Public Works and Government Services Canada

Travaux publics et Services gouvernementaux Canada

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:

Bid Receiving Public Works and Government Services Canada/Réception des soumissions Travaux publics et Services gouvernementaux Canada
Pacific Region
401 - 1230 Government Street
Victoria, B.C.
V8W 3X4
Bid Fax: (250) 363-3344

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

Title - Sujet	
Distributed Learning - Royal Canadi	

Solicitation No. - N° de l'invitation	Date
W0103-203822/A	2019-12-20

Client Reference No. - N° de référence du client
W0103-203822

GETS Reference No. - N° de référence de SEAG
PW-$VIC-258-7898

File No. - N° de dossier	CCC No./N° CCC - FMS No./N° VME
VIC-9-42133 (258)	

Solicitation Closes - L'invitation prend fin	Time Zone Fuseau horaire
at - à 02:00 PM on - le 2020-01-07	Pacific Standard Time PST

F.O.B. - F.A.B.   Specified Herein - Précisé dans les présentes
Plant-Usine: [✓] **Destination:** [ ] **Other-Autre:** [✓]

Address Enquiries to: - Adresser toutes questions à: Cowie, Angela	Buyer Id - Id de l'acheteur vic258
Telephone No. - N° de téléphone (250) 217-2150 ( )	FAX No. - N° de FAX ( ) -

Destination - of Goods, Services, and Construction:
Destination - des biens, services et construction:
DEPARTMENT OF NATIONAL DEFENCE
See herein

Instructions: See Herein

Instructions: Voir aux présentes

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

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
See Herein	

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

Issuing Office - Bureau de distribution
Public Works and Government Services Canada - Pacific Region
401 - 1230 Government Street
Victoria, B. C.
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Canada

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PART 1 - GENERAL INFORMATION

1.1 Introduction

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

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

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

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

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

Part 5   Certifications and Additional Information: includes the certifications and additional information to be provided;

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

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

The Annexes include the Statement of Work, the Basis of Payment, Security Requirements, the Security Requirements Checklist, the Electronic Payment Instruments, the Federal Contractors Program for Employment Equity - Certification, the DND 626 Task Authorization Form and any other annexes.

1.2 Summary

1.2.1   The Department of National Defence namely, the Royal Canadian Navy has a requirement for the design, development and delivery of e-learning products including Distributed Learning and Computer Based Training courseware at Canadian Forces Base Esquimalt, British Columbia for a period of up to 5 years.

1.2.2   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   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.

1.2.4   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.

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It is the responsibility of the Bidder to ensure that all amendments issued prior to solicitation closing have been obtained and addressed in the submitted bid.

Bidders intending to submit bids should obtain solicitation documents from the Government Electronic Tendering System (GETS) at https://buyandsell.gc.ca/procurement-data/tenders.

The Government of Canada is not responsible for any tender notices and/or related documents and attachments not accessed directly through Buyandsell.gc.ca/tender. Amendments, when issued, will be available on GETS. Bidders basing their submissions on solicitation documents obtained from other sources do so at their own risk.

For further information, please refer to the solicitation documents.

1.3   Debriefings

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

PART 2 - BIDDER INSTRUCTIONS

2.1   Standard Instructions, Clauses and Conditions

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

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

The 2003 2019-03-04 Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

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

Delete: 60 days
Insert: 120 days

2.2   Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation. Bidders must submit their bids to the following location:

Bid Receiving
Public Works and Government Services Canada

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Pacific Region
401 – 1230 Government Street
Victoria B.C.
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TPSGC.RPReceptiondessoumissions-PRBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca

Note: Bids will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions 2003, or to send bids through an epost Connect message if the Bidder is using its own licensing agreement for epost Connect.

Facsimile number: 250-363-0395

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

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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 7 calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

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 British Columbia.

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

2.6 Improvement of Requirement During Solicitation Period

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

2.7 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*:

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- statutes, regulations or prior obligations of Canada to a third party or parties preclude Contractor ownership of the Intellectual Property Rights in Foreground Information.

2.8   Foreign Nationals (Canadian Contractor)

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

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. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.

The bid must be gathered per section and separated as follows:

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

If the Bidder chooses to submit its bid in hard copies, Canada requests that the Bidder submits its bid in separately bound sections as follows:

Section I: Technical Bid (3 hard copies)

Section II: Financial Bid (2 hard copies)

Section III: Certifications (1 hard copies)

Section IV: Additional Information (1 hard copies)

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

If the Bidder is simultaneously providing copies of its bid using multiple acceptable delivery methods, and if there is a discrepancy between the wording of any of these copies and the electronic copy provided through epost Connect service, the wording of the electronic copy provided through epost Connect service will have priority over the wording of the other copies.

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

Canada requests that Bidders follow the format instructions described below in the preparation of hard copy of their bid:

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

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process Policy on Green Procurement (https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573). To assist Canada in reaching its objectives, Bidders should:

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1)   use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and

2)   use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Bid

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

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Section II: Financial Bid

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

3.1.2   Electronic Payment of Invoices – Bid

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

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

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

Section III: Certifications

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

Section IV: Additional Information

3.1.3   Bidder's Proposed Sites or Premises Requiring Safeguarding Measures

3.1.3.1   As indicated in Part 6 under Security Requirements, the Bidder must provide the full addresses of the Bidder's and proposed individuals' sites or premises for which safeguarding measures are required for Work Performance:

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

3.1.3.2   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.

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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

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

4.1.2   Financial Evaluation

4.1.2.1 Mandatory Financial Criteria

SACC Manual Clause A0220T (2014/06/26) Evaluation of Price-Bid

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;
    c.   obtain the required minimum points in each of the technical evaluation criteria which are subject to point rating; and
    d.   obtain the required minimum of 191 points overall for the technical evaluation criteria which are subject to point rating.
         The rating is performed on a scale of 476 points.
2. Bids not meeting a. or b. or c. or 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 x 60 = 51.11	89/135 x 60 = 39.56	92/135 x 60 = 40.89

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Pricing Score	45/55 x 40 = 32.73	45/50 x 40 = 36.00	45/45 x 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.

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 Integrity declaration form available on the Forms for the Integrity Regime 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 specified 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 property agreement of the Ineligibility and Suspension Policy (http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2   Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the Employment and Social Development Canada (ESDC) - Labour's website (https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#).

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Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid list at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed Annex F, titled Federal Contractors Program for Employment Equity - Certification, before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

5.2.3   Additional Certifications Precedent to Contract Award

5.2.3.1 Status and Availability of Resources

SACC Manual clause A3005T 2010-08-16 Status and Availability of Resources

5.2.3.2 Education and Experience

SACC Manual clause A3010T 2010-08-16 Education and Experience

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1   Security Requirements

1. At the date of bid closing, 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.   For additional information on security requirements, 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.

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PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Statement of Work

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

7.1.1 Optional Goods and/or Services

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

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

7.1.2 Task Authorization

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

7.1.2.1 Task Authorization Process

7.1.2.1.1 The Technical Authority will provide the Contractor with a description of the task using the DND 626, Task Authorization Form specified in Annex G.

7.1.2.1.2 The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis and methods of payment as specified in the Contract.

7.1.2.1.3 The Contractor must provide the Technical Authority, within five (5) calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.

7.1.2.1.4 The Contractor must not commence work until a TA authorized by the Technical Authority or the Contracting Authority, as applicable, has been received by the Contractor. The Contractor acknowledges that any work performed before an authorized TA has been received will be done at the Contractor's own risk.

7.1.2.2 Task Authorization Limit

The Technical Authority may authorize individual task authorizations up to a limit of $100,000.00, applicable Taxes included, inclusive of any revisions.

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

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7.1.2.3 Task Authorization Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract for all authorized Task Authorizations (TAs), inclusive of any revisions, must not exceed the sum of $ _____ (Insert amount at Contract Award). Customs duties are included and Applicable Taxes are extra.

2. No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.

3. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
   a. when it is 75 percent committed, or
   b. four (4) months before the contract expiry date, or
   c. as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions,
   whichever comes first.

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

7.1.2.4 Canada's Obligation - Portion of the Work - Task Authorizations

Canada's obligation with respect to the portion of the Work under the Contract that is performed through task authorizations is limited to the total amount of the actual tasks performed by the Contractor.

7.1.2.5 Periodic Usage Reports - Contracts with Task Authorizations

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

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

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

The quarterly periods are defined as follows:
1st quarter: April 1 to June 30;
2nd quarter: July 1 to September 30;
3rd quarter: October 1 to December 31; and
4th quarter: January 1 to March 31.

The data must be submitted to the Contracting Authority no later than fourteen (14) calendar days after the end of the reporting period.

  Reporting Requirement- Details

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

  For each authorized task:
  i.   the authorized task number or task revision number(s);
  ii.   a title or a brief description of each authorized task;

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iii.   the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
iv.   the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
v.   the start and completion date for each authorized task; and
vi.   the active status of each authorized task, as applicable.

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

7.1.2.6 Task Authorization - Department of National Defence

The administration of the Task Authorization process will be carried out by the PSS Program Manager. This process includes monitoring, controlling and reporting on expenditures of the contract with task authorizations 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) 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.

Section 08 – Replacement of Specific Individuals, of 2035 (2018-06-21) General Conditions – Higher Complexity – Services is deleted and replaced with the following:

a. if the Contractor is unable to provide the services of any specific individual identified in the Contract to perform the services, the Contractor must within 5 working days of the individual's departure or failure to commence Work (or, if Canada has requested the replacement, within 10 working days of Canada's notice of the requirement for a replacement) provide to the Contracting Authority:
    i.   the name, qualifications and experience of a proposed replacement immediately available for Work; and
    ii.   security information on the proposed replacement as specified by Canada, if applicable.

Any assessment of the information provided will occur as per b (i) below.

b. Subject to an Excusable Delay, where Canada becomes aware that a specific individual identified under the Contract to provide services has not been provided or is not performing, the Contracting Authority may elect to:
    i.   exercise Canada's rights or remedies under the Contract or at law, including terminating the Contract for default under Article titled "Default of the Contractor";
    ii.   or assess the information provided under a (i) and a (ii) above or, if it has not yet been provided, require the Contractor propose a replacement to be rated by the Technical Authority. The replacement must have qualifications and experience that meet or exceed those obtained for the original resource and be acceptable to Canada. Upon assessment of the replacement, Canada may accept the replacement, exercise the rights in b (i) above, or require the Contractor to propose another replacement within five working days' notice.

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c. Where an Excusable Delay applies, Canada may require a (ii) above instead of terminating under the "Excusable Delay" Article. An Excusable Delay does not include resource unavailability due to allocation of the resource to another Contract or project (including those for the Crown) being performed by the Contractor or any of its affiliates.

d. The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that a resource stop performing the Work. In such a case, the Contractor must immediately comply with the order. The fact that the Contracting Authority does not order that a resource stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.

e. The obligations in this article apply despite any changes that Canada may have made to the Client's operating environment.

Section 17 - Interest on Overdue Accounts, of 2035 (2018-06-21) General Conditions - Higher Complexity - Services - will not apply to payments made by credit cards.

With respect to Section 30 - Termination for Convenience, of 2035 (2018-06-21) General Conditions - Higher Complexity - Services, Subsection 04 is deleted and replaced with the following Subsections 04, 05 and 06:
04)   The total of the amounts, to which the Contractor is entitled to be paid under this section, together with any amounts paid, due or becoming due to the Contractor must not exceed the Contract Price.
05)   Where the Contracting Authority terminates the entire Contract and the Articles of Agreement include a Minimum Work Guarantee, the total amount to be paid to the Contractor under the Contract will not exceed the greater of:
    i) the total amount the Contractor may be paid under this section, together with any
    amounts paid, becoming due other than payable under the Minimum Revenue
    Guarantee, or due to the Contractor as of the date of termination; or
    ii) the amount payable under the Minimum Work Guarantee, less any amounts paid, due or
    otherwise becoming due to the Contractor as of the date of termination.
06)   The Contractor will have no claim for damages, compensation, loss of profit, allowance arising out of any termination notice given by Canada under this section except to the extent that this section expressly provides. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

7.2.2 Professional Services

a) The Contractor must provide professional services on request as specified in this Contract. All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, language proficiency and security clearance) and must be competent to provide the required services by any delivery dates described in the Contract.

b) If the Contractor fails to deliver any deliverable or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the Technical Authority within 10 working days detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.

7.2.3 Reorganization of Client

The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its

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merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.

7.2.4 No Responsibility to Pay for Work not performed due to Closure of Government Offices

a) Where the Contractor, its employees, subcontractors, or agents are providing services on government premises under the Contract and those premises are inaccessible because of the evacuation or closure of government offices, and as a result no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if there had been no evacuation or closure.

b) If, as a result of any strike or lock-out, the Contractor or its employees, subcontractors or agents cannot obtain access to government premises and, as a result, no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if the Contractor had been able to gain access to the premises.

7.2.5 Time Verification

Time charged and the accuracy of the Contractor's time recording system are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contractor must repay any overpayment, at Canada's request.

7.2.6 Joint Venture Contractor

The Contractor confirms that the name of the joint venture is _____ and that it is comprised of the following members: (list all the joint venture members named in the Contractor's bid). With respect to the relationship among the members of the joint venture Contractor, each member agree, represents and warrants (as applicable) that:
a) _____ has been appointed as the "representative member" of the joint venture Contractor and has full authority to act as agent for each member regarding all matters relating to the contract;
b) by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Contractor; and
c) all payments made by Canada to the representative member will act as a release by all the members.

All the members agree that Canada may terminate the contract in its discretion if there is a dispute among the members that, in Canada's opinion, affects the performance of the work in any way.

> **Note to supplier**
> this article will be deleted if the supplier awarded the contract is not a joint venture. If the supplier is a joint venture this clause will be completed with the data provided in its bid.

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.

7.3.2   Contractor's Sites or Premises Requiring Safeguarding Measures

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7.3.2.1 Where safeguarding measures are required in the performance of the Work, the Contractor must diligently maintain up-to-date the information related to the Contractor's and proposed individuals' sites or premises for the following addresses:

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

7.3.2.2 The Company Security Officer must ensure through the Contract Security Program that the Contractor and individuals hold a valid security clearance at the required level.

7.4 Term of Contract

7.4.1 Period of the Contract

The period of the Contract is from date of Contract to February 21, 2022 inclusive.

7.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) 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 at least ninety (90) 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:

Name: Angela Cowie
Title: Supply Specialist
Public Works and Government Services Canada
Acquisitions Branch
Directorate: Commercial Acquisitions Pacific Region
Address: 1230 Government Street, Suite 407
Victoria, BC V8W 3X4

Telephone: 250-217-2150
Facsimile: 250-363-0395
E-mail address: angela.cowie@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
To be filled in at contract award.
The Technical Authority for the Contract is:

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Name: _____
Title*:* _____
Organization*:* _____
Address*:* _____

Telephone: ___-___-_____
Facsimile: ___-___-_____
E-mail address:_____

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

7.5.3   Contractor's Representative

Name: _____
Title*:* _____
Organization*:* _____
Address*:* _____

Telephone: ___-___-_____
Facsimile: ___-___-_____
E-mail address:_____

7.6   Proactive Disclosure of Contracts with Former Public Servants

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

7.7   Payment

7.7.1   Basis of Payment – Firm Price

For the Work described in Sections 4.1, 4.3, 4.4, 4.5, 4.6, and 5.0 of the statement of work to which this basis of payment applies:

In consideration of the Contractor satisfactorily completing its obligations under the Contract, the Contractor will be paid a firm price for a cost of $_____ (*insert the firm fixed amount at contract award*). Customs duties are excluded and Applicable Taxes are extra.

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

7.7.2 Task Authorizations - Basis of payment – Firm Unit Prices

In consideration of the Contractor satisfactorily completing all of its obligations under the authorized Task Authorization (TA), the Contractor will be paid the firm unit price(s) in accordance with the basis of

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payment, in Annex B as specified in the authorized TA. Customs duties are included and Applicable Taxes are extra.

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

7.7.3   Task Authorization - Travel and Living Expenses - National Joint Council Travel Directive

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, and private vehicle allowances specified 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". Canada will not pay the Contractor any incidental expense allowance for authorized travel.

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

All payments are subject to government audit.

Estimated Cost: $ _____.

7.7.4   Monthly Payment

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

7.7.5   Electronic Payment of Invoices – Contract

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

      a.   Visa Acquisition Card;
      b.   MasterCard Acquisition Card;
      c.   Direct Deposit (Domestic and International);
      d.   Electronic Data Interchange (EDI);
      e.   Wire Transfer (International Only);
      f.   Large Value Transfer System (LVTS) (Over $25M)

7.7.6   Time Verification

SACC Manual clause C0711C (2008-05-12) Time Verification

7.8   Invoicing Instructions

1.   The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
     Each invoice must be supported by a copy of the release document and any other documents as specified in the Contract.

2.   Invoices must be distributed as follows:
         a.   The original and one (1) copy must be forwarded to the following address for certification and payment.

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_____ (*Insert the name of the organization*)

_____ (*Insert the address of the organization*)

b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled Authorities of the Contract.

7.9 Certifications and Additional Information

7.9.1 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.

7.9.2 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.

7.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____ (*insert the name of the province or territory as specified by the Bidder in its bid, if applicable or the applicable laws selected Canada in the RFP Part 2 Bidder Instructions*).

7.11 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 2035 (2018-06-21) Higher Complexity – Services, as amended herein;
(c) Annex A, Statement of Work;
(d) Annex B, Basis of Payment;
(e) Annex C, Security Requirements Check List;
(f) the signed Task Authorizations (including all of its annexes, if any);
(g) the Contractor's bid dated _____, (*insert date of bid*)

7.12 Defence Contract

SACC Manual clause A9006C (2012-07-16) Defence Contract

7.13 Foreign Nationals (Canadian Contractor)

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

7.14 Insurance

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

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ANNEX A

STATEMENT OF WORK

1.0   PURPOSE

The Department of National Defence (DND) has a requirement for the design, development and delivery of e-learning products including Distributed Learning (DL) and Computer Based Training (CBT) courseware, to consist of, but not be limited to delivery of lesson package contents, teaching aids, courseware checklists, student evaluation tools, and assessment instruments at Canadian Forces Bases Esquimalt, Halifax and Naval Reserve Detachments across Canada to integrate Technology Enabled Learning (TEL) throughout training and enhance the quality of professional development in the Royal Canadian Navy.

