



Bid Receiving - PWGSC

11 Laurier Street

Place du Portage, Phase III

Core 0B2

Gatineau Quebec K1A 0S5

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 or attached hereto, the supplies and services listed herein or on any attached sheets at the price(s) set out therefor.

Propositions 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 articles et les services énumérés ici et sur toute feuille ci-annexée, au(x) prix indiqué(s).

Date of Solicitation - Date de l'invitation 2020-01-30		Page 1 of 49 de
Address inquiries to - Adresser toute demande de renseignements à : Heather.Adams@tpsgc-pwgsc.gc.ca		
Area code and Telephone No. Code régional et N° de téléphone	Facsimile No. N° de télécopieur	
Destination National Capital Region		

Instructions:
Municipal taxes are not applicable.

Unless otherwise specified herein by the Crown, all prices quoted are to be net prices in Canadian funds including Canadian customs duties, excise taxes, and are to be F.O.B, including all delivery charges to destination(s) as indicated. The amount of the Goods and Services Tax is to be shown as a separate item.

Instructions:
Les taxes municipales ne s'appliquent pas.

Sauf indication contraire, énoncée par la Couronne, dans les présentes, tous les prix indiqués sont des prix nets, en dollars canadiens, comprenant les droits de douane canadiens, la taxe d'accise et doivent être F.A.B, y compris tous frais de livraison à la (aux) destination(s) indiquée(s). La somme de la taxe sur les produits et services devra être un article particulier.

Solicitation No. - N° de l'invitation 10069799	Type - Genre	Update - Mise à jour
Solicitation closes - L'invitation prend fin at - à 2:00 pm EST on - le 2020-03-09	PWGSC File No. - N° de référence de TPSGC 10069799	

↩ Please ensure this area appears in window of return envelope
↪ S'assurer que cette partie figure dans la fenêtre de l'enveloppe-réponse

Delivery required - Livraison exigée	Delivery offered - Livraison proposée
Vendor Name and Address - Raison sociale et adresse du fournisseur	
Facsimile No. - N° de télécopieur	
Telephone No. - N° de téléphone	
Name and title of person authorized to sign on behalf of vendor (type or print) - Nom et titre de la personne autorisée à signer au nom du fournisseur (caractère d'impression)	
Signature	Date

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PART 1 - GENERAL INFORMATION

1.1 Introduction

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

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

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

1.2 Summary

- 1.2.1 Public Works and Government Services Canada (PWGSC) is in the process of developing a comprehensive accessibility procurement strategy as described in the Statement of Work (SOW). The Contractor would be expected to supply a complete solution to this business opportunity, manage the overall project and accept responsibility for the outcome.

The project will be undertaken in two stages:

- a. Conducting technical accessibility workshops with stakeholder groups to validate the category lists and subsequent accessibility considerations, technical specifications and standards.
- b. Conducting market analysis on accessible goods and services. The market analysis, along with workshop findings will be used to enhance and prioritize the category groupings to remove barriers for persons with disability.

It is intended to result in the award of one (1) or more contract(s).

- 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](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

1.2.3 The requirement is subject to the provisions of the following trade agreements:

- World Trade Organization Agreement on Government Procurement (WTO-AGP);
- North American Free Trade Agreement (NAFTA);
- Canada-Chile Free Trade Agreement (CCFTA);
- Canada-Peru Free Trade Agreement (CPFTA);
- Canada-Colombia Free Trade Agreement;
- Canada-Korea Free Trade Agreement;
- Canada-Panama Free Trade Agreement;
- Canada-Honduras Free Trade Agreement;
- Canada-Ukraine Free Trade Agreement;
- Canada-European Union Comprehensive Economic and Trade Agreement (CETA);
- Canadian Free Trade Agreement (CFTA); and
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP).

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.

1.4 Maximum Funding

The maximum funding available for the Contract resulting from the bid solicitation is \$240,000.00 (Applicable Taxes extra). Bids valued in excess of this amount will be considered non-responsive. This disclosure does not commit Canada to pay the maximum funding available.

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

The [2003](#) (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: 90 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 **and** submitted by electronic mail to heather.adams@tpsgc-pwgsc.gc.ca. The date and time stamp of the Bid Receiving Unit will prevail the electronic submission and will be as the official date and time receipt for this RFP.

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

2.3 Former Public Servant

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

Definitions

For the purposes of this clause,

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

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or

- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

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

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

Former Public Servant in Receipt of a Pension

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

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

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

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

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

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

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

2.4 Enquiries - Bid Solicitation

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

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

2.5 Applicable Laws

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

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

2.6 Basis for Canada's Ownership of Intellectual Property

Public Works and Government Services Canada (PWGSC) has determined that any intellectual property rights arising from the performance of the Work under the resulting contract will belong to Canada, for the following reasons, as set out in the [Policy on Title to Intellectual Property Arising Under Crown Procurement Contracts](#):

- the Intellectual Property in Foreground Information consists of material subject to copyright, with the exception of computer software and all documentation pertaining to that software.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

- (a) Canada requests that bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid (four (4) hard copies) and one (1) PDF copy sent by electronic mail;

Section II: Financial Bid (one (1) hard copy) and one (1) PDF copy sent by electronic mail;

Section III: Certifications (one (1) hard copy) and one (1) PDF copy sent by electronic mail;

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

- (b) Canada requests that bidders follow the format instructions described below in the preparation of hard copy of their bid:

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

- (c) 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) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, bidders should:

- (i) 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
- (ii) 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

Bidders must submit their financial bid in accordance with the Pricing Schedule in Attachment 1 to Part 3. The total amount of Applicable Taxes must be shown separately.

Solicitation No. - N° de l'invitation

10069799

Client Ref. No. - N° de réf. du client

Amd. No. - N° de la modif.

File No. - N° du dossier
10069799

Buyer ID - Id de l'acheteur

CCC No./N° CCC - FMS No./N° VME

Section III: Certifications

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

ATTACHMENT 1 TO PART 3, PRICING SCHEDULE

- 1.0 The Bidder must complete this pricing schedule and include it in its financial bid. As a minimum, the Bidder must respond to this pricing schedule by inserting in its financial bid for the period specified below its quoted all-inclusive firm price (in Can \$).
- 2.0 The firm price specified below, when quoted by the Bidder, includes the total estimated cost of all travel and living expenses that may need to be incurred for:
- a. Worked described in Part 7, Resulting Contract Clauses of this bid solicitation required to be performed within the National Capital Regions (NCR). The NCR is defined in the National Capital Act, R.S.C. 1985, c. N-4, S.2. The National Capital Act is available on the Justice Website: <http://laws-lois.justice.gc.ca/eng/acts/N-4/> .
 - b. travel between the successful bidder's place of business and the NCR; and
 - c. the relocation of resources to satisfy the terms of any resulting contract. These expenses cannot be charged directly and separately from the professional fees to any contract that may result from the bid solicitation.

NOTE: Bidders are required to complete one or more pricing schedule based on the disability grouping of their proposal.

Grouping #1: Seeing and Environmental Sensitivity Disabilities

Contract Period – Contract Award to June 30 th 2020		
Milestone	Description or “deliverable”	All-inclusive Firm Price
1	Initial project plan, methodology and workshop plan	\$
2	Interim Progress Report	\$
3	Workshop Report	\$
4	Market Analysