in English.

### **3.6. Project Management Control Procedures**

The Project Authority will monitor the performance of the Contractor over the period of the contract and ensure the contract will be brought in on time, on budget and of an acceptable quality by monitoring the tasks, activities, deliverables and milestones for each webinar.

## **4. ADDITIONAL INFORMATION**

### **4.1. Canada's Obligations**

- The Project Authorities in DASD and DCY will be responsible for coordinating the webinars being undertaken by their respective divisions and accepting and approving deliverables on behalf of PHAC for these webinars.
- The Project Authorities in DASD and DCY will be responsible for coordinating the webinars being undertaken by their respective divisions and accepting and approving deliverables on behalf of PHAC for these webinars.

### **4.2. Contractor's Obligations**

Unless otherwise specified, the Contractor must use its own equipment and software for the performance of this Statement of Work. The Contractor will be responsible for the maintenance of their teleconference systems and for the web-based platform used for the webinars.

#### **Additionally, the Contractor will:**

- Meet all tasks, deliverables and milestones as identified in Section 2.
- Return all materials belonging to PHAC upon completion of the contract (if applicable).
- Submit all written reports in electronic format.
- Participate in teleconferences as required.

### **4.3. Location of Work, Work site and Delivery Point**

The work will be completed on the Contractor's premises

### **4.4. Language of Work**

The Contractor will submit all of its materials in English. The Project Authority will arrange for the translation of the materials to French

### **4.5. Travel and Living**

No travel will be paid under this contract

## **5. APPLICABLE DOCUMENTS AND GLOSSARY**

### **5.1. Relevant Terms, Acronyms and Glossaries**

Public Health Agency of Canada (PHAC)'s  
Centre for Health Promotion (CHP)  
Division of Aging, Senior's and Dementia (DASD)  
Division of Children and Youth (DCY)



**ANNEX "B"**

**BASIS OF PAYMENT**

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

**Milestones Payments**

The schedule of milestones for which payments will be made in accordance with the Contract is as follows. These amounts do not include GST/HST.

**Financial Bid**

The charts A, B1, B2, B3, B4 below will be used to determine your financial score as explained below. Please fill in the dollar (\$) amounts for each section as indicated in the charts below.

A = initial contract period

B1 = Option year 1

B2 = Option year 2

B3 = Option year 3

B4 = Option year 4

A + B1 + B2 + B3 + B4 = \_\_\_\_\_ **(total financial bid pretax)**

**Note:** The prices provided will be firm prices that will form the contract with A (initial contract period) being the total of the initial contract. B1, B2, B3, B4 are option periods which will only come into effect if the option periods are exercised.

**A- Contract Period**

**Initial Contract (From Contract award to March 31, 2020)**

<b>Webinar</b>	<b>Phase</b>	<b>Key Deliverables</b>	<b>Due Date</b>	<b>Cost (\$)</b>
<b>1</b>	i	Planning, Promotion and Registration for each Webinar	TBD	\$
	ii	Webinar Day	TBD	\$
	iii	Follow Up	TBD	\$
<b>Total =</b>				<b>\$</b>
<b>A = Total (Above) x 10 =</b>				<b>\$</b>

**Note:** There will be up to 10 webinars during the initial contract year.



**2. Option Periods**

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.

**B1 - Option Year #1**

Extended Contract Period (From April 1, 2020 to March 31, 2021)

Webinar	Phase	Key Deliverables	Due Date	Cost (\$)
1	i	Planning, Promotion and Registration for each Webinar	TBD	\$
	ii	Webinar Day	TBD	\$
	iii	Follow Up	TBD	\$
<b>Total =</b>				<b>\$</b>
<b>B1 = Total (Above) x 10 =</b>				<b>\$</b>

**Note: There will be up to 10 webinars during the option period 1 year.**

**B2 - Option Year #2**

Extended Contract Period (From April 1, 2021 to March 31, 2022)

Webinar	Phase	Key Deliverables	Due Date	Cost (\$)
1	i	Planning, Promotion and Registration for each Webinar	TBD	\$
	ii	Webinar Day	TBD	\$
	iii	Follow Up	TBD	\$
<b>Total =</b>				<b>\$</b>
<b>B2 = Total (Above) x 10 =</b>				<b>\$</b>

**Note: There will be up to 10 webinars during the option period 2 year.**



**B3 - Option Year #3**

Extended Contract Period (From April 1, 2022 to March 31, 2023)

Webinar	Phase	Key Deliverables	Due Date	Cost (\$)
1	i	Planning, Promotion and Registration for each Webinar	TBD	\$
	ii	Webinar Day	TBD	\$
	iii	Follow Up	TBD	\$
<b>Total =</b>				<b>\$</b>
<b>B3 = Total (Above) x 10 =</b>				<b>\$</b>

**Note: There will be up to 10 webinars during the option period 3 year.**

**B4 - Option Year #4**

Extended Contract Period (From April 1, 2023 to March 31, 2024)

Webinar	Phase	Key Deliverables	Due Date	Cost (\$)
1	i	Planning, Promotion and Registration for each Webinar	TBD	\$
	ii	Webinar Day	TBD	\$
	iii	Follow Up	TBD	\$
<b>Total =</b>				<b>\$</b>
<b>B4 = Total (Above) x 10 =</b>				<b>\$</b>

**Note: There will be up to 10 webinars during the option period 4 year.**