The DL courseware will be part of a blended learning approach which will be utilized as online asynchronous lessons, online synchronous collaboration and or presentation, online instructor guided lesson and in class instructor supported material to be utilized by Naval Training Development Center Pacific (NTDC (P)), the three Naval Fleet Schools (NFS), and Naval Reserve Divisions (NRD) commencing with Phase 1 in September 2020.

2.0   BACKGROUND

The RCN recently combined the regular force Marine Engineer, Hull Technician and Electrical Technician and the Naval Reserves' Marine Engineering Systems Operator into a singular trade called Marine Technician (MAR TECH). A series of new courses were created for this new trade including the Marine Technician Rank Qualification for Ordinary Seaman (MAR TECH RQ OS). However the existing training model of face-to-face instructor-led training does not meet the needs of how, where and when regular force and Naval Reservists need to be trained. Further, the existing RQ OS course does not take full advantage of digital learning technologies available for instruction. The work being requested forms part of the distributed learning model developed for the modernization of the MAR TECH RQ OS.

2.1   MAR TECH Functional Description

The MAR TECH RQ OS is an RCN entry level position at the Ordinary Seaman (OS) rank. Similar to the work of junior engineers from the other marine industries. The work is performed primarily in a ship environment. The primary responsibility is to perform basic preventative and corrective maintenance, basic operation and to perform seagoing rounds on applicable marine engineering equipment. They ensure the cleanliness and physical safety of all engineering spaces on board ship that are under control of the Marine Systems Engineering Department.

The Basic Maintainer requires a basic knowledge of system characteristics, principles of operation, and basic mechanical and electrical maintenance and repair procedures. They require knowledge and skill in the operation of emergency burning and welding equipment (both gas and electrical) and the repair of water and non-watertight closures.

2.2   MAR TECH Training Design

MAR TECH training requirements are similar, but not identical, to Marine Engineers and Electrician outlined by the International Maritime Organization (IMO). The RCN MAR TECH trade is designed within a military occupational structure to support naval operations. The bulk of a MAR TECH's technical training will take place within the first 5-7 years of a sailor's career. Subject matter becomes progressively more advanced and specialized as a sailor progresses through their career. The MAR TECH RQ OS is the first technical course for these sailors and is the foundational knowledge that they will bring with them to the ships for practical on the job training as a basic maintainer and on watch roundsperson.

3.0   APPLICABLE DOCUMENTS

The following documents form part of this SOW to the extent specified herein. All other document references are supplemental information only. Unless otherwise specified, the issue or amendment of documents effective for this SOW must be those in effect on the date of Contract Award.

3.1   MAR TECH RQ OS: Basic Maintainer - Qualification Standard and Plan (QSP)

The QSP will be provided upon request. Recently updated in summer of 2019 to prepare for new blended learning model as outlined in background information, the complete RQ-OS MAR TECH Basic Maintainer QSP document consists of 7 Performance Objectives (POs) encompassing a total of 34 Enabling Objectives (EOs). Each EO is further broken down into teaching points and sub-teaching point or lessons which identify proposed instructional method, estimated instructional time and any recommended associated teaching aids. Each PO and EO may have an associated assessment attached called Performance Check (PC) or Enabling Check (EC).

The Firm Work Requirements address 6 POs and 23 EOs including their respective PCs and ECs as outlined herein at Appendix 2: RQ OS Distributed Learning Development Requirements List.

3.2   RQ OS Distributed Learning Development Requirements List

The RQ OS Distributed Learning Development Requirements List, appended herein as Appendix 2, lists the specific lessons and assessments the MAR TECH RQ OS QSP that are required to be developed as a part of the work. These EOs are divided into two phases. Also included is an estimated face to face instructional time, estimated Interactive Multimedia Instruction (IMI) level and the respective module of delivery from the QSP.

3.3   Reference Documents Supplied after Contract Award

Other reference documents may be provided to the Contractor upon Contract Award to assist with development of quality DL material. They include but may not be limited to:

Upon contract award
a.   Shareable Content Object Reference Model (SCORM) 2004;
b.   Naval Personnel Training Order: Selection, Acquisition and Sustainment of TEL Solutions;
c.   Technology Enabled Learning – Defence Learning Network (DLN) Requirements: Standing Operating Procedures (SOP) (10/2018)

As requested and agreed to by the TA:
d.   MAR TECH RQ OS Associated Courseware products that may support developed material;
e.   Reference material from RQ OS;
f.   Digital Content from existing courses or other sources (Images, graphics, animations, videos, etc.);
g.   Other applicable MAR TECH training content
h.   Current DLN comparable templates and Graphics required to meet the DND/RCN style on the DLN

The Contractor may, where deemed appropriate and approved by the TA, use a select number of lesson plan Teaching Aids from other MAR TECH trades to assist with the development application of the new DL courseware.

3.4 Learning Services Reference Documents

PSPC's Professional Services- Learning Services Standing Offer/Supply Arrangement: E60ZH-1800LS/C streams, categories and levels are attached hereto as Appendix 3.

4.0 REQUIREMENTS

4.1 Firm Work Requirements

The Contractor must design, develop and deliver e-learning products including Distributed Learning (DL) and Computer Based Training (CBT) courses for each lesson in the Qualification Standard and Plan (QSP) for MAR TECH RQ OS DL Development Requirements List. The work must be delivered in two phases; the first phase, Phase 1, includes Modules B, and C and the second phase, Phase 2, includes Modules D, E, and F from the QSP for MAR TECH RQ OS DL.

The Contractor must deliver as a minimum the following:

a. Design and development, of e-Learning, DL and CBT lessons, assignments, and assessments compatible with and delivered on the DND Defence Learning Network (DLN), to include all images, animations, models, graphics, videos, and other tools in support of the content as identified in the QSP;
b. Demonstration that the deliverables meet the performance objectives necessary for specific operation and maintenance functions and tasks as outlined in specific lesson plans within the QSP;
c. Determine and advise Interactive Multimedia Instruction (IMI) levels;
d. Produce storyboarding as required in the design of course delivery for respective content;
e. Develop, design and deliver Instructor Guides and Lesson Plans for generating DL content;
f. Develop and deliver a support plan for Quality Assurance and final courseware rollout on the DLN;
g. Identifying DL courseware requirements in accordance with QSP source materials;
h. Clarifying expected outcomes of training;
i. Examining, reviewing and correcting documents;
j. Conducting review and analysis of training documents, such as QSP, Master Lesson Plans (MLPs) or other courseware material;
k. Drafting documents;
l. Producing project management-related documents;
m. Liaising and communicating with Canada;
n. Managing risks and implementing problem resolutions;
o. Supporting the release of courseware products;
p. Detail any software or hardware requirements and expected updates over the life of the DL including all life-cycle asset management costs and/or associated challenges.

4.2 Task Authorization Work

On and as and when requested basis, the Contractor may be required to:

a. supply materials and translate English E-learning products to French that directly support the delivery of RCN training as described in this SOW;
b. design, develop, and deliver additional e-learning products or procure material that support training as described in this SOW for other RCN Training;
c. in performance of the work, film or photograph of any part of RCN Naval vessels; to do so, the Contractor must provide a written request including the relevant script or story board a minimum of 30 (thirty) days in advance of the filming or photographing and is subject to TA approval;

d. Attend additional meetings.

4.3 Quality Control

All product deliverable under this contract shall undergo testing for quality control purposes. This quality control process is to be built together with DND with emphasis on an interactive agile design and development model. At a minimum the following test points are required for each deliverable:

- Final Acceptance for all Phase 1 content must be completed (accepted by DND TA) by no later than CA +30 weeks (Targeting end August 2020) WACA; and

- Final Acceptance for all Phase 2 content must be completed (accepted by DND TA) by no later than CA + 42 weeks (targeting no later than November 2020)

See section 5.1.4 and 5.3 for more details regarding Quality Assurance and Quality Control.

4.4 Constraints

4.4.1 DL Constraints

The Contractor must take the following constraints into account in performance of the work:

a. The entire course catalogue and generated content must be able to be run on the Defence Learning Network (DLN) as standalone packages and not require any additional 3rd party software or rely on external links
b. DL courseware must be developed with an industry standard e-learning authoring application and not be dependent on a proprietary based systems for creating, managing and revising source content.
c. Chosen e-Learning authoring application must be able to publish HTML 5 to both SCORM 1.2 and latest edition of SCORM 2004.
d. Deliverables submitted for review and approval, must in a method that is not DLN dependent. Review tools such as Review my learning, SCORM cloud, and the review functions of eLearning Authoring tools can allow for the contractor, DND SME's and Learning Designers to provide annotated review of SCORM content packages. It is recommended that SCORM Cloud or a LMS sandbox be used for Beta Testing of the content to ensure SCORM compliance prior to upload and testing in the DLN.
e. The content must be able to be packaged into manageable learning components and have the ability to be stopped and started at regular intervals. Consideration must be given to ensure that all content can be completed with minimal interruptions due to file size or streaming limitations.
f. Content must be developed as fully responsive for display on multiple devices such as but not limited to mobile, tablet, PCs etc.
g. All contractor developed material must be supplied for delivery in English, but must be built ready for easy translation for delivery in French (i.e. course architecture, coding, etc.).
h. The Contractor must support the adult-learner training delivery approach to the design and development of courseware to maximize adult student attentiveness, retention, and engagement to achieve the best learning outcomes possible within acceptable timelines.

4.4.2 Compatible Format Constraints

The Contractor must deliver illustrations, teaching and learning documents, images, animations, audio files and videos to support the lesson plans for DL application, in a format that is compatible with the following applications.

- Microsoft Office Suite 2013 products,

- Windows 10 Enterprise Operating System applications,
- .pdf viewing, including 3D models with programs such as Foxit. and
- 64 bit browsers for on-line content

4.4.3   Additional Constraints

Copies of the multi-media deliverables and code must be held as archived digital media for up to three (3) years. At the end of the three (3) years they must be destroyed.

All contractor produced final products, source files and supporting videos, images, graphics, and animations must be provided by the contractor upon final acceptance by DND, all content to be delivered via removable storage devices supplied by the contractor or DVD/CD-ROM.

All resulting work performed including all source files, linked references and deliverables completed by the Contractor will remain the exclusive property of the Government of Canada. The Contractor may with permission use certain products/applications produced during this contract in order to demonstrate their capabilities when bidding on future contracts. DND reserves the right to discuss these products with the Contractor and restrict the usage of certain deliverables.

All digital content (images, graphics, animations, videos) created must be able to be re-used to support other learning experiences in various courses produced by the RCN. This requires content to be developed using a non-destructive model ensuring all source, linked reference files, and textures are included.

A DND Trade Subject Matter Expert (SME), Learning Design SME and a Defence Learning Network (DLN) SME will support DND throughout the Contract

The Contractor may be required to access the RCN's DLN learning system to upload and test the DL.

4.5   Meetings

At a minimum, the following meetings must be arranged by the Contractor to support the work.

4.5.1   Kick Off Meeting

The Contractor must arrange a kick-off meeting to take place at a mutually agreeable date and time within two weeks following Contract Award, to take place at Canadian Forces Base Esquimalt. The Contractor must be physically present, including as a minimum, the key personnel proposed in their bid.

The kick-off meeting agenda must include as a minimum, identification of all meeting participants present and those not present, introduction of the Technical Authority, the Contracting Authority as chair and the Contractor's Representative as co-chair, review of the entirety of the Contract, including its annexes, the Contractor's bid, the draft Project Management Plan provided with the Contractor's bid and roundtable. The draft Project Management Plan will be subject to the Technical Authority's review comments at the kick-off meeting and must be revised in accordance with those comments before acceptance as a deliverable.

The PSPC Contracting Authority will chair the progress review meetings and the Contractor's Representative will co-chair.

4.5.2   Progress Review Meetings

The Contractor must arrange Progress Review Meetings (PRMs) to take place at mutually agreeable dates and times at monthly intervals following the kick-off meeting. Canada must be invited to all PRMs. The Contractor may physically attend but as a minimum attend via teleconference or videoconference, as applicable.

This meeting is held to review each up-to-date Progress Report, address project issues and review deliverables acceptance.

The PSPC Contracting Authority will chair the PRMs and the Contractor's Representative will co-chair.

Canada may require the Contractor to physically attend PRMs on an as and when requested basis. Travel and living expenses associated with these requirements will be managed in accordance with the task authorization processes and charged in accordance with this Contract.

4.5.3   Project Progress and Technical Meetings

The Contractor must arrange Project Progress and Technical meetings at mutually agreeable dates and times every week except those weeks with PRM scheduled. The TA or its delegates, as applicable, must be invited to attend and upon request by either the TA or PSPC Contracting Authority, the PSPC Contracting Authority must be invited to attend any Project Progress or Technical Meetings. The Contractor may physically attend but, as a minimum, attend via teleconference or videoconference, as applicable.

Project Progress and Technical Meetings are required to facilitate project progress reviews with the TA and working group level meetings to work collaboratively, review specifics on project progress, address specific details of the Progress Reports, collaborate on schedule reviews including upcoming deliverable submissions and resolve technical issues. Outstanding issues resulting from these Project Progress and Technical Meetings must be detailed by the Contractor in the Progress Report and tabled for resolution in the Agenda for the next Progress Review Meeting.

The TA will chair the Project Progress and Technical meetings.

Canada may require the Contractor to physically attend technical meetings on an as and when requested basis. Travel and living expenses associated with these requirements will be managed in accordance with the task authorization processes and charged in accordance with this Contract.

4.6   Reporting

The Contractor must develop and deliver reports including progress reports, agenda and minutes as outlined in sections 5.6 through 5.8.

5.0   DELIVERABLES

5.1   Project Management Plan

The Contractor must submit a Project Management Plan (PMP) with their bid and resubmit, as a deliverable, a revision to include the incorporation of Canada's revision suggestions. PMP content must include, but is not limited to:

5.1.1   Programs of Work

The Programs of Work (POW) must include a Quality Assurance Plan and cover/identify all contractual Fixed Firm Price requirements in a framework chart and descriptive format that provides the reader with a mechanism to gauge contract activity and performance. The Programs of Work must provide an overall

workflow strategic view of the Project's scope and delivery process incorporating deliverables. The POW needs to incorporate both Contractor and DND anticipated HR resource requirements including forecasted DND Subject Matter Expert (SME).

5.1.2 Work Breakdown Structure (WBS)

The WBS must form the content basis of the Programs of Work framework process and clearly articulate the project deliverable timelines. The WBS must describe the Contractor's delivery approach for each requirement in the Programs of Work strategic review, validation and recommendations process.

5.1.3 Project Schedule

The Project Schedule must demonstrate when milestones will be met and indicate when work will be submitted to DND for review and/or acceptance. The Project Schedule must permit sufficient time for DND to perform necessary reviews and for the Contractor to perform the work. The Project Schedule must be updated by the Contractor following each Project Progress and Progress Review Meeting.

5.1.4 Quality Assurance Plan

The Contractor must submit a Quality Assurance (QA) Plan that emphasizes interactive agile design and developmental model with their bid. The QA Plan must be revised in accordance with DND revision suggestions and resubmitted as part of the work. Thereafter, the final QA Plan must be utilized by the Contractor to complete the work. Quality Control Stages anticipated in the QA Plan are detailed hereunder at section 5.3 Quality Control Stages.

5.1.5 Resource Plan

The Contractor must demonstrate how they plan to use their key resources as a part of the work. The Contractor must as a minimum, provide and identify key personnel from each of the following streams and identified levels to perform the work:

Stream 1 – 1. Senior Learning Advisor
Stream 2 – 1. Senior Learning Designer
Stream 2 – 2. Senior Content Subject Matter Expert
Stream 3 – 1. Senior Advisor in e-Learning and Learning Technology
Stream 7 – 1. Senior Project Manager

The Contractor must propose and provide resources that meet or exceed the Occupational Minimum Mandatory Qualifications for the respective category as defined in Annex A of the Learning Services Supply Arrangement E60ZH-1800LS.

5.2 Initial three (3) Sample Package

The Contractor must design, develop and provide/deliver an initial set of three (3) DL courseware samples which must cover all levels of interactivity and training medium. These samples must include both the training delivery and assessment and must cover the following learning types:
- Theory (academics or equipment theory)
- Skill (operation Demonstration and Practice)

These samples with associated feedback together with the requirements of the work will form the standard for the Contractor to meet in the development of the rest of the DL content outlined in this SOW and any future work raised under a Task Authorization process.

DND estimates a period to review and provide comments within 10 business days of receipt of submission. At the TA's discretion, resubmission may be required following initial feedback, prior to acceptance.

5.3   Quality Control Stages

The Contractor must apply the QA Plan's quality control stages for testing of all courseware designed and developed to meet the work as agreed to between the contractor and DND with emphasis on interactive agile design and development with multiple stages during delivery (e.g. architecture, wire framing, storyboarding etc.).

Each stage of testing must be submitted to DND for review and acceptance. During each stage DND may provide feedback which may require re-work and resubmission by the contractor prior to DND acceptance. At a minimum 3 stages of quality control must be used by the Contractor to complete the work.

To support the process the contractor must provide a review and approval process for SCORM content packages that are not DLN dependent.

The following 3 stages are proposed examples of quality control process that may be used in performance of the work and are provided as a guide only. The exact number and nature of these stages may change in accordance with the processes of establishing the QA Plan.

5.3.1   Stage 1 Example: 'Alpha' Testing

'Alpha' testing focuses on the technical aspects of the product, to identify all possible technical issues/"bugs" before releasing the product or software to end users. In the case of the MAR TECH RQ OS DL specifically, 'Alpha' testing also includes the confirmation that the end product or software works within the DLN. Stages of 'Alpha' testing may overlap with 'Beta' testing.

The Contractor must permit the deliverable to be assessed in the following areas:
    a.   General Architecture
    b.   DLN compatibility
    c.   File size and load capacity
    d.   Button functionality
    e.   Link functionality
    f.   Scalability

The TA estimates to review and provide comments within 10 business days. At the TA's discretion, resubmission may be required following initial feedback

5.3.2   Stage 2 Example: 'Beta' Testing

'Beta' testing focuses on the content and quality of the product or software. This includes testing performed by "real users" in a "real environment" in order to obtain feedback on the quality of the final product. In the case of the MAR TECH RQ OS DL, 'Beta' testing will include "real users" in DLN. Stages of 'Beta' testing may overlap with 'Alpha' testing.

The Contractor must permit the deliverable to be assessed in the following areas:
    a.   Content is reflective of the indicated learning objective
    b.   Adult learning theory is sound and the steps of learning are appropriate
    c.   Knowledge checks and quizzes are sound

d. Appropriate use of quality images, graphics animations and videos
e. Appropriate level of interactivity
f. General quality of look and feel

The TA estimates to review and provide comments within 15 business days. At the TA's discretion, resubmission may be required following initial feedback

5.3.3 Stage 3 Example: Final Acceptance

Final Acceptance is the final stage of review focusing on ensuring the feedback from the 'Alpha' tests and 'Beta' tests have been addressed to the satisfaction of the TA. No new issues should be expected at this stage. Submission for Final Acceptance Review can only occur following acceptance by the TA of each 'Alpha' test and 'Beta' test.

5.4 Final DL Courseware Delivery

The Contractor must deliver Final DL Courseware including but not limited to a sequential rollup of all lessons, assignments, quizzes, assessments, lesson plans and supporting documentation and associated files (source files, digital media, etc.) into a complete courseware package. This can be completed by delivery phase (Phase 1 and Phase 2) as described in Appendix 2: DL Development Requirements Table. The final package of each phase, as applicable is subject to final review by the TA prior to acceptance.

5.5 RQ-OS DL System: Design and Development Report

The Contractor must produce and deliver an RQ-OS DL System Design and Development Report including, but not limited to a synopsis of the experience of developing the Final RQ-OS DL Courseware products, a lessons-learned for future considerations, summary of all findings and a strategic commentary including (DL) training-specific recommendations on the RQ – OS training stream.

5.6 Progress Report

The Contractor must deliver each Progress Report one (1) business day in advance of each applicable Progress Review meeting to Canada. The progress report must include elements of the Project Management Plan and highlight the following

a. work activities to progress deliverables
b. identification of project risks, their likelihood and impacts and mitigation strategies,
c. track all technical meeting and progress meeting action items including
    i. origin date,
    ii. descriptions,
    iii. status
    iv. Responsible party (ies) and target and completion dates as applicable.
d. Decision
e. Any recommendations relating to the conduct of the work;
f. Forecast delivery dates requiring DND support, review and progress for planning; and
g. Other mutually agreed areas not previously identified.

The Contractor must produce minutes for each meeting and submit them to Canada within three (3) business days. Canada may request changes to the format and the Contractor must resubmit the revised report within three (3) business days.

5.7 Agenda

The Contractor must submit Agenda to Canada a minimum of three (3) business days before meetings. Canada must be consulted in the development of agenda items in advance of submission.

The meeting agenda must include as a minimum:

a. identification of all meeting participants present and those not present;
b. review of the agenda;
c. review and acceptance of the minutes from the previous meeting;
d. review and discussion of Progress Report;
    i. outstanding action items from the previous meeting;
    ii. Project schedule;
    iii. Deliverable schedule; and
    iv. technical issues/recommendations and decision points;
e. discussion of invoicing and payments status;
f. roundtable discussion
g. review of decisions/action items resulting from the current progress review meeting; and
h. Scheduling next meeting(s) including Project Progress and Technical meetings, as required.

5.8 Minutes

The Contractor must take and submit to Canada the minutes for each meeting

Minutes shall include at a minimum:
a. Date/Time
b. Attendance list
c. Action items
d. Decisions made/direction given

As applicable, reports referenced in agenda must be appended to the minutes.

The Contractor must submit the minutes to Canada within three (3) business days following a meeting. Canada estimates to review the minutes and provide review/revision comments within three (3) business days following Contractor submission. Final minutes must be submitted to Canada within two (2) business days.

ANNEX A: Appendix 1

Definitions and Acronyms

ALPHA Testing - The Alpha testing focuses on the technical aspects of the product, to identify all possible technical issues/"bugs" before releasing the product or software to end users. In the case of the MAR TECH RQ OS DL specifically, Alpha testing also includes the confirmation that the end product or software works within the DLN. Stages of Alpha Testing may overlap with Beta.

BETA Testing - Beta testing focuses on the content and quality of the product or software. This includes testing performed by "real users" in a "real environment" in order to obtain feedback on the quality of the final product. In the case of the MAR TECH RQ OS DL, Beta testing will include "real users" in DLN. Stages of Beta Testing may overlap with Alpha. Stages of Beta Testing may overlap with Alpha.

Business Days – Federal Government business days, Monday to Friday between the hours of 8:00 and 16:00, excluding Federal Government statutory holidays

CA- Contract Award

Canada – Includes the Contracting Authority, the Technical Authority and the Requisitioning Authority

CFITES - Canadian Forces Individual Training & Education System

Courseware – Includes Lesson Plans, lesson content, quizzes……

DL – Distributed Learning

DND - Department of National Defence

EC – Enabling Check - An evaluation or test used to formally verify achievement of an enabling objective to the standard and under the conditions stated in the Training Education Plan.

EO - Enabling Objective - Is a principal unit of learning and constitutes a major step towards achieving the performance objective. Enabling objectives are sub-components or sub-objectives of the performance objectives. They represent manageable units of work; units that are coherent in terms of logic, learning of work, of suitable scope and appropriate for testing for progress. Like the performance objective, the enabling objective is composed of three essential parts: a performance statement, conditions statement and a standard.

EO Lesson Package - All required material needed to perform the instruction of a complete EO without the inclusion of TEL.

FNTSS - Future Naval Training System Strategy

IMI - Interactive Multimedia Instruction

MAR TECH – Marine Technician

NFS - Naval Fleet Schools

NPTG - Naval Personnel and Training Group

NTDC (P) - Naval Training Development Center Pacific

PC - Performance Check - Is a test designed to measure, in job-like circumstances, the achievement of a performance objective.

Phase 1 – The development of RQ OS QSP Modules "B and C" for Distributed Learning (DL) training, course material, assets, and assessments. It is anticipated that these modules will be prioritized for development and implementation on the DLN.

Phase 2 - The development of RQ OS QSP Modules "D, E and F" for Distributed Learning (DL) training, course material, assets, and assessments. It is anticipated that these modules will be prioritized for development and implementation on the DLN.

PO - Performance Objective - Includes a description, in operational terms, of what the individual must do, the conditions under which the performance must be completed, and the standard to which the performance must conform. These three elements are respectively defined as performance statement, conditions and standard.

QA – Quality Assurance

QSP - Qualification Standard and Plan

RCN – Royal Canadian Navy

RA – Requisitioning Authority

SCORM - Sharable Content Object Reference Model

SME - Subject Matter Expert

SOP – Standing Operating Procedure

SOW – Statement of Work

TA - Technical Authority

Teaching Aids: Power Point slides, handouts and labs. DND supplied and/or Contractor readily available digital content to support Power Point slides and lesson plans such as stock images, photos, animations and videos. These do not require development work.

TEL - Technology Enabled Learning - Digital content and supporting technology to enhance student learning which needs to be acquired or developed using Task Authorization.

WACA- Weeks after contract award

ANNEX A: Appendix 2

RQ-OS Distributed Learning Development Requirements List

Phase 1 Time: 5,160 minutes (13.525 training days @400 min/per day)
Phase 2 Time: 7,025 minutes (19.26 training days @400 min/per day)

Phase	Module	Training Time
One (1)	A	0
	B	5,060
	C	100
	Total	5,160
Two (2)	D	800
	E	4,300
	F	1,925
	Total	7,025
	Overall Total	12,185

Phase 1

EO 001.01 – Describe Safety Requirements for Engineering Operations

Lesson Objective ID	Lesson Objective	Time	IMI Level	Module
LO 001.01.01	Identify appropriate Personal Protective Equipment	75	1	B
LO 001.01.02	Describe safe shop practices	10	1	B
LO 001.01.03	Describe Lock out / Tag out (LOTO)	25	1	B
LO 001.01.03	Describe Lock out / Tag out (LOTO)	50	1	B
LO 001.01.04	Describe Spill Response	90	1	B
	EC – 80% pass mark	50	1	B
	Total Time	300		

EO 001.04 – Produce Basic Drawings and Schematics

Lesson Objective ID	Lesson Objective	Time	IMI Level	Module
LO 001.04.01	Describe Drawing Information	200	1	B
LO 001.04.02	Describe basic lines used in drawing	125	1	B
	EC	50	1	B
	Total Time	**375**		

EO 002.01 – Describe Basic Mechanical Engineering Concepts

	LO	Time	IMI Level	Module
LO 002.01.01	Describe basic unit of measurements	100	1	B
LO 002.01.02	Describe basic Physics concepts	250	2	B
LO 002.01.03	Describe Basic Chemistry concepts	50	2	B
LO 002.01.04	Describe Basic Thermodynamic concepts	200	2	B
LO 002.01.05	Describe Basic Fluid Dynamic concepts	300	2	B
	EC	50	1	B
	Total Time	**950**		

EO 002.02 – Describe Fluid System Components

	LO	Time	IMI	MD
LO 002.01.01	Describe Pressurized System safety	30	1	B
LO 002.01.02	Describe hoses	100	1	B
LO 002.01.03	Describe tubing	40	1	B
LO 002.01.04	Describe Piping	50	1	B
LO 002.01.05	Describe sumps and tanks	75	1	B
LO 002.01.06	Describe lagging and insulation	75	1	B
LO 002.01.07	Describe the different shipboard pumps	140	1	B
LO 002.01.08	Describe seals	50	1	B
LO 002.01.09	Describe Bearings*	50	1	B
LO 002.01.10	Describe Strainers	25	1	B
LO 002.01.11	Describe Filters	50	1	B
LO 002.01.12	Describe Heat Exchangers	50	1	B
LO 002.01.13	Describe Gauges and Monitoring Equipment	20	1	B
LO 002.01.14	Describe a Centrifuge	75	1	B
LO 002.01.15	Describe a Coalescor	30	1	B
LO 002.01.16	Describe Eductors	20	1	B
LO 002.01.17	Describe a Sanitary System Toilet	40	1	B
LO 002.01.18	Describe ships fluid tanks	30	2	B
LO 002.01.19	Compare Ships fluid tanks on all RCN Classes	Content developed by RCN, will require a placeholder		
LO 002.01.20	Describe Fluid Testing	50	1	B
	EC	50	1	B
	Total Time	**875**		

EO 002.03 – Describe Domestic Fluid Systems

	LO	Time	IMI	MD
LO 002.03.01	Describe a Basic Shipboard Liquid system	25	1	B
LO 002.03.02	Describe a shipboard freshwater system	100	1	B
LO 002.03.03	Describe the Sub-Systems of a Shipboard Fresh Water System	Content developed by RCN, will require a placeholder		
LO 002.03.04	Compare the Fresh Water Systems on all RCN Classes	100	1	B
LO 002.03.05	Describe a Shipboard Sanitary Collection System	100	1	B
LO 002.03.06	Describe a Sub-system of a Shipboard Sanitary Collection System	50	1	B
LO 002.03.07	Compare Black and Grey Water systems on all RCN Classes	Content developed by RCN, will require a placeholder		
LO 002.03.08	Describe a Feed water System	25	1	B
LO 002.03.09	Describe a Shipboard Domestic Steam System	50	1	B
LO 002.03.10	Describe a Sub-System of the Shipboard Domestic Steam System	25	1	B
LO 002.03.11	Compare the Domestic Steam system on all RCN Classes	Content developed by RCN, will require a placeholder		
LO 002.03.12	Describe a Main Chilled Water/Hydronic System	50	1	B
LO 002.03.13	Compare Main Chilled water systems on all RCN Classes	Content developed by RCN, will require a placeholder		

LO 002.03.14	Describe HP/LP Compressed Air System	150	1	B
LO 002.03.15	Compare HP/LP compressed air systems on all RCN Classes	Content developed by RCN, will require a placeholder		
LO 002.03.16	Describe an HVAC system	125	1	B
LO 002.03.17	Compare HVAC systems on all RCN Classes	Content developed by RCN, will require a placeholder		
LO 002.03.18	Describe a CBRN system	25	1	B
LO 002.03.19	Compare CBRN systems on all RCN Classes	Content developed by RCN, will require a placeholder		
	EC	100	1	B
	Total Time	**925**		

EO 002.04 – Describe Liquid Damage Control Systems

	LO	Time	IMI Level	Module
LO 002.04.01	Describe a Shipboard Seawater Services	150	1	B
LO 002.04.02	Compare Shipboard Seawater Services on all RCN Classes	Content developed by RCN, will require a placeholder		
LO 002.04.03	Describe Common Shipboard liquid Fire Prevention Systems	75	1	B
LO 002.04.04	Compare Shipboard liquid Fire Prevention Systems on all RCN Classes	Content developed by RCN, will require a placeholder		
	EC	50	1	B
	Total Time	**275**		

EO 002.05 – Describe POL Systems

	LO	Time	IMI Level	Module
LO 002.05.01	Describe Petroleum Oils and Lubricants	100	1	B
LO 002.05.02	Describe a Dirty Oil System	50	1	B
LO 002.05.03	Describe a Bilge System	25	1	B
LO 002.05.04	Describe a sub-system of a Bilge System	25	1	B
LO 002.05.05	Compare Bilge Systems on all RCN Classes	Content developed by RCN, will require a placeholder		
LO 002.05.06	Describe a Fuel Oil Service System	100	1	B
LO 002.05.07	Compare Fuel Oil Service Systems on all RCN Classes	Content developed by RCN, will require a placeholder		
LO 002.05.08	Describe a Fuel Oil Transfer System	25	1	B
LO 002.05.09	Describe a Diesel Oil Transfer System	25	1	B
LO 002.05.10	Compare Fuel Oil and Diesel Oil Transfer Systems on all RCN Classes	Content developed by RCN, will require a placeholder		
LO 002.05.11	Describe a Lube Oil System	50	1	B
LO 002.05.12	Compare Lube Oil Systems on all RCN Classes	Content developed by RCN, will require a placeholder		
	EC	50	1	B
	Total Time	**450**		

EO 004.01 – Describe the Hull Structure

	LO	Time	IMI Level	Module
LO 004.01.01	Describe a Ship's Structures and hull	300	1	B
LO 004.01.02	Describe Hull Markings	25	1	B
LO 004.01.03	Describe Non-Watertight Closures	100	1	B
LO 004.01.04	Describe Watertight Closures	75	1	B
LO 004.01.05	Describe a ship's structural fitted equipment	100	1	B

LO 004.01.06	Describe Ship's survey	50	1	B
LO 004.01.07	Describe inspection of ships' fluid tanks	25	1	B
LO 004.01.08	Compare Ships fluid tanks on all RCN Classes	Content developed by RCN, will require a placeholder		
LO 004.01.09	Describe confined space entry procedure	Content developed by RCN, will require a placeholder		
	EC	60	1	B
	Total Time	**735**		

EO 002.06 – Perform Maintenance on Basic Tools

	LO	Time	IMI Level	Module
LO 002.06.01	Describe basic shop tools	100	1	C
	Total Time	**100**		

Phase 2

EO 001.02 – Describe ODS Regulations

	LO	Time	IMI Level	Module
LO 001.02.01	Describe the Science of Ozone Depleting Substances	150	1	D
LO 001.02.02	Describe Canada's Regulations addressing ODS	200	1	D
LO 001.02.03	Describe the Environmental Code of Practice	50	1	D
LO 001.02.04	Describe the Stationary Refrigeration & Air Conditioning Systems (ACR)	100	1	D
LO 001.02.05	Describe a Mobile Cooling System (MVAC)	25	1	D
	EC	50	1	D
	Total Time	**575**		

EO 002.12 – Perform Basic Maintenance on Refrigeration Systems

	LO	Time	IMI Level	Module
LO 002.12.01	Describe Refrigeration System	50	1	D
LO 002.12.02	Describe Refrigeration Cycle	75	1	D
LO 002.12.03	Describe Refrigeration Safety	50	1	D
LO 002.12.04	Compare Main Refrigeration systems on all RCN Classes	Content developed by RCN, will require a placeholder		
LO 002.12.05	Describe Leak Detection Testing on Refrigeration System	50	1	D
	Total Time	**300**		

EO 003.01 – Maintain Battery Systems

	LO	Time	IMI Level	Module
LO 003.01.01	Describe Electrical Safety	75	1	E
LO 003.01.02	Describe Electro-Chemical elements	300	1	E
LO 003.01.03	Describe Battery fundamentals	25	1	E
	Total Time	**400**		

EO 003.02 – Analyze DC Circuits

	LO	Time	IMI Level	Module
LO 003.02.01	Describe Arc Flash	75	1	E

	LO	Time	IMI Level	Module
LO 003.01.04	Describe DC Circuits	1050	2	E
	EC	100		
	Total Time	**1225**		

EO 003.03 – Analyze AC Circuits

	LO	Time	IMI Level	Module
LO 003.03.01	Describe Magnetism and electromagnetic induction	450	1	E
LO 003.03.02	Describe AC Fundamentals	200	2	E
LO 003.03.03	Describe the different types of AC Loads	50	2	E
LO 003.03.04	Describe Inductors and Capacitors	100	2	E
LO 003.03.05	Describe Power in AC	60	2	E
LO 003.03.06	Describe Transformer Theory	50	1	E
	EC	100		
	Total Time	**1010**		

EO 003.04 – Operate AC Machines

	LO	Time	IMI Level	Module
LO 003.04.01	Describe AC generators	150	1	E
LO 003.04.02	Describe motor types	450	1	E
	Total Time	**600**		

EO 003.05 – Operate DC Machines

	LO	Time	IMI Level	Module
LO 003.05.01	Describe DC Machines	500	1	E
	Total Time	**500**		

EO 003.06 – Maintain Basic Control Devices

	LO	Time	IMI Level	Module
LO 003.06.01	Explain principles of electric motor components	300	1	E
	Total Time	**300**		

EO 003.07 – Maintain Ship's Service Lighting

	LO	Time	IMI Level	Module
LO 003.07.01	Describe Shipboard lighting	115	1	E
	Total Time	**115**		

EO 003.08 – Perform Basic Maintenance on Ship's Cabling / Connectors

	LO	Time	IMI Level	Module
LO 001.01.01	Describe Ships Cabling	150	1	E
	Total Time	**150**		

EO 003.09 – Describe Shipboard PG&D

	LO	Time	IMI Level	Module
LO 003.09.01	Describe PG&D	195	1	E
LO 003.09.02	Describe Power Distribution	150	1	E
LO 003.09.03	Compare PG&D systems on all RCN Classes	Content developed by RCN, will require a placeholder		
LO 003.09.04	Describe ship's structural Cathodic Protection System	200	1	E
LO 003.09.05	Describe a degaussing system	40	1	E
LO 003.09.06	Describe Shaft Grounding	30	1	E
	EC	50		E
	Total Time	**670**		

EO 005.01 – Describe an internal combustion engine

	LO	Time	IMI Level	Module
LO 005.01.01	Describe basic engine theory	50	1	F
LO 005.01.02	Describe a Marine Diesel Engine	775	2	F
LO 005.01.03	Compare marine diesel engines on all RCN Classes	Content developed by RCN, will require a placeholder		
LO 005.01.04	Describe Operation of Small Gasoline Engines	75	1	F
LO 005.01.05	Compare small gasoline engines on all RCN Classes	Content developed by RCN, will require a placeholder		
LO 005.01.06	Describe a Gas Turbine	350	2	F
LO 005.01.07	Compare Gas Turbine engines on all RCN Classes	Content developed by RCN, will require a placeholder		
	EC	50		F
	Total Time	**1250**		

EO 006.01 – Describe Gearing and Shaft Lines

	LO	Time	IMI Level	Module
LO 006.01.01	Describe Shipboard Propulsion System	50	2	F
LO 006.01.02	Describe Common Components of a Shaft line	50	2	F
LO 006.01.03	Describe Shaft line Operation	200	2	F
LO 006.01.04	Compare Shipboard Propulsion Systems on all RCN Classes	Content developed by RCN, will require a placeholder		
	EC	50		F
	Total Time	**350**		

EO 006.02 – Describe the Steering System

	LO	Time	IMI Level	Module
LO 006.02.01	Describe Basic Steering System of Ship/Vessel	100	2	F
LO 006.02.02	Compare Steering Systems on all RCN Classes	Content developed by RCN, will require a placeholder		
	EC	50		F
	Total Time	**150**		

EO 007.01 –Perform Gas Soldering/Brazing

	LO	Time	IMI Level	Module
LO 007.01.01	Describe different types of Oxy/Acetylene flames	25	1	F
LO 007.01.02	Describe the characteristics of welds	150	1	F
	Total Time	**175**		

ANNEX A: Appendix 3

Learning services Standing Offers streams and categories

Government   Gouvernement
of Canada   du Canada

Canada

Public Services and Procurement Canada (http://www.tpsgc-pwgsc.gc.ca/comm/index-eng.html)

Home ➜ PSPC (Public Services and Procurement Canada) Services
➜ Buying and selling ➜ Professional Services
➜ Centralized Professional Services ePortal ➜ Learning Services
➜ Learning Services Standing Offer

Annex A: Learning services Standing Offers streams and categories

Background

The Professional Services requested are intended to secure access to suppliers who are experienced at providing Learning services. This 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 converting existing learning & eLearning products.

Learning development services includes any or all of the following services:

- Stream 1—Strategic learning advisory services
- Stream 2—Instructional design and development services
- Stream 3—Custom and rapid eLearning product programming
- Stream 4—Multi-media design and development
- Stream 5—Training delivery
- Stream 6—Training evaluation services
- Stream 7—Project management

Language requirement

The Supplier will be requested to provide services in either the English or French language, or both, in accordance with each individual requirement.

Applicable documents

The following documents form part of requirements to the extent specified herein, and are supportive of the Requirements when referenced below.

All other document references are to be considered supplemental information only.

- Appendix 1 to Annex A: Description of blended learning and eLearning;
- Appendix 2 to Annex A: Acronyms;
- Shareable Content Object Reference Model (https://en.wikipedia.org/wiki/Sharable_Content_Object_Reference_Model) (SCORM);
- Common Look and Feel Guidelines (https://www.publicsafety.gc.ca/cnt/mrgnc-mngmnt/mrgnc-prprdnss/npas/clf-lng-20-en.aspx); and
- Web Content Accessibility Guidelines (http://www.w3.org/WAI/intro/wcag20.php) (WCAG).

In addition to the documents specified above, the following documents form part of the requirements for requirements from the Department of National Defence (DND) where referenced below.

- Defence Learning Network (DLN) Content Development Guide (Current version will be provided with the call-up / contract);
- Canadian Forces Individual Training and Education System (CFITES) Manuals.

> ## ⓘ Note for suppliers
>
> Web link is only accessible by DND (Department of National Defence) personnel. It is the responsibility of the supplier to request a copy of the applicable documents for each DND (Department of National Defence) requirement from tpsgc.ocamaservicesapprentissage-sosalearningservices.pwgsc@tpsgc-pwgsc.gc.ca (mailto:tpsgc.ocamaservicesapprentissage-sosalearningservices.pwgsc@tpsgc-pwgsc.gc.ca).

Additional applicable documents may be included with individual requirements.

Requirements

Stream 1—Strategic learning advisory services

Learning Advisor

1. Analyze learning requirements

Tasks of the learning advisor include, but are not limited to:

1.1 Analyze the organizational need and the need for learning;

1.2 Identify the actual situation, the referred situation and the gap between the two situations;

1.3 Identify the skills and abilities acquired and the skills and abilities to be developed;

1.4 Discover and analyze the causes and challenges of the observed variances;

1.5 Propose a training solution that takes into account organizational issues;

1.6 Provide a variety of training options;

1.7 Develop processes to diagnose the current situation in the organization;

1.8 Develop tools for data collection;

1.9 Analyze the data collected; and

1.10 Draft a report with apprenticeship recommendations.

2. Develop learning strategies

In developing learning strategies, the learning advisor must perform the following duties:

2.1 Develop a learning strategy based on a learning needs analysis;

2.2 Define the learning strategy (objectives, methods, approaches and activities);

2.3 Identify learning solutions aligned to the needs of the organization;

2.4 Identify and establish a plan of action in terms of resources, costs and timeframes required for training; and

2.5 Identify a learning assessment plan.

Deliverable products may include:

1. Strategic plans;
2. Analysis and/or Strategy Reports;
3. Statistical report on the current state of the organization in terms of learning;
4. Research papers;
5. Tools (questionnaires and maps); and
6. Information and briefing sessions.

Minimum compentencies of the profession:

Senior Learning Advisor

M.1 Must hold a graduate degree with specialization in one of the following fields: education, adult learning, distance learning or e-learning.

M.2 Must have at least 5 years of experience as a Senior Learning Advisor.

M.3 Must have completed at least 3 analyzes of learning needs over the past 5 years.

M.4 Must have completed at least 3 learning strategy plans over the past 5 years.

Or

M.1 Must have an undergraduate degree with specialization in 1 of the following areas: education, adult learning, distance learning or e-learning.

M.2 Must have at least 7 years of experience as a Senior Learning Advisor.

Stream 2—Instructional design and development services

Instructional design and development services

1. Learning Designer

Tasks of the Learning Designer include, but are not limited to:

1.1 Conduct needs assessments to review performance issues including:

1.1.1 Conduct performance analyzes;

1.1.2 Conduct case analyzes; and

1.1.3 Find solutions and make recommendations.

1.2 Help clarify the expected outcomes of education and training to ensure optimal performance at work including:

1.2.1 Analyze the tasks of a position;

1.2.2 Specify performance, education and learning objectives; and

1.2.3 Produce qualification standards (NORQUAL) and knowledge standards.

1.3 Describe and select a training program including:

1.3.1 Define the characteristics of the learner;

1.3.2 Establish integrated instruction and learning strategies;

1.3.3 Specify instructional strategies;

1.3.4 Specify the learning content and establish course guidelines; and

1.3.5 Produce course guidelines (design guidance documents, scenarios, participant and instructor manual, drawings, etc. (et cetera)).

1.4 Produce effective instructional materials in accordance with development guidelines including:

1.4.1 Identify training/performance requirements and identify sources of learning materials;

1.4.2 Make recommendations on the purchase of teaching aids;

1.4.3 Developing guides;

1.4.4 Produce teaching materials;

1.4.5 Submit training materials to beta tests and formative or pilot evaluations to ensure compliance with prescribed standards and client requirements and revise as necessary;

1.4.6 Data and corresponding level of Bloom taxonomy;

1.4.7 Prepare instructors to use or implement instructional materials in instructional programs; and

1.4.8 Evaluate instructional materials to determine whether they can be converted in whole or in part for e-learning.

Deliverable products may include:

1. Needs Assessment Report;
2. Plan of instruction (PLANIN) or program;
3. Design Guide;
4. Scenarios;
5. Activities;
6. Exercises;
7. Presentation; and
8. Educational material.

Minimum compentencies of the profession:

Senior Learning Designer

M.1 Must hold a graduate degree and specialization in 1 of the following fields: education, adult learning, distance learning or e-learning.
M.2 Must have at least 5 years' experience in course design.
M.3 If e-learning is part of the application, must have at least 2 years' experience in designing e-learning products.

Or

M.1 Must have an undergraduate degree and specialization in 1 of the following fields: education, adult learning, distance learning or e-learning.
M.2 Must have at least 7 years' experience in course design.
M.3 If e-learning is part of the application, must have at least 2 years' experience in designing e-learning products.

Or

M.1 Must have a college diploma (any field) or a university degree (any field).
M.2 Must have at least 9 years' experience in course design.
M.3 If e-learning is part of the application, must have at least 2 years' experience in designing e-learning products.

Intermediate Learning Designer

M.1 Must hold a graduate degree and specialization in 1 of the following fields: education, adult learning, distance learning or e-learning.
M.2 Must have at least 1 year of experience in course design.
M.3 If e-learning is part of the application, must have at least 1 year of experience in designing e-learning products.

Or

M.1 Must have an undergraduate degree and specialization in 1 of the following fields: education, adult learning, distance learning or e-learning.
M.2 Must have at least 3 years' experience in course design.
M.3 If e-learning is part of the application, must have at least 1 year of experience in designing e-learning products.

Or

M.1 Must have a college diploma (any field) or a university degree (any field).
M.2 Must have at least 5 years' experience in course design.
M.3 If e-learning is part of the application, must have at least 1 year of experience in designing e-learning products.

Junior Learning Designer

M.1 Must hold an undergraduate degree (any field).
M.2 Must have at least 1 year of experience in course design.
M.3 If e-Learning is part of the application, must have at least 6 months experience in designing e-learning products.

Or

M.1 Must have a college diploma (any field).
M.2 Must have at least 3 years' experience in course design.
M.3 If e-learning is part of the application, must have at least 6 months experience in designing e-learning products.

Or

M.1 Must have a high school diploma.
M.2 Must have at least 5 years' experience in course design.
M.3 If e-learning is part of the application, must have at least 6 months experience in designing e-learning products.

2. Content Subject Matter Expert

Tasks of the Subject Matter Expert include, but are not limited to:

2.1 Check the scope of content requirements;
2.2 Determine content, including source documents and reference materials such as books, articles, video tapes and stationary media;
2.3 Format and correct content before and after implementation; and
2.4 Revise design documents, scenarios and final product to verify the accuracy of the content.

Deliverable products may include:

1. Content approved by the Subject Matter Expert (SME).

Minimum obligatory competencies of the profession:

Senior Content Subject Matter Expert

M.1 Must have at least 10 years of experience in the field related to the subject matter of the application.

Intermediate Content Subject Matter Expert

M.1 Must have at least 7 years of experience related to the subject matter of the application.

Junior Content Subject Matter Expert

M.1 Must have at least 5 years of experience related to the subject matter of the application.

3. Technical Writer

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

3.1 Check the scope of the content;
3.2 Conduct an end-user analysis;
3.3 Conduct and analyze information provided;
3.4 Draft theoretical and procedural content;
3.5 Change the copy;
3.6 Create guides;
3.7 Examinate, review, and correct documents; and
3.8 Review the relevance and usefulness of written materials.

Deliverable products may include:

1. Student workbooks;

2. User manuals; and

3. The guides.

Minimum obligatory competencies of the profession:

Senior Technical Writer

M.1 Must have a college diploma (in any field) or a university degree (in any field).

M.2 Must have at least 9 years' experience as a technical writer.

Intermediate Technical Writer

M.1 Must have a college diploma (in any field) or a university degree (in any field).

M.2 Must have at least 5 years' experience as a technical writer.

Junior Technical Writer

M.1 Must have a college diploma (in any field) or a university degree (in any field).

M.2 Must have at least 3 years' experience as a technical writer.

Stream 3—Custom and rapid eLearning product programming

1. Advisor in e-Learning and Learning Technology

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

1.1 Monitor technological advances and propose technical solutions for learning products;

1.2 Conduct research and provide recommendations for new learning technologies;

1.3 Recommend tools that are ready and useful for technology learning services;

1.4 Develop standards and processes for new learning technologies;

1.5 Explore current research areas in the field of e-learning; and

1.6 Explore and recommend e-learning platforms and platforms;

Deliverable products may include:

1. Analysis of learning tools and technology needs;

2. Business Case for Learning Technologies;

3. Writing Reports on Learning Standards and Processes;

4. Strategic and/or operational planning for learning products or technology;

5. Preparing reports on costs and cost-effectiveness of Learning Technologies tools; and

6. Analysis of models of e-learning platforms.

Minimum obligatory competencies of the profession:

Senior Advisor in e-Learning and Learning Technology

> **M.1** Must hold an undergraduate degree in education with specialization in technological education or e-learning.
> **M.2** 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).

2. Programmer of custom eLearning products

Definition of the programmer of customized e-learning products

Use more complex software, which requires more expertises 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:

> 2.1 Conduct review, analysis and recommendations on programming issues in project documentation, including:
> > 2.1.1 Coding standard chosen;
> > 2.1.2 Assessment of client needs; and
> > 2.1.3 Infrastructure topology.
> 2.2 Develop leading-edge components for the project, including:
> > 2.2.1 User interface according to the style guide;
> > 2.2.2 Pseudocode and metadata models;
> > 2.2.3 Advanced Course Elements JavaScript;
> > 2.2.4 Set of Course Items and Related Resources;
> > 2.2.5 Shared Content Elements and Item Metadata Documents;
> > 2.2.6 SCORM (Shareable Content Object Reference Model)® compliance and user-friendliness test;
> > 2.2.7 Quality Assurance Testing; and

     2.2.8 Maintenance Guide which provides relevant information for modifying and maintaining final products.

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

     2.3.1 Multimedia Elements;

     2.3.2 Interactive elements;

     2.3.3 Content of the course;

     2.3.4 Elements of shared content;

     2.3.5 Evaluation tools; and

     2.3.6 Means of assessment.

2.4 Design and develop a data structure, including:

     2.4.1 Design database structures and reports; and

     2.4.2 Document the implementation of the database including connection information.

2.5. Provide technical guidance, including:

     2.5.1 Recommend best practices;

     2.5.2 Make recommendations on the development of e-learning products;

     2.5.3 Develop and recommend solutions to identified coding problems;

     2.5.4 Review test documentation; and

     2.5.5 Document solutions or alternatives to identified problems.

Deliverable products may include:

1. User interface;
2. Prototype shared content items to be tested with SCORM (Shareable Content Object Reference Model) test logs;
3. Models based on XML (Extensible Markup Language), XSLT (eXtensible Stylesheet Language Transformations) and XHTML (Extensible Hypertext Markup Language);
4. Alpha, beta and final versions of e-learning products;
5. SCORM (Shareable Content Object Reference Model)-compliant course with SCORM (Shareable Content Object Reference Model) test logs;
6. Maintenance Guide that provides detailed guidance on maintenance and modification of e-learning products; and
7. Interactive multimedia elements.

Minimum obligatory competencies of the profession:

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 (AT) 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 (Shareable Content Object Reference Model) is required in the application, it must have developed SCORM (Shareable Content Object Reference Model)-compliant content (any version as specified by the client, including content packages and metadata files) for at least 9 SCORM (Shareable Content Object Reference Model)-compliant courses over the past 3 years.

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 databases.

M.3 Must have developed and integrated at least 2 AT (Automated Training) 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 (Shareable Content Object Reference Model) is required in the application, must have developed a SCORM (Shareable Content Object Reference Model)-compliant conjecture (any version as specified by the client, including content packages and metadata files) for at least 6 SCORM (Shareable Content Object Reference Model)-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 AT (Automated Training) 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 (Shareable Content Object Reference Model) is required in the application, it must have developed SCORM (Shareable Content Object Reference

Model)-compliant content (any version as specified by the client, including content packages and metadata files) for at least 3 Course in accordance with SCORM (Shareable Content Object Reference Model) 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 AT (Automated Training) 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 (Shareable Content Object Reference Model) is required in the application, it must have developed SCORM (Shareable Content Object Reference Model)-compliant content (any version as specified by the client, including content packages and metadata files) for at least 1 Course in accordance with SCORM (Shareable Content Object Reference Model) in the last 3 years.

3. Rapid E-Learning Product Programmer

Definition of the Rapid E-Learning Programmer

Use 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. (et cetera)) use these software.

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

3.1 Create multimedia animations using images, sound and videos;

3.2 Use authoring software to assemble e-learning content and publish the course in accordance with educational design documents;

3.3 Design and create interactions that are included in rapid e-learning software;

3.4 Diagnose breakdowns and resolve issues related to online course interactions that do not properly publish or report data to a learning management system;

3.5 Develop content in collaboration with training designers based on scenarios;

3.6 Provide advice on appropriate interaction and also on the limitations of some applications; and

3.7 Create reusable online content.

Deliverable products may include:

1. The alpha, beta and final versions of e-learning products;
2. Courses conforming to the SCORM (Shareable Content Object Reference Model) standard; and
3. A maintenance guide giving specific instructions on updating and modifying e-learning products.

Minimum obligatory competencies of the profession:

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 (Hypertext Markup Language), CSS (Cascading Style Sheet), Adobe Flash and/or TechSmith's Articulate).
M.3 If SCORM (Shareable Content Object Reference Model) is required in the application, it must have developed SCORM (Shareable Content Object Reference Model)-compliant content (any version as specified by the client, including content packages and metadata files) for at least 3 SCORM (Shareable Content Object Reference Model)-compliant courses in the last 2 years.

Intermediate 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 4 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 (Hypertext Markup Language), CSS (Cascading Style Sheet), Adobe Flash and/or TechSmith's Articulate).
M.3 If SCORM (Shareable Content Object Reference Model) is required in the application, it must have developed SCORM (Shareable Content Object Reference Model)-compliant content (any version as specified by the client, including content packages and metadata files) for at least 2 courses in accordance with SCORM (Shareable Content Object Reference Model) in the last 2 years.

Junior Rapid Programmer eLearning

M.1 Must hold at least a high school diploma.
M.2 Must have developed at least 3 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 (Hypertext Markup Language), CSS (Cascading Style Sheet), Adobe Flash and/or Techsmith's Articulate).

M.3 If SCORM (Shareable Content Object Reference Model) is required in the application, it must have developed SCORM (Shareable Content Object Reference Model)-compliant content (any version as specified by the client, including content packages and metadata files) for at least 1 in accordance with SCORM (Shareable Content Object Reference Model) in the last 2 years.

4. Quality Assurance

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

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

4.1.1 Quality standards, methodologies, procedures and tools required for QA (Quality Assurance) activities;

4.1.2 Resources, timing and responsibilities required to conduct QA (Quality Assurance) activities; and

4.1.3 Certain activities and tasks in support of various processes, including verification, validation, joint review, verification and problem solving.

4.2 Develop QA (Quality Assurance) protocols, including alpha, beta and pilot testing;

4.3 Implement quality assurance testing protocols, including:

4.3.1 Test e-learning programs to verify that they are compliant with client-approved pre-projects, instructional standards, guidelines, precisions and scenarios;

4.3.2 Test the e-learning program for interactivity, functionality and programming errors;

4.3.3 Verify grammatical and spelling accuracy in English and French or in both languages, as required;

4.3.4 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;

4.3.5 Ensure compliance with guidelines, conventions, taxonomies and best practices with respect to the use of metadata;

4.3.6 Verify compliance with SCORM (Shareable Content Object Reference Model) in an approved Learning Management System/Learning Content Management System (LMS/LCMS) test medium;

4.3.7 Test e-learning programs to ensure that they are functioning as intended in the client's LMS/LCMS (Learning Management System/Learning Content Management System) environment;

4.3.8 Record the results of all QA (Quality Assurance) interventions and make them available to the technical authority;

4.4 Write reports based on the results of the QA (Quality Assurance) test protocol.

Deliverable products may include:

1. Quality Assurance Plan;
2. AQ testing and test protocols; and
3. AQ test reports.

Minimum obligatory competencies of the profession:

Senior Quality Assurance Specialist

M.1 Must have at least 6 years' experience in developing QA (Quality Assurance) 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 (Quality Assurance) process management.

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 (Quality Assurance) 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 (Shareable Content Object Reference Model) is required in the application, it must have tested SCORM (Shareable Content Object Reference Model) -compliant content (any version, including content packages and metadata files) for at

least 6 Courses in accordance with SCORM (Shareable Content Object Reference Model) in the last 3 years.

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 (Shareable Content Object Reference Model) is required in the application, it must have tested SCORM (Shareable Content Object Reference Model) -compliant content (any version, including content packages and metadata files) for at least 3 courses in accordance with SCORM (Shareable Content Object Reference Model) in the last 3 years.

Stream 4—Multi-media design and development

1. Graphic designer

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

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;

1.2 Consulting with clients to establish the overall look and graphical elements;

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;

1.4 Create designs, concepts, and sample layouts of graphical elements in accordance with the Presentation Design Documents and the Scripted Storyboards;

1.5 Determine size and arrangement of illustrative material and copy, and select style and size of type;

1.6 Create new images using computer software;

1.7 Mark up, paste, and assemble final layouts; and

1.8 Digitizing images.

Deliverables may include but are not limited to:

1. Graphic Concepts;
2. Graphics;
3. Sample Layouts;
4. Final Layouts; and
5. Multimedia Graphic Objects.

Minimum Mandatory Qualifications:

Senior Graphic 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.

Intermediate Graphic 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.

Junior Graphic Designer

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 5 years as a Graphic Designer.

Or

M.1 Must have a Secondary School diploma.
M.2 Must have a minimum of 3 years of experience within the last 5 years as a Graphic Designer.

2. Photographer

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

2.1 Determine the best way to achieve the desired Photographs either through the use of existing stock, development of new material, or combination of both;
2.2 Use traditional or digital cameras to take pictures either in a studio or on location;
2.3 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;

2.4 Determine desired images and picture composition; and select and adjust subjects, equipment and/or lighting to achieve desired result;

2.5 Scan photographs into computers for editing, storage, and/or electronic transmission;

2.6 Measure light levels, distances, and numbers of exposures needed;

2.7 Manipulate and enhance scanned and/or digital images to create desired effects, using computers and specialized software;

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

    i. consulting the clients regarding associated costs; and

    ii. validating that the design is engaging and meets the client requirements.

Deliverables may include but are not limited to:

1. High quality photos;
2. Web-ready photos and thumbnails;
3. Panoramic photos; and
4. Virtual spaces.

Minimum Mandatory Qualifications:

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.

3. Animator

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

3.1 Determine the best way to achieve the desired animation either through the use of existing stock, development of new material, or combination of both;

3.2 Design and create two-dimensional and three-dimensional images depicting objects in motion and/or illustrating a process, using computer animation or modelling programs;

3.3 Make objects or characters appear lifelike by manipulating light, colour, texture, shadow, and transparency to give the illusion of motion;

3.4 Create Storyboards that show the flow of the animation and map out key scenes and/or characters;

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

  i. Create Storyboards that show the flow of the animation and map out key scenes and/or characters, consulting the clients regarding associated costs; and

  ii. Validating that the design is engaging and meets the client requirements.

Deliverables may include but are not limited to:

1. 2D and 3D animations; and
2. Serious gaming objects, such as avatars, systems, and landscapes.

Minimum mandatory qualifications:

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.

Intermediate animator

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 Animator.

Junior animator

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 an Animator.

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 an Animator.

4. Video Producer

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

4.1 Determine the best way to achieve the desired video either through the use of existing stock, development of new material, or combination of both;

4.2 Cut shot sequences to different angles at specific points in scenes in order to make individual cuts fluid and seamless;

4.3 Edit video to insert music, dialogue, and/or sound effects;

4.4 Select and combine scenes to form a logical and smoothly running story;

4.5 Determine the specific audio and visual effects, and/or music necessary to complete the video;

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

    i. consulting the clients regarding associated costs; and

    ii. validating that the design is engaging and meets the client requirements.

Deliverables may include but are not limited to:

1. High quality video; and
2. Web-ready video.

Minimum Mandatory Qualifications:

Video 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 a Video 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 a Video Producer.

5. Audio Producer

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

5.1 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;

5.2 Record speech, music, and other sounds;

5.3 Regulate volume level and sound quality during recording sessions;

5.4 Mix and edit voices, music, sound effects;

5.5 Separate instruments, vocals, and other sounds, then combine later during the mixing or post production stage;

5.6 Synchronize and equalize pre-recorded dialogue, music, and sound effects with animation, video, and/or into the learning product; and

5.7 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.

Deliverables may include but are not limited to:

1. High quality audio; and
2. Web-ready audio.

Minimum Mandatory Qualifications:

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.

6. Multimedia Director

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

6.1 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;

6.2 Coordinate the work of camera and/or audio resource(s);

6.3 Coordinate with Video and/or Audio Producers during the post-production process;

6.4 Plan details such as framing, composition, camera movement, sound, and actor movement for each shot or scene;

6.5 Establish pace of programs and sequences of scenes according to time requirements and cast and set accessibility;

6.6 Select settings and locations for Video and determine how scenes will be shot in those settings;

6.7 Coordinate rehearsals and communicate the "approach, characterization, and movement" needed for each scene; and

6.8 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.

Deliverables may include but are not limited to:

1. Production ready storyboards; and
2. A finished multimedia eLearning product.

Minimum Mandatory Qualifications:

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.

7. Narrator

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

7.1 Performing the voice dialogue of scripted storyboards whereby the narrator communicates directly to the reader;

7.2 Performing the voice-over presentation to the audience (also known as off-camera or off-stage commentary); and

7.3 Performing voice-acting activities, not limited to, animated characters for short films, video games, instructional videos, singing, etc. (et cetera)

Deliverables may include but are not limited to:

1. Sample audio recordings;
2. Final audio recordings;
3. Sample voice dialogue recordings; and
4. Final voice dialogue recordings.

Minimum Mandatory Qualifications:

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 5—Training delivery

1. Instructor

Instructors may be used to teach government owned training in any of the subject areas identified below. Subject areas are based upon the content and not the target population.

- Human Resources (HR);
- Finance;
- Management Skills;
- Leadership Development;
- Change Management;
- Project Management;
- Career Counselling;
- Environment;
- Energy Management;
- Military Occupation Training;
- Public Safety;
- Health & Safety;
- Information Technology;
- Health Services;
- General (subject area to be identified in the resulting call-up or bid solicitation).

Tasks of the Instructors include, but are not limited to:

> 1.1 Deliver the training in accordance with the course Lesson Plan, using appropriate Adult Education techniques;
>
> 1.2 Setting up the classroom prior to the start of the scheduled start time;
>
> 1.3 Provide administrative briefing to participants at the beginning of the course outlining location of fire exits, washrooms, restaurant facilities, lunchroom area, and course outline;
>
> 1.4 Distribute attendance list to participants for their signature;
>
> 1.5 Evaluate tests and/or assignments;
>
> 1.6 Distribute course certificates to participants;

1.7 Distribute course evaluations to participants;

1.8 Provide any feedback and recommendations to the Project Authority regarding the course; and

1.9 Set-up the online environment in accordance with the training plan.

Deliverables may include but are not limited to:

1. Course Feedback Report

Minimum Mandatory Qualifications:

Senior instructor

M.1 Must have a minimum of 120 training days within the last 3 years in Instructing in the identified subject area.

M.2 Must have a minimum of 1 year experience (not as an Instructor) in the identified subject area.

Intermediate instructor

M.1 Must have a minimum of 60 training days within the last 3 years in Instructing in the identified subject area.

M.2 Must have a minimum of 1 year experience (not as an Instructor) in the identified subject area.

Junior instructor

M.1 Must have a minimum of 30 training days within the last 3 years in Instructing in the identified subject area.

2. Training Facilitator

Training Facilitators may be used to facilitate any government owned training that is delivered as in-person training facilitation (for example classroom), online facilitation, and for blended training facilitation (for example classroom and online).

Definition of Online Facilitation:

a. Online Facilitation involves managing learners and learning through an online medium such as virtual classroom applications. It also refers to the management of online communication between learners by a facilitator. In this regard, online facilitation is moving from an emphasis on web content to a more interactive structure that recognizes the social and interactive elements of knowledge

construction, and to pedagogical approaches that enable learner centred, rather than facilitator driven learning;

b. There are two main types of online facilitation:

    i. **Asynchronous**—communications such as discussion forums, electronic bulletin boards and e-groups in which the facilitator acts as a moderator reviewing contributors message offline and posting administrative messages; and

    ii. **Synchronous**—events in which the facilitator works in real time, leading or assisting in the delivery of instruction to learners within a virtual classroom application though lecture, discussion, interactive exercises, use of slides, whiteboard, application sharing and document review, and other tools and techniques commonly associated with virtual classroom applications.'

c. Means of online facilitation include, but are not limited to the following:

    i. Virtual Classroom application software;

    ii. Static Text;

    iii. Threaded or unthreaded discussion boards;

    iv. Instant Messaging (IM) or Chat;

    v. Live voice or video;

    vi. Provision of links to other materials or lists of materials;

    vii. E-mail; and

    viii. Non-virtual means, such as phone support.

Tasks of a Training Facilitator include, but are not limited to:

2.1 Becoming familiar with the course content prior to course delivery;

2.2 Attending train-the-training sessions, dry run and pilot tests;

2.3 Contribute suggestions towards course improvements or revisions;

2.4 Deliver training by:

    i. Guiding learners through course materials and specific activities (for example problem solving, information sharing), and focusing on critical points;

    ii. Critiquing work / thinking in a supportive fashion;

    iii. Promoting interactivity and discussions;

    iv. Maintaining a pace suitable to the course schedule;

    v. Creating and fostering a collaborative and safe environment for participants;

    vi. Motivating learners to take responsibility for their own learning;

    vii. Catering to different learning preferences and learner needs, finding the optimal balance between private e-mail and public discussions, and

    viii. encouraging collaborative work and learner-learner or group discussions;

ix. Moderating and/or managing discussions, encouraging and gently guiding the discussion, planting ideas or starting new topics, and managing differences of opinion or perspectives effectively;

x. Sharing information and resources with the group;

xi. Answering participants' questions and provide help when required.

2.5 Helping learners make the transition from private one-on-one e-mail to group participation;

2.6 Assisting learners to become comfortable with systems and software; and

2.7 Scanning for copyrighted material that shouldn't be posted without permission of the author.

Deliverables may include but are not limited to:

1. Course Feedback Reports.

Minimum Mandatory Qualifications:

Senior training facilitator

M.1 Must have delivered a minimum of 120 training days within the last 3 years as a Training Facilitator.

M.2 If online training facilitation is part of the requirement, then must have delivered a minimum of 90 training hours within the last 3 years as an Online Training Facilitator.

Intermediate training facilitator

M.1 Must have delivered a minimum of 60 training days within the last 3 years as a Training Facilitator.

M.2 If online training facilitation is part of the requirement, then must have delivered a minimum of 60 training hours within the last 3 years as an Online Training Facilitator.

Junior training facilitator

M.1 Must have delivered a minimum of 30 training days within the last 3 years as a Training Facilitator.

M.2 If online training facilitation is part of the requirement, then must have delivered a minimum of 30 training hours within the last 3 years as an Online Training Facilitator.

Stream 6—Training evaluation services

Training evaluation services will provide the organization with strategies, planning and tools to:

Evaluate and measure desired learning outcomes

- In the short term: Improve the design and delivery of courses;
- Medium-term: Making informed decisions about employee learning opportunities;
- Long-term: Focusing more on results.

The objectives of the learning assessments provide performance data for ongoing quality assurance or design improvement.

Learning Assessment Model

Most organizations use the Kirkpatrick learning assessment model or equivalent.

Learning assessments based on the Kirkpatrick model are defined at four levels: Levels 1, 2, 3 and 4.

Levels of evaluation of learning

- Level 1, reactions: the degree to which participants respond positively to the learning event;
- Level 2, Learning: the degree to which participants acquire the expected knowledge, skills and attitudes based on their participation in the learning activity;
- Level 3, Behavior: the degree to which participants apply what they have learned during their training when they return to work;
- Level 4, results: the degree to which the targeted outcomes occur, as a result of a learning event and subsequent reinforcement.

The learning evaluator must apply current techniques in the evaluation of courses or programs in order to provide an evaluation framework or evaluation report.

1. Training Evaluator

In particular, the training evaluator must perform the following tasks:

1.1 Provide recommendations and suggestions to the evaluation framework;
1.2 Evaluate the level of use, as well as the relevance and effectiveness of the tools in the context of the project;
1.3 Validate and provide the best assessment tools to achieve the objectives of the evaluation framework;
1.4 Develop and propose evaluation tools to be chosen in collaboration with the client (for example on-line questionnaire, semi-structured interview, written analysis, assessment tools, focus groups, observations);

1.5 Develop and propose a standardized evaluation questionnaire for different programs and training: classroom questionnaire; quiz for virtual classroom courses, questionnaire for online courses and customized and adapted questionnaires have also been put in place for other activities;

1.6 Administer evaluation tools, tests, including the use of on-line tools, where necessary and appropriate;

1.7 Compile, capture, integrate and analyze data to ensure that established training objectives have been met for courses,

1.8 Submit standardized and assessment reports;

1.9 Submit a report with important observations that could affect learning, objectives, activities or communication tools (including specific recommendations on the implementation approach - timeline).

Deliverables may include but are not limited to:

1. Development of an evaluation framework;
2. Development of an evaluation strategy;
3. Development of an evaluation plan;
4. Conducting an evaluation of training;
5. Data collection and analysis;
6. Interpretation of results and preparation of conclusions; and
7. Writing a report and presentation.

Minimum Mandatory Qualifications:

Evaluator

M.1 During the past 5 years must have completed at least 5 KirkPatrick learning assessments or an equivalent method in the assessment of learning and/or training programs for adults in the public and/or private sector.

Stream 7—Project management

Project manager

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

1. Managing the scope of the projects and products, budget and schedule;
2. Developing and updating the work breakdown structure and detailed project plans;
3. Tracking project plans and managing resources;
4. Managing the change control process;

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;
6. Managing risks and implementing problem resolutions;
7. Planning, organizing, directing and controlling quality assurance throughout the project; and
8. Supporting the release, implementation and delivery of products.

Deliverables may include but are not limited to:

1. Work Breakdown Structure;
2. Project Plan; and
3. Project Status Reports.

Minimum Mandatory Qualifications:

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 (http://www.pmi.org) (PMI).
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.

Intermediate 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 (http://www.pmi.org) (PMI).
M.2 Must have a minimum of 4 years' experience as a Project Manager, including 2 years' experience in managing training projects.
M.3 If eLearning is part of the requirement, then the Project Manager must have a minimum of 2 years' experience in managing eLearning and/or software projects, including a minimum of 1 year of experience in managing eLearning projects.

Junior 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 (http://www.pmi.org) (PMI).

M.2 Must have a minimum of 2 years' experience as a Project Manager, including a minimum of 1 year experience in managing training projects.

M.3 If eLearning is part of the requirement, then the Project Manager must have a minimum of 2 years' experience in managing eLearning and/or software projects, including a minimum of 1 year of experience in managing eLearning projects.

Appendix 1 to Annex A: Description of blended learning and eLearning

1.0 Description of blended learning and eLearning

1.1 Blended learning and eLearning

1.1.1 Blended Learning usually combines traditional classroom based learning with more modern technology enabled methods and may include various types of eLearning products.

1.2 eLearning products

1.2.1 Canada focuses on the broadest view of eLearning products that includes stand-alone, self-directed eLearning products to integrated, blended and hybrid approaches that combine a variety of delivery methods, tools, learning events and learning models, including:

a. Computer-based training (CBT) (not Web based, files reside on Personal Computer (PC) or CD-ROM (Compact Disc Read-Only Memory));
b. Self-directed Web Based CBT (Computer-based training) (Running through web-browser, files reside on PC (Personal Computer) or CD-ROM (Compact Disc Read-Only Memory));
c. Self-directed Web-based Training (Browser-based, files reside on server, runs over Internet and/or Intranet);
d. Synchronous / Virtual Classroom / Webinar. Design and development aspect, but not delivery aspect;
e. Asynchronous online discussions/learning. Design and development aspect, but not delivery aspect;
f. Hybrid (face to face classroom and online training). Design and development aspect, but not the delivery aspect;
g. Electronic Performance Support (EPS);

h. Online Communities of Practice;

i. Blogs, wikis;

j. Podcasts, webcasts;

k. E-Library (online interactive manuals, references, etc. (et cetera));

l. Serious gaming products;

m. Synthetic environments (2D and/or 3D);

n. Simulations;

o. Multi-Media portions of traditional classroom-based courses; and

p. M-learning (mobile learning).

1.3 Learning product characteristics

1.3.1 Learning products have the following characteristics:

a. Interactive (learner to learner, learner to instructor, learner to mentor, learner to coach, learner to information database);

b. Based on formal instructional design incorporating research-based learning models or products to support learning such as job aides and knowledge repositories depending on requirements. Incorporating a variety of instructional approaches, including examples, problems, presentation and demonstration, practice and feedback, scenarios, case studies, role-play, simulation, assessment etc;

c. Integrated within a strategic learning and/or eLearning framework; and

d. ELearning may be developed to SCORM (Shareable Content Object Reference Model) specifications depending on requirements.

1.4 ELearning product delivery methods

1.4.1 ELearning solutions may be provided to Canada via the following channels:

a. Intranet, Internet, and/or CD-ROM (Compact Disc Read-Only Memory);

b. Government owned or contracted legacy LMS/LCMS (Learning Management System/Learning Content Management System);

c. an asynchronous/synchronous tool; or as a

d. stand-alone product.

1.5 Multi-media integration

1.5.1 ELearning products will require integration of a variety of Multi-Media/interactive elements depending on requirements, which may include one or more of the following:

a. Text, graphics, video, sound;

b. Pop-up boxes and roll-overs;

c. Navigation features (forward, back, return to main menu, exit, book-marking);

d. Changing content organization depending on results of pre-assessment tests;

e. Drag-and-drop exercises;

f. Multiple choice and true/false questions;

g. Feedback on questions linked to area in courseware with the answer;

h. Exploratory functions—hot areas on screen;

i. Text entry for simple word recall, longer answer responses, or gather user information such as passwords;

j. Sliders—to allow user to select a choice or range of choices on a linear scale;

k. Timers—indicate passing time as user completes an exercise;

l. Simple simulations such as demonstrating sequence of keystrokes to perform basic commands in a software application;

m. Basic animations;

n. Testing, scoring, course management (tracking and reporting), and

o. Operational support (help, search (full-text and keyword based on metadata), glossary, dialogue boxes).

1.6 Delivery platform independence

1.6.1 ELearning products must be able to be delivered through multiple mechanisms (for example CBT (Computer-based training), WBT (Web-based training)). The solution must allow the ability to choose delivery mechanisms.

1.7 Dynamic content and flexible architecture

1.7.1 Unless stated otherwise in any resultant call-up / contract:

a. ELearning solutions must accommodate dynamic content. The solutions must permit changes to the underlying information (text and graphics/illustrations) while minimizing changes to the product.

b. ELearning solutions must accommodate changes to the overall architecture (beyond the information itself) in that new modules or components will need to be added and existing modules or components changed or discarded.

1.8 Easy to Navigate and maintain information structures

1.8.1 Information structures must be easily and intuitively navigable by novice users. The information and navigation structures must be easy to maintain.

1.9 Media and delivery mechanisms

1.9.1 The internet/intranet using browser technology will be used as the delivery environment. The product must support the applicable browser(s) as stated in the resulting call-up / contract. Unless stated otherwise in any resultant call-up / contract, plug-ins will not be permitted.

1.10 Reusability

1.10.1 The Offeror / Supplier must design with re-usability in mind. Content must be designed as reusable information objects that can be used as modular building blocks for larger learning structures such as lessons (Reusable Learning Objects). The use of metadata tags to describe information and learning objects facilitate rapid updating, searching, and management of content.

1.11 Performance tracking and assessment

1.11.1 The approach and extent of performance data collected will be a function of eLearning product requirements and the Information Management and Information Technology (IM/IT) infrastructure.

1.11.2 Performance Tracking and Assessment functionality may be required to conform to SCORM (Shareable Content Object Reference Model) as identified in any resultant call-up / contract. Use of Application Programming Interface (API) calls falling under SCORM (Shareable Content Object Reference Model) conformance must only be used if required by the client.

1.11.3 Performance Tracking and Assessment functionality may include any or all of the following:

  a. Performance assessment in a learning context;
  b. Basic student survey technique, collecting subjective data;
  c. Advanced forms of data collection including the use of a database;
  d. Collection of objective data, such as completion rates and times; and
  e. Ability to track the student's progress, to help them keep track of test scores and evaluations.

1.12 Searching

1.12.1 The approach and extent of eLearning product search functionality will be a function of the eLearning product requirements and the IM/IT (Information Management/Information Technology) infrastructure.

1.12.2 Searching capabilities can range from full-text searching within a product or directory, to field-based searching using metadata at the module, topic, sub-topic and keyword levels.

Appendix 2 to Annex A: Acronyms

API

Application Programming Interface

AT

Automated Training

CBT

Computer-based training

CFITES

Canadian Forces Individual Training and Education System

CLF

Common Look and Feel

DLN

Defence Learning Network

DND

Department of National Defence

EPS

Electronic Performance Support

GC

Government of Canada

HR

Human Resources

IM

Instant Messenging

IM/IT
Information Management and Information Technology

IP
Intellectual Property

IT
Information Technology

LCMS
Learning Content Management System

LMS
Learning Management System

NCR
National Capital Region

PC
Personal Computer

PMI
Project Management Institute

PMP
Project Management Professional

QA
Quality Assurance

SCORM
Shareable Content Object Reference Model

WBT
Web-based training

WCAG
Web Content Accessibility Guidelines

Date modified:

2019-11-13

Solicitation No. - N° de l'invitation	Amd. No. - N° de la modif.	Buyer ID - Id de l'acheteur
W0103-203822/A		VIC528
Client Ref. No. - N° de réf. du client	File No. - N° du dossier	CCC No./N° CCC - FMS No./N° VME
W0103-203822	W0103-203822	

ANNEX B

BASIS OF PAYMENT

The Bidder must complete the following tables for all line items.

The Bidder's Total Price is for evaluation purposes and does not represent a commitment on the part of Canada.

The bid prices are to be calculated as follows:

All estimated costs and rates must include the furnishing of all labour, materials, equipment, including tools, services, permit fees, and incidental costs, necessary or proper for the completion of the work, except as may be otherwise expressly provided in the Request for Proposal. All costs for overhead, profit, financing, general requirements, contingencies, etc. are to be included in the Contract amounts.

"Extras" will not be allowed. It is the responsibility of the Contractor to take into account traffic, weather and other common mitigating factors.

B1   FIRM FIXED WORK PAYMENTS

A work day is defined as 7.5 hours of work, exclusive of meal breaks. Monday to Friday and does not include federal statutory holidays.

The Bidder's financial proposal, this basis of payments and the "Work Plan-WBS" must address all the work and align.

Firm payments will be issued as follows, where a payment is indicated in italics and underlined the selected Contractor may negotiate the percentage (%) to be paid based on the level of effort for the particular payment upon Contract Award. Payment percentage negotiations must be completed before the Kick-off meeting for this Contract.

Table B1

Payment #	Deliverables	Estimated Days After Contract Award (ACA) to invoice and acceptance criteria	Percent of Firm Fixed Total To Invoice	Amount to be invoiced (applicable taxes extra)
1	Kick-off meeting, Agenda, Minutes (submitted, revised (as applicable) and acceptance by the TA, Revised and accepted Project Management Plan (See Section 5.1)	Estimated to be 15 days after Contract Award Invoice to be submitted upon acceptance of all deliverables by the TA.	3%	$_____
2	Progress Review Meeting #1 Agenda, presentation of Progress Report submitted, revised (as applicable) and accepted by the TA, Draft Minutes (submitted, revised (as applicable) and acceptance by the TA and Progress Report	45 days ACA Invoice to be submitted upon acceptance of all deliverables by the TA.	3%	$_____

3	3 sample Delivery (See Section 5.2) submitted, revised (as applicable) and accepted by the TA	60 days ACA Invoice to be submitted upon acceptance of all deliverables by the TA.	_10%_	$_____
4	Progress Review Meeting #2 Agenda, presentation of Progress Report submitted, revised (as applicable) and accepted by the TA, Draft Minutes (submitted, revised (as applicable) and acceptance by the TA and Progress Report	75 days ACA Invoice to be submitted upon acceptance of all deliverables by the TA.	3%	$_____
5	Progress Review Meeting #3 Agenda, presentation of Progress Report submitted, revised (as applicable) and accepted by the TA, Draft Minutes (submitted, revised (as applicable) and acceptance by the TA and Progress Report	105 days ACA Invoice to be submitted upon acceptance of all deliverables by the TA.	3%	$_____
7	Progress Review Meeting #4 Agenda, presentation of Progress Report submitted, revised (as applicable) and accepted by the TA, Draft Minutes (submitted, revised (as applicable) and acceptance by the TA and Progress Report	135 days ACA Invoice to be submitted upon acceptance of all deliverables by the TA.	7%	$_____
9	Progress Review Meeting #5 Agenda, presentation of Progress Report submitted, revised (as applicable) and accepted by the TA, Draft Minutes (submitted, revised (as applicable) and acceptance by the TA and Progress Report	165 days ACA Invoice to be submitted upon acceptance of all deliverables by the TA.	3%	$_____
10	Progress Review Meeting #6	196 days ACA	_7%_	$_____

	Agenda, presentation of Progress Report submitted, revised (as applicable) and accepted by the TA, Draft Minutes (submitted, revised (as applicable) and acceptance by the TA and Progress Report	Invoice to be submitted upon acceptance of all deliverables by the TA.		
11	Final Acceptance Phase 1	203 days ACA	*7%*	$_____
12	Progress Review Meeting #7 Agenda, presentation of Progress Report submitted, revised (as applicable) and accepted by the TA, Draft Minutes (submitted, revised (as applicable) and acceptance by the TA and Progress Report	224 days ACA Invoice to be submitted upon acceptance of all deliverables by the TA.	*7%*	$_____
13	Final DL Courseware Delivery Phase 1	231 days ACA	*10%*	$_____
14	Progress Review Meeting #8 Agenda, presentation of Progress Report submitted, revised (as applicable) and accepted by the TA, Draft Minutes (submitted, revised (as applicable) and acceptance by the TA and Progress Report	254 days ACA Invoice to be submitted upon acceptance of all deliverables by the TA.	7%	$_____
15	Final Acceptance Phase 2 Progress Review Meeting #9 Agenda, presentation of Progress Report submitted, revised (as applicable) and accepted by the TA, Draft Minutes (submitted, revised (as applicable) and acceptance by the TA and Progress Report	280 days ACA	*10%*	$_____
16	Final DL Courseware Delivery Phase 2	308 days ACA	*10%*	$_____

17	All DL Content final acceptance by DND Progress Review Meeting #10 Agenda, presentation of Progress Report submitted, revised (as applicable) and accepted by the TA, Draft Minutes (submitted, revised (as applicable) and acceptance by the TA and Final Progress Report/ RQ-OS DL System Design and Development Report (See Section 5.5)	322 days ACA	10%	$_____

<div align="right">

Subtotal Firm Requirement: $_____

Applicable Tax(es): $_____

Total Firm Requirement: $_____

</div>

B2   AS AND WHEN REQUESTED WORK - TASK AUTHORIZATION

The Contractor must use the Task Authorization processes and rates to perform all as and when requested work.

Per Diem Rates for Task Authorizations

The Contractor's proposed resource categories and fixed per diem rates in Table B2 hereunder to meet the Firm Fixed portion of the Work proposed in Table B1 above must be calculated using the same fixed per diem rates. The Contractor's proposed resource categories and fixed rates in Table B2 must also be applied to any work raised under the Task Authorization process during the first year of the Contract, specifically from the date of Contract Award for a period of one year.

A work day is defined as 7.5 hours of work, exclusive of meal breaks. The Bidder's proposed fixed per diem rates must be all inclusive rates, taking into account all related costs such as wages, benefits and disbursements, including but not limited to, business and administration overhead.

For evaluation purposes only, Table B2 and B3, column A Resource Days (Estimate) will be used for the following calculation: (A) Resource Days will be multiplied by (B) Per Diem Rate for each category to determine (C) Extended Price and then multiplied by (D) Option Year Per Diem Rate Increases. As and when requested Task Authorization processes will determine actual days.

Materiel mark-up percentage for Task Authorizations

The Contractor must indicate the percentage amount of material mark-up to include administrative overhead in the calculation of task authorization quotes for deliverables such as, but not limited to translation, text books, peripherals associated with delivery of the work.

The Contractor's rate for materiel mark-up under this Contract is _____% (The Bidder must propose this rate at bid submission.)

Travel and Living Expenses for Task Authorizations

Travel and Living expenses must be submitted in accordance with the Contract terms and conditions and approved in advance of travel by the Technical Authority.

Option Years per Diem Rate Increases

If activated, each option year per diem rate increase must not exceed ____% (D) per rate per activated option year. (The Bidder must propose this rate at bid submission.) Should the rate applied to any resource category exceed the Consumer Price Index in the applicable option year the lower of the two rates shall prevail.

Table B2

Contract <u>Year 1</u> **RESOURCE CATEGORY STREAMS**	Resource Days (Estimate) A	Per Diem Rate B	Extended Price C
STREAM 1 – STRATEGIC LEARNING ADVISORY SERVICES			
1.1: Senior Learning Advisor	8		
STREAM 2 – INSTRUCTIONAL DESIGN AND DEVELOPMENT SERVICES			
2.1.1: Senior Learning Designer	8		
2.1.2: Intermediate Learning Designer	30		
2.1.3: Junior Learning Designer	15		
2.2.1: Senior Content Subject Matter Expert	3		
2.2.2: Intermediate Content Subject Matter Expert	10		
2.2.3: Junior Content Subject Matter Expert	10		
2.3.1: Senior Technical Writer	4		
2.3.2: Intermediate Technical Writer	6		
2.3.3: Junior Technical Writer	20		
STREAM 3 – CUSTOM and RAPID eLearning PRODUCT PROGRAMMING			
3.1 Senior Advisor in e-Learning and Learning Technology	2		
3.2.1: Senior Custom eLearning Programmer	18		
3.2.2: Intermediate Custom eLearning Programmer	35		
3.2.3: Junior Custom eLearning Programmer	20		
3.3.1: Senior Rapid eLearning Programmer	10		
3.3.2: Intermediate Rapid eLearning Programmer	35		
3.3.3: Junior Rapid eLearning Programmer	25		
3.4 Senior Quality Assurance Specialist	3		
3.5.1: Senior Tester	6		
3.5.2: Intermediate Tester	15		
STREAM 4 – MULTI-MEDIA DESIGN AND DEVELOPMENT			
4.1.1: Senior Graphics Designer	8		
4.1.2: Intermediate Graphics Designer	26		
4.1.3: Junior Graphics Designer	15		
4.2: Photographer	2		
4.3.1: Senior Animator	8		

	Resource Days (Estimate) A	Rate B	Extended Price C
4.3.2: Intermediate Animator	20		
4.3.3: Junior Animator	15		
4.4: Video Producer	2		
4.5: Audio Producer	2		
4.6: Multimedia Director	2		
4.7: Narrator	2		
STREAM 5 – TRAINING DELIVERY			
5.1.1: Senior Instructor	5		
5.1.2: Intermediate Instructor	10		
5.1.3: Junior Instructor	2		
5.2.1: Senior Training Facilitator	2		
5.2.2: Intermediate Training Facilitator	6		
5.2.3: Junior Training Facilitator	2		
STREAM 6 - TRAINING EVALUATION SERVICES			
6.1 Evaluator	3		
STREAM 7 - TRAINING EVALUATION SERVICES			
7.1.1 Senior Project Manager	4		
7.1.2:Intermediate Project Manager	14		
7.1.3: Junior Project Manager	8		
Subtotal: As and When Requested Work by Task Authorization			

Table B3

Contract Year 2 RESOURCE CATEGORY STREAMS	Resource Days (Estimate) A	Rate B	Extended Price C
STREAM 1 – STRATEGIC LEARNING ADVISORY SERVICES			
1.1: Senior Learning Advisor	8		
STREAM 2 – INSTRUCTIONAL DESIGN AND DEVELOPMENT SERVICES			
2.1.1: Senior Learning Designer	8		
2.1.2: Intermediate Learning Designer	30		
2.1.3: Junior Learning Designer	15		
2.2.1: Senior Content Subject Matter Expert	3		
2.2.2: Intermediate Content Subject Matter Expert	10		
2.2.3: Junior Content Subject Matter Expert	10		
2.3.1: Senior Technical Writer	4		
2.3.2: Intermediate Technical Writer	6		
2.3.3: Junior Technical Writer	20		
STREAM 3 – CUSTOM and RAPID eLearning PRODUCT PROGRAMMING			
3.1 Senior Advisor in e-Learning and Learning Technology	2		
3.2.1: Senior Custom eLearning Programmer	18		
3.2.2: Intermediate Custom eLearning Programmer	35		
3.2.3: Junior Custom eLearning Programmer	20		
3.3.1: Senior Rapid eLearning Programmer	10		
3.3.2: Intermediate Rapid eLearning Programmer	35		

3.3.3: Junior Rapid eLearning Programmer	25		
3.4 Senior Quality Assurance Specialist	3		
3.5.1: Senior Tester	6		
3.5.2: Intermediate Tester	15		
STREAM 4 – MULTI-MEDIA DESIGN AND DEVELOPMENT			
4.1.1: Senior Graphics Designer	8		
4.1.2: Intermediate Graphics Designer	26		
4.1.3: Junior Graphics Designer	15		
4.2: Photographer	2		
4.3.1: Senior Animator	8		
4.3.2: Intermediate Animator	20		
4.3.3: Junior Animator	15		
4.4: Video Producer	2		
4.5: Audio Producer	2		
4.6: Multimedia Director	2		
4.7: Narrator	2		
STREAM 5 – TRAINING DELIVERY			
5.1.1: Senior Instructor	5		
5.1.2: Intermediate Instructor	10		
5.1.3: Junior Instructor	2		
5.2.1: Senior Training Facilitator	2		
5.2.2: Intermediate Training Facilitator	6		
5.2.3: Junior Training Facilitator	2		
STREAM 6 - TRAINING EVALUATION SERVICES			
6.1 Evaluator	3		
STREAM 7 - TRAINING EVALUATION SERVICES			
7.1.1 Senior Project Manager	4		
7.1.2:Intermediate Project Manager	14		
7.1.3: Junior Project Manager	8		
Subtotal: As and When Requested Work by Task Authorization			

Table B4

Option Year 1 RESOURCE CATEGORY STREAMS	Per Diem Rate From Contract Year 2	Percentage Increase	Per Diem Rate Option year 1
STREAM 1 – STRATEGIC LEARNING ADVISORY SERVICES			
1.1: Senior Learning Advisor			
STREAM 2 – INSTRUCTIONAL DESIGN AND DEVELOPMENT SERVICES			
2.1.1: Senior Learning Designer			
2.1.2: Intermediate Learning Designer			
2.1.3: Junior Learning Designer			
2.2.1: Senior Content Subject Matter Expert			
2.2.2: Intermediate Content Subject Matter Expert			
2.2.3: Junior Content Subject Matter Expert			

2.3.1: Senior Technical Writer			
2.3.2: Intermediate Technical Writer			
2.3.3: Junior Technical Writer			
STREAM 3 – CUSTOM and RAPID eLearning PRODUCT PROGRAMMING			
3.1 Senior Advisor in e-Learning and Learning Technology			
3.2.1: Senior Custom eLearning Programmer			
3.2.2: Intermediate Custom eLearning Programmer			
3.2.3: Junior Custom eLearning Programmer			
3.3.1: Senior Rapid eLearning Programmer			
3.3.2: Intermediate Rapid eLearning Programmer			
3.3.3: Junior Rapid eLearning Programmer			
3.4 Senior Quality Assurance Specialist			
3.5.1: Senior Tester			
3.5.2: Intermediate Tester			
STREAM 4 – MULTI-MEDIA DESIGN AND DEVELOPMENT			
4.1.1: Senior Graphics Designer			
4.1.2: Intermediate Graphics Designer			
4.1.3: Junior Graphics Designer			
4.2: Photographer			
4.3.1: Senior Animator			
4.3.2: Intermediate Animator			
4.3.3: Junior Animator			
4.4: Video Producer			
4.5: Audio Producer			
4.6: Multimedia Director			
4.7: Narrator			
STREAM 5 – TRAINING DELIVERY			
5.1.1: Senior Instructor			
5.1.2: Intermediate Instructor			
5.1.3: Junior Instructor			
5.2.1: Senior Training Facilitator			
5.2.2: Intermediate Training Facilitator			
5.2.3: Junior Training Facilitator			
STREAM 6 - TRAINING EVALUATION SERVICES			
6.1 Evaluator			
STREAM 7 - TRAINING EVALUATION SERVICES			
7.1.1 Senior Project Manager			
7.1.2:Intermediate Project Manager			
7.1.3: Junior Project Manager			

Table B5

Option **Year 2** **RESOURCE CATEGORY STREAMS**	Per Diem Rate From Option Year 1	Percentage Increase	Per Diem Rate Applicable to Option year 2
STREAM 1 – STRATEGIC LEARNING ADVISORY SERVICES			
1.1: Senior Learning Advisor			

STREAM 2 – INSTRUCTIONAL DESIGN AND DEVELOPMENT SERVICES			
2.1.1: Senior Learning Designer			
2.1.2: Intermediate Learning Designer			
2.1.3: Junior Learning Designer			
2.2.1: Senior Content Subject Matter Expert			
2.2.2: Intermediate Content Subject Matter Expert			
2.2.3: Junior Content Subject Matter Expert			
2.3.1: Senior Technical Writer			
2.3.2: Intermediate Technical Writer			
2.3.3: Junior Technical Writer			
STREAM 3 – CUSTOM and RAPID eLearning PRODUCT PROGRAMMING			
3.1 Senior Advisor in e-Learning and Learning Technology			
3.2.1: Senior Custom eLearning Programmer			
3.2.2: Intermediate Custom eLearning Programmer			
3.2.3: Junior Custom eLearning Programmer			
3.3.1: Senior Rapid eLearning Programmer			
3.3.2: Intermediate Rapid eLearning Programmer			
3.3.3: Junior Rapid eLearning Programmer			
3.4 Senior Quality Assurance Specialist			
3.5.1: Senior Tester			
3.5.2: Intermediate Tester			
STREAM 4 – MULTI-MEDIA DESIGN AND DEVELOPMENT			
4.1.1: Senior Graphics Designer			
4.1.2: Intermediate Graphics Designer			
4.1.3: Junior Graphics Designer			
4.2: Photographer			
4.3.1: Senior Animator			
4.3.2: Intermediate Animator			
4.3.3: Junior Animator			
4.4: Video Producer			
4.5: Audio Producer			
4.6: Multimedia Director			
4.7: Narrator			
STREAM 5 – TRAINING DELIVERY			
5.1.1: Senior Instructor			
5.1.2: Intermediate Instructor			
5.1.3: Junior Instructor			
5.2.1: Senior Training Facilitator			
5.2.2: Intermediate Training Facilitator			
5.2.3: Junior Training Facilitator			
STREAM 6 - TRAINING EVALUATION SERVICES			
6.1 Evaluator			
STREAM 7 - TRAINING EVALUATION SERVICES			
7.1.1 Senior Project Manager			
7.1.2:Intermediate Project Manager			
7.1.3: Junior Project Manager			

Table B6

Option Year 3 RESOURCE CATEGORY STREAMS	Per Diem Rate From Option Year 2	Percentage Increase	Per Diem Rate Applicable to Option year 3
STREAM 1 – STRATEGIC LEARNING ADVISORY SERVICES			
1.1: Senior Learning Advisor			
STREAM 2 – INSTRUCTIONAL DESIGN AND DEVELOPMENT SERVICES			
2.1.1: Senior Learning Designer			
2.1.2: Intermediate Learning Designer			
2.1.3: Junior Learning Designer			
2.2.1: Senior Content Subject Matter Expert			
2.2.2: Intermediate Content Subject Matter Expert			
2.2.3: Junior Content Subject Matter Expert			
2.3.1: Senior Technical Writer			
2.3.2: Intermediate Technical Writer			
2.3.3: Junior Technical Writer			
STREAM 3 – CUSTOM and RAPID eLearning PRODUCT PROGRAMMING			
3.1 Senior Advisor in e-Learning and Learning Technology			
3.2.1: Senior Custom eLearning Programmer			
3.2.2: Intermediate Custom eLearning Programmer			
3.2.3: Junior Custom eLearning Programmer			
3.3.1: Senior Rapid eLearning Programmer			
3.3.2: Intermediate Rapid eLearning Programmer			
3.3.3: Junior Rapid eLearning Programmer			
3.4 Senior Quality Assurance Specialist			
3.5.1: Senior Tester			
3.5.2: Intermediate Tester			
STREAM 4 – MULTI-MEDIA DESIGN AND DEVELOPMENT			
4.1.1: Senior Graphics Designer			
4.1.2: Intermediate Graphics Designer			
4.1.3: Junior Graphics Designer			
4.2: Photographer			
4.3.1: Senior Animator			
4.3.2: Intermediate Animator			
4.3.3: Junior Animator			
4.4: Video Producer			
4.5: Audio Producer			
4.6: Multimedia Director			
4.7: Narrator			
STREAM 5 – TRAINING DELIVERY			
5.1.1: Senior Instructor			
5.1.2: Intermediate Instructor			
5.1.3: Junior Instructor			
5.2.1: Senior Training Facilitator			
5.2.2: Intermediate Training Facilitator			

5.2.3: Junior Training Facilitator		
STREAM 6 - TRAINING EVALUATION SERVICES		
6.1 Evaluator		
STREAM 7 - TRAINING EVALUATION SERVICES		
7.1.1 Senior Project Manager		
7.1.2:Intermediate Project Manager		
7.1.3: Junior Project Manager		

Table B7

a	Subtotal Firm Requirement (Table B1)	$
	Applicable Taxes	$
	Total Firm Requirement (Limitation of Expenditure)	$
	Contract Year 1 and 2 Task Authorization Estimated Value (Amount to be established by DND at Contract Award)	$
	Total Estimated Contract Value	$
b	Contract Year 1 Subtotal Task Authorization Work (Table B2)	$
c	Contract Year 2 Subtotal Task Authorization Work (Table B3)	$
d	Option year 1 Subtotal Task Authorization Work (Table B4) (Rate Increase multiplied by Contract Year 2 rates) Subtotal	$
	Bidder's Total Price for Evaluation Purposes Only a + b + c + d	$

Solicitation No. - N° de l'invitation	Amd. No. - N° de la modif.	Buyer ID - Id de l'acheteur
W0103-203822/A		VIC528
Client Ref. No. - N° de réf. du client	File No. - N° du dossier	CCC No./N° CCC - FMS No./N° VME
W0103-203822	W0103-203822	

ANNEX C

SECURITY REQUIREMENTS CHECK LIST

Contract Number / Numéro du contrat
W0103-203822
Security Classification / Classification de sécurité
UNCLAS

Government Gouvernement
of Canada du Canada

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 **DND**

2. Branch or Directorate / Direction générale ou Direction **NPTG**

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

Once a distributed learning program has been developed for Martech RQOS, contractors may need to come to the Workpoint location to have source files scrubbed, upload in the DLN, validate, and test the content/function in the LMS. This may require a DLN account (which requires a DWAN account).

5. a) Will the supplier require access to Controlled Goods?
Le fournisseur aura-t-il accès à des marchandises contrôlées? — ✓ No / Non — 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? — ✓ No / Non — 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) — No / Non — ✓ 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. — ✓ No / Non — 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? — ✓ No / Non — 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 ✓	NATO / OTAN	Foreign / Étranger

7. b) Release restrictions / Restrictions relatives à la diffusion

No release restrictions Aucune restriction relative à la diffusion	✓	All NATO countries Tous les pays de l'OTAN		No release restrictions Aucune restriction relative à la diffusion	
Not releasable À ne pas diffuser					
Restricted to: / Limité à :		Restricted to: / Limité à :		Restricted to: / Limité à :	
Specify country(ies): / Préciser le(s) pays :		Specify country(ies): / Préciser le(s) pays :		Specify country(ies): / Préciser le(s) pays :	

SM

7. c) Level of information / Niveau d'information

Canada		NATO		Foreign / Étranger	
PROTECTED A / PROTÉGÉ A	✓	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ		PROTECTED A / PROTÉGÉ A	
PROTECTED B / PROTÉGÉ B		NATO RESTRICTED / NATO DIFFUSION RESTREINTE		PROTECTED B / PROTÉGÉ B	
PROTECTED C / PROTÉGÉ C		NATO CONFIDENTIAL / NATO CONFIDENTIEL		PROTECTED C / PROTÉGÉ C	
CONFIDENTIAL / CONFIDENTIEL		NATO SECRET / NATO SECRET		CONFIDENTIAL / CONFIDENTIEL	
SECRET / SECRET		COSMIC TOP SECRET / COSMIC TRÈS SECRET		SECRET / SECRET	
TOP SECRET / TRÈS SECRET				TOP SECRET / TRÈS SECRET	
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT)				TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT)	

TBS/SCT 350-103(2004/12)

Canada

PART A (continued) / PARTIE A (suite)

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

☑ No/Non ☐ Yes/Oui

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?

☑ No/Non ☐ Yes/Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :
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

☑ RELIABILITY STATUS / COTE DE FIABILITÉ
☐ CONFIDENTIAL / CONFIDENTIEL
☐ SECRET / SECRET
☐ TOP SECRET / TRÈS SECRET

☐ TOP SECRET– SIGINT / TRÈS SECRET – SIGINT
☐ NATO CONFIDENTIAL / NATO CONFIDENTIEL
☐ NATO SECRET / NATO SECRET
☐ COSMIC TOP SECRET / COSMIC TRÈS SECRET

☐ SITE ACCESS / ACCÈS AUX EMPLACEMENTS

Special comments:
Commentaires spéciaux : _____

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

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?

☑ No/Non ☐ Yes/Oui

If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté?

☐ No/Non ☐ Yes/Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

☑ No/Non ☐ Yes/Oui

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

☑ No/Non ☐ Yes/Oui

PRODUCTION

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

☑ No/Non ☐ Yes/Oui

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

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

☑ No/Non ☐ Yes/Oui

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

☑ No/Non ☐ Yes/Oui

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

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
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, classifier 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, classifier le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

Security Classification / Classification de sécurité
UNCLAS

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
Jayna Cayer	Program Manager	CAYER, JAYNA 736 Digitally signed by CAYER, JAYNA 736 Date: 2019.08.26 14.11.06 -07'00'

Telephone No. - N° de téléphone	Facsimile No - N° de télécopieur	E-mail address - Adresse courriel	Date
250-363-7378		Jayna.Cayer@forces.gc.ca	26 August 2019

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 Tel: 613-996-0286		

Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
	E-mail: sasa.medjovic@forces.gc.ca		2019 — Sept 18 sm

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?

o Non ☐   Yes 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
Vikenti Gorokhovski **Contract Security Officer, Contract Security Division** vikenti.gorokhovski@tpsgc-pwgsc.gc.ca **Tel/Tél 613-957-9337**		

Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date

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W0103-203822

File No. - N° du dossier
W0103-203822

CCC No./N° CCC - FMS No./N° VME

ANNEX D

TECHNICAL EVALUATION

TECHNICAL EVALUATION – MANDATORY CRITERIA

TOTAL BID EVALUATION: 100%
The Technical Evaluation accounts for 60% of the Total Bid Evaluation.
The Price Evaluation accounts for 40% of the Total Bid Evaluation.

To be considered responsive, proposals must meet all of the mandatory criteria specified in the solicitation document. Proposals not meeting the mandatory criteria will be considered non-responsive and will not be assessed further.

MANDATORY

Table C- 1: Mandatory Criteria

	Description	Met	Not Met	Reference to Bidder's Technical Proposal
M1	Bidder must demonstrate ability to complete: Final Acceptance for all Phase 1 content must be completed (accepted by DND TA) by no later than CA +30 weeks (Targeting end August 2020); and Final Acceptance for all Phase 2 content must be completed (accepted by DND TA) by no later than CA +42 weeks (Targeting End November 2020)			
M2	Project Plan WBS submission covers all lesson objectives (LO) including EC and PCs identified in ANNEX A: Appendix 2			
M3	Contractor certifies that its Key Resources, as required to be identified in section 5.1 and all resource categories and levels identified in Annex B Basis of Payments, meet or exceed the Occupational Minimum Mandatory Qualifications for the respective category streams and applicable levels as defined in PSPC's Professional Services- Learning Services Standing Offer/Supply Arrangement: E60ZH-1800LS/C ANNEX A: Appendix 3			

The Bidder must demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. The Bidder must demonstrate their ability to carry out the work in a thorough, concise and clear manner and failure to do so in their bid may result in a lower evaluation score or a determination of non-compliance.

The Bidder's bid should address clearly and in sufficient depth, the points that are subject to the Evaluation Criteria against which the bid will be evaluated. In order to facilitate the evaluation of the bid, Canada requests that the Bidder address and present topics in the order of the Evaluation Criteria under the same headings herein.

RATED CRITERIA (60%)

To be awarded full points for their submission, the bidder must clearly demonstrate how they meet the respective criteria below. Vague or missing information may result in lower or nil points awarded.

Minimum Score
To be considered Compliant, bidder must achieve minimum 40% on each of the 4 categories and 60% overall.

Table C- 2: Rated Criteria - Scoring Matrix

CATEGORY	MAXIMUM SCORE	MINIMUM SCORE	SCORE
Content Example: SKILL	250	100	
Content Example: KNOWLEDGE	250	100	
PROJECT PLAN	300	120	
EXPERIENCE	200	80	
		Minimum Overall Score	
TOTAL POINTS	**1000**	**600**	

Submission of Content Examples
Bidders must submit samples for 2 (two) different DL lessons to be used for evaluation purposes; 1 (one) to be used for Skill evaluation and 1 (one) to be used for Knowledge evaluation. Between the two samples, the bidder shall demonstrate their range of interactivity and instructional design and delivery.

These sample product must be viewable on an internet web browser and/or with Windows 10 based standard software. If more than one sample for each. Only one submission for each learning type will be evaluated.

Submission of Content Example: SKILL (Total Score 250)
The bidder must submit an example of an e-learning product developed for teaching a SKILL (or practical) training related to technical training and education.

Table C- 3: Rated Criteria – Content Assessment for Skill

	Description	Criteria	Score	Weight	TOTAL (S x W)
R1	Use of Interactive Multimedia Instruction (IMI) quality	Not Acceptable Lesson was not able to be viewed or run Simple Text or document reading only No knowledge checks No/very minimal interactivity	0	4	
		Limited IMI overly or under-utilized and/or poorly linked to learning objective Very choppy/problematic course delivery due to use of interactivity.	3		

		Ex over: 3D engine room to teach diesel theory, Excessive graphics that distract from the knowledge retention. Ex Under: No animations when explaining dynamic process, basic Multiple choice knowledge checks throughout, mostly text reading, many graphics to fuzzy/grey scale and cannot convey knowledge expected			
		Acceptable Blended use of interactivity. Some basic animations but could use improvement Only minor over or under utilization of animations and graphics which limit learning ability. Consistent look and feel throughout lesson	7		
		Excellent Good blend of interactivity Good balance of engagement and knowledge retention Smooth running lesson Good use of animation/videos match to learning objective	10		
R2	Ease of use for Learning	Not Acceptable Lesson was not able to be viewed or run. Unable to understand learning objective.	0		
		Limited Difficult to understand/use the courseware Difficult to diagnose learning objective	3	4	
		Acceptable Some but not all parts easy to use. Understood basic learning objectives	7		
		Excellent Simple easy to use throughout Clear and precise Learning Objectives understood	10		
R3	Relevance to RFP Subject Matter	Not Acceptable The lesson demonstrated is not in any way linked to some of the subject matter requested to be developed in this RFP Ex. Lesson on cooking, dental hygiene, sports instruction etc.	0	2.5	
		Limited	3		

		Only minor comparison to some of the requested subject matter, but mostly not associated. Ex. Car Maintenance			
		Acceptable Similar topic(s) to the requested subject matter Ex. Non-marine Diesel, Shore Power generation/Distribution, or Aircraft maintenance tasks	7		
		Excellent Lesson covers almost identical content to some of the requested subject matter Ex. Marine Diesel, Similar pumps, Marine small engine maintenance, or Marine Gas Turbine Engines maintenance tasks	10		
R4	Level of User Engagement	Not Acceptable Lesson presented was not able to be completed or did not function	0		
		Limited Lesson had low levels of user interactivity and was not engaging Simple click through slides with low level of graphics	3	6	
		Acceptable Lesson had elements designed to captivate the user and encourage learning	7		
		Excellent Lesson presented had advanced tactics for user engagement and strong incentives to complete the course and learn.	10		
R5	Videos/graphics/animation quality	Not Acceptable Lesson presented contained very little to no video, graphics or animations, did not function or were not relevant to the lesson	0		
		Limited Lesson presented had minimal, poor quality graphics, some problems with viewing content or only minor relevance to the lesson	3	6	
		Acceptable Lesson presented had appropriate and quality graphics that were used as a part of instruction. Some minor inconsistencies between graphics.	7		
		Excellent Lesson presented maximized the quality and use of graphics to optimize learning and create an exciting lesson.	10		

		Consistent look and feel throughout lesson			
R6	Assessment Strategy	Not Acceptable The assessment with lesson provided was incomplete, the assessment could not be completed or was unrelated to the lesson	0	2.5	
		Limited The assessment provided with the lesson was very basic, with little variability in questions, was easy to cheat or poorly assessed the student on their learning outcome from the lesson	3		
		Acceptable The assessment provided with the lesson was of good quality, with some variability in questions, difficult to cheat or soundly assessed the student on their learning outcome from the lesson	7		
		Excellent The assessment provided with the lesson was high quality, numerous types of questions and mix of answers, very difficult to cheat or provided high fidelity in the student on their learning outcome from the lesson	10		
Overall					
TOTAL				**25**	**/250**

Submission of Content Example: KNOWLEDGE (Total Score 250)

The bidder must submit an example of an e-learning product developed for teaching a KNOWLEDGE (or Academic) training related to technical training and education.

Table C- 4: Rated Criteria – Content Assessment for Knowledge

	Description	**Criteria**	**Score**	**Weight**	**TOTAL (S x W)**
R7	Use of Interactive Multimedia Instruction	Not Acceptable Lesson was not able to be viewed or run Simple Text or document reading only No knowledge checks No/very minimal interactivity	0	4	
		Limited IMI overly or under-utilized and/or poorly linked to learning objective Very choppy/problematic course delivery due to use of interactivity. Ex over: 3D engine room to teach diesel theory, Excessive graphics that distract from the knowledge retention.	3		

		Ex Under: No animations when explaining dynamic process, basic Multiple choice knowledge checks throughout, mostly text reading, many graphics to fuzzy/grey scale and cannot convey knowledge expected			
		Acceptable Blended use of interactivity. Some basic animations but could use improvement Only minor over or under utilization of animations and graphics which limit learning ability. Consistent look and feel throughout lesson	7		
		Excellent Good blend of interactivity Good balance of engagement and knowledge retention Smooth running lesson Good use of animation/videos match to learning objective	10		
R8	Ease of use for Learning	Not Acceptable Lesson was not able to be viewed or run. Unable to understand learning objective.	0		
		Limited Difficult to understand/use the courseware Difficult to diagnose learning objective	3	4	
		Acceptable Some but not all parts easy to use. Understood basic learning objectives	7		
		Excellent Simple easy to use throughout Clear and precise Learning Objectives understood	10		
R9	Relevance to subject matter	Not Acceptable The lesson demonstrated is not in any way linked to some of the subject matter requested to be developed in this RFP Ex. Lesson on typing, art design, biology etc.	0		
		Limited Only minor comparison to some of the requested subject matter, but mostly not associated. Ex. Car Maintenance, aircraft design,	3	2.5	
		Acceptable Similar topic(s) to the requested subject matter Ex. Non-marine Diesel, Shore Power generation/Distribution, Applied Physics	7		
		Excellent Lesson covers almost identical content to some of the requested subject matter	10		

		Ex. Marine Diesel, Similar pumps, Marine small engine maintenance, or Marine Gas Turbine Engines Theory			
R10	Level of User Engagement	Not Acceptable Lesson presented was not able to be completed or did not function	0	6	
		Limited Lesson had low levels of user interactivity and was not engaging Simple click through slides with low level of graphics	3		
		Acceptable Lesson had elements designed to captivate the user and encourage learning	7		
		Excellent Lesson presented had advanced tactics for user engagement and strong incentives to complete the course and learn.	10		
R11	Videos/graphics/animation quality	Not Acceptable Lesson presented contained very little to no video, graphics or animations, did not function or were not relevant to the lesson	0	6	
		Limited Lesson presented had minimal, poor quality graphics, some problems with viewing content or only minor relevance to the lesson	3		
		Acceptable Lesson presented had appropriate and quality graphics that were used as a part of instruction. Some minor inconsistencies between graphics.	7		
		Excellent Lesson presented maximized the quality and use of graphics to optimize learning and create an exciting lesson. Consistent look and feel throughout lesson	10		
R12	Assessment Strategy	Not Acceptable The assessment with lesson provided was incomplete, the assessment could not be completed or was unrelated to the lesson	0	2.5	
		Limited The assessment provided with the lesson was very basic, with little variability in questions, was easy to cheat or poorly assessed the student on their learning outcome from the lesson	3		
		Acceptable The assessment provided with the lesson was of good quality, with some variability in questions, difficult to cheat or soundly assessed the student on their learning outcome from the lesson	7		
		Excellent The assessment provided with the lesson was high quality, numerous types of	10		

	questions and mix of answers, very difficult to cheat or provided high fidelity in the student on their learning outcome from the lesson			
TOTAL			**25**	**/250**

Submission of PROJECT PLAN (Total Score 300)

The Bidder must submit a project plan for evaluation with the following criteria.

Table C- 5: Rated Criteria – Project Plan

Description	Criteria	Relative Pts	Weight	TOTAL
R13 Timing Phase 1 submission for Final Acceptance	Within 30 Weeks	2	12	
	Within 26 Weeks	5		
	Within 22 Weeks	7		
	Within 18 Weeks	10		
R14 Timing Phase 2 submission for Final Acceptance	Within 42 Weeks	2	10	
	Within 34 Weeks	5		
	Within 28 Weeks	7		
	Within 23 Weeks	10		
R15 WBS (detailed, realistic, readable)	Not Acceptable Lacks detail, unrealistic schedule or expectations, not clear, SOW milestones not all identified	2	4	
	Limited Vague but broadly accurate, feasibility is questionable, lack of clarity behind how milestones will be achieved, unnecessarily complicated or to too simple	5		
	Acceptable Reasonably clear plan that covers minimum required milestones and seems achievable.	7		
	Excellent Explicit, achievable plan with detailed and appropriate milestones that go beyond minimum requirements and easily understood	10		

R16	Resource use identified	Not Acceptable minimal detail or clarity over resource type, allocation and/or use	2		
		Limited Vague but, feasible use of resources to accomplish plan or resource allocation may be unrealistic or inappropriate	5		
		Acceptable Clear resource definition and allocation but not completely aligned with plan expectations	7	4	
		Excellent Clear resource definition and allocation well aligned with project plan to confidently execute the work	10		
TOTAL				**30**	**/300**

Submission of EXPERIENCE (Total Score 200) (MINIMUM 80)

The Bidder's submission must demonstrate their experience with developing e-learning solutions using the specific work experiences of the proposed Key Resources. This experience will be assessed on the LENGTH of time the bidder's Key Resources have been developing training and the relevance or STRENGTH of that experience. The Bidder must indicate if only partial responsibility related to development projects was submitted for experience evaluation and partial points may be given.

The Bidder is encouraged to clearly name, link and define the length and strength of each Key Resource's work experience and identify how each Key Resource meets the rated criteria below. Lack of detail in any of these criteria will result in lower or nil score.

The following table will be used to score the combined experience of the 5 proposed Key Resources from Section 5.1.5 as a group. Table C-6 is the experience scoring matrix applied to each aspect of experience and Table C-7 is the scoring grid that identifies the scores, the weights and calculation of the Bidder's Total Experience Score.

Table C- 6: Rated Criteria - Experience Scoring Matrix

LENGTH of Experience - Length of time working on projects	Score
0 to 6 months	0
6 months to < 1 years	2
1 years to < 2 years	3
2 years to < 3 years	5
3 years to < 5 years	8
5 years or more	10

STRENGTH of Experience - Size/scope/number of projects - Relation to Marine Technician Training - Level of difficulty (Large quantity of projects will be balanced against the size of the projects. I.e. Small number of complex is similar to large number of moderate projects. Projects with marine technician flavour increase strength score.)	Score
Weak Small (less than a day of training), No/weak complexity (minimal interactivity), very few projects Development projects unrelated to Marine Technician Training Little design/development work during project (cursory involvement or <10% of project development time spent on design/development)	2.5
Moderate Moderate (1 day to 1 week of training), moderate complexity or few projects Development projects only moderately related to Marine Technician Training Moderate design/development work during project (regular involvement, between 11% and 40% of project development time spent on design/development)	5
Above Average Lengthy (>1 week to 1 Month of training), complex (advanced interactivity) or numerous projects Development projects only indirectly related to Marine Technician Training Significant design/development work during project (Design/development role a key part of project for project, between 41% and 70% of project development time spent on design/development)	7.5
Strong Lengthy course (>1month of training), very complex (highly interactive/multiple types of interactivity) or very large number of projects Development projects directly related to Marine Technician Training Very heavy design/development work during project, (Design Lead , Primary involvement, between 71% and 100% of project development time spent on design/development)	10

Table C- 7: Rated Criteria – Key Resources Experience Weighted Score

		LENGTH SCORE (See Table C6 for criteria)	STRENGTH SCORE (See Table C6 for criteria)	Weight	TOTAL (LxSxW)/10
R17	Experience with DND, RCN, or other Navy's with e-Learning training development			4	

R18	Experience with RCN or marine industry technician training			4	
R19	Experience with marine technician Training Development			4	
R20	Experience with DL Development			4	
R21	Experience in working with Defence Learning Network, or other (3rd party) Learning Management systems			4	
BIDDER'S EXPERIENCE TOTAL SCORE				**20**	**/200**

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W0103-203822/A		VIC528
Client Ref. No. - N° de réf. du client	File No. - N° du dossier	CCC No./N° CCC - FMS No./N° VME
W0103-203822	W0103-203822	

ANNEX E to PART 3 OF THE BID SOLICITATION

ELECTRONIC PAYMENT INSTRUMENTS
As indicated in Part 3, clause 3.1.2, the Bidder must complete the information requested below, to identify which electronic payment instruments are accepted for the payment of invoices.

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

( ) VISA Acquisition Card;

( ) MasterCard Acquisition Card;

( ) Direct Deposit (Domestic and International);

( ) Electronic Data Interchange (EDI);

( ) Wire Transfer (International Only);

( ) Large Value Transfer System (LVTS) (Over $25M)

Solicitation No. - N° de l'invitation	Amd. No. - N° de la modif.	Buyer ID - Id de l'acheteur
W0103-203822/A		VIC528
Client Ref. No. - N° de réf. du client	File No. - N° du dossier	CCC No./N° CCC - FMS No./N° VME
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ANNEX F to PART 5 OF THE BID SOLICITATION

FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit Employment and Social Development Canada (ESDC) – Labour's website.

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

Complete both A and B.

A. Check only one of the following:

( ) A1.   The Bidder certifies having no work force in Canada.

( ) A2.   The Bidder certifies being a public sector employer.

( ) A3.   The Bidder certifies being a federally regulated employer being subject to the Employment Equity Act.

( ) A4.   The Bidder certifies having a combined work force in Canada of less than 100 permanent full-time and/or permanent part-time employees.

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

    ( ) A5.1.   The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with ESDC-Labour.

OR

    ( ) A5.2.   The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

( ) B1.   The Bidder is not a Joint Venture.

OR

( ) B2.   The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)

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ANNEX G

DND626 TASK AUTHORIZATION FORM

National Defence — Défense nationale

TASK AUTHORIZATION
AUTORISATION DES 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. – N° du contrat

Task no. – N° de la tâche

Amendment no. – N° de la modification	Increase/Decrease – Augmentation/Réduction	Previous value – Valeur précédente

To – À

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. Invoices/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 les délais prescrits. Les factures doivent être établies selon les instructions énoncées dans le contrat.

Delivery location – Expédiez à

_____   _____
Date   for the Department of National Defence
                                                   pour le ministère de la Défense nationale

Delivery/Completion date – Date de livraison/d'achèvement

Contract item no. N° d'article du contrat	Services	Cost Prix
	GST/HST TPS/TVH	
	Total	

APPLICABLE ONLY TO PWGSC CONTRACTS: The Contract Authority signature is required when the total value of the DND 626 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 du formulaire DND 626 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

DND 626 (01-05)

Design: Forms Management 993-4050
Conception : Gestion des formulaires 993-4062

Instructions for completing
DND 626 - Task Authorization

Contract no.
Enter the PWGSC contract number in full.

Task no.
Enter the sequential Task number.

Amendment no.
Enter the amendment number.when the original Task is amended to change the scope or the value.

Increase/Decrease
Enter the increase or decrease total dollar amount including taxes.

Previous value
Enter the previous total dollar amount including taxes.

To
Name of the contractor.

Delivery location
Location where the work will be completed, if other than the contractor's location.

Delivery/Completion date
Completion date for the task.

for the Department of National Defence
Signature of the DND person who has delegated **Authority** for signing DND 626 (level of authority based on the dollar value of the task and the equivalent signing authority in the PAM 1.4). **Note:** the person signing in this block ensures that the work is within the scope of the contract, that sufficient funds remain in the contract to cover this task and that the task is affordable within the Project/Unit budget.

Services
Define the requirement briefly (attach the SOW) and identify the cost of the task using the contractor's quote on the level of effort. The Task must use the basis of payment stipulated in the contract. If there are several basis of payment then list here the one(s) that will apply to the task quote (e.g. milestone payments; per diem rates/labour category hourly rates; travel and living rates; firm price/ceiling price, etc.). All the terms and conditions of the contract apply to this Task Authorization and cannot be ignored or amended for this task. Therefore it is not necessary to restate these general contract terms and conditions on the DND 626 Task form.

Cost
The cost of the Task broken out into the individual costed items in **Services**.

GST/HST
The GST/HST cost as appropriate.

Total
The total cost of the task. The contractor may not exceed this amount without the approval of DND indicated on an amended DND 626. The amendment value may not exceed 50% (or the percentage for amendments established in the contract) of the original value of the task authorization. The total cost of a DND 626, including all amendments, may not exceed the funding limit identified in the contract.

Applicable only to PWGSC contracts
This block only applies to those Task Authorization contracts awarded by PWGSC. The contract will include a specified threshold for DND sole approval of the DND 626 and a percentage for DND to approve amendments to the original DND 626. Tasks that will exceed these thresholds must be passed to the PWGSC Contracting Authority for review and signature prior to authorizing the contractor to begin work.

Note:
Work on the task may not commence prior to the date this form is signed by the DA Authority - for tasks within the DND threshold; and by both DND and PWGSC for those tasks over the DND threshold.

Instructions pour compléter le formulaire
DND 626 - Autorisation des tâches

Nº du contrat
Inscrivez le numéro du contrat de TPSGC en entier.

Nº de la tâche
Inscrivez le numéro de tâche séquentiel.

Nº de la modification
Inscrivez le numéro de modification lorsque la tâche originale est modifiée pour en changer la portée.

Augmentation/Réduction
Inscrivez le montant total de l'augmentation ou de la diminution, y compris les taxes.

Valeur précédente
Inscrivez le montant total précédent, y compris les taxes.

À
Nom de l'entrepreneur.

Expédiez à
Endroit où le travail sera effectué, si celui-ci diffère du lieu d'affaires de l'entrepreneur.

Date de livraison/d'achèvement
Date d'achèvement de la tâche.

pour le ministère de la Défense nationale
Signature du représentant du MDN auquel on a délégué le **pouvoir d'approbation** en ce qui a trait à la signature du formulaire DND 626 (niveau d'autorité basé sur la valeur de la tâche et le signataire autorisé équivalent mentionné dans le MAA 1.4). **Nota :** la personne qui signe cette attache de signature confirme que les travaux respectent la portée du contrat, que suffisamment de fonds sont prévus au contrat pour couvrir cette tâche et que le budget alloué à l'unité ou pour le projet le permet.

Services
Définissez brièvement le besoin (joignez l'ET) et établissez le coût de la tâche à l'aide de la soumission de l'entrepreneur selon le niveau de difficulté de celle-ci. Les modalités de paiement stipulées dans le contrat s'appliquent à la tâche. Si plusieurs d'entre elles sont prévues, énumérez ici celle/celles qui s'appliquera/ront à la soumission pour la tâche à accomplir (p.ex. acompte fondé sur les étapes franchies; taux quotidien ou taux horaire établi selon la catégorie de main-d'œuvre; frais de déplacement et de séjour; prix fixe ou prix plafond; etc.). Toutes les modalités du contrat s'appliquent à cette autorisation de tâche et ne peuvent être négligées ou modifiées quant à la tâche en question. Il n'est donc pas nécessaire de répéter ces modalités générales afférentes au contrat sur le formulaire DND 626.

Prix
Mentionnez le coût de la tâche en le répartissant selon les frais afférents à chaque item mentionné dans la rubrique **Services**.

TPS/TVH
Mentionnez le montant de la TPS/TVH, s'il y lieu.

Total
Mentionnez le coût total de la tâche. L'entrepreneur ne peut dépasser ce montant sans l'approbation du MDN, formulaire DND 626 modifié à l'appui. Le coût de la modification ne peut pas être supérieur à 50 p. 100 du montant initial prévu dans l'autorisation de tâche (ou au pourcentage prévu dans le contrat pour les modifications). Le coût total spécifié dans le formulaire DND 626, y compris toutes les modifications, ne peut dépasser le plafond de financement mentionné dans le contrat.

Ne s'applique qu'aux contrats de TPSGC
Le présent paragraphe s'applique uniquement aux autorisations de tâche accordées par TPSGC. On inscrira dans le formulaire DND 626 un plafond précis qui ne pourra être approuvé que par le MDN et un pourcentage selon lequel le MDN pourra approuver des modifications au formulaire DND 626 original. Les tâches dont le coût dépasse ces plafonds doivent être soumises à l'autorité contractante de TPSGC pour examen et signature avant qu'on autorise l'entrepreneur à débuter les travaux.

Nota :
Les travaux ne peuvent commencer avant la date de signature de ce formulaire par le responsable du MDN, pour les tâches dont le coût est inférieur au plafond établi par le MDN, et par le MDN et TPSGC pour les tâches dont le coût dépasse le plafond établi par le MDN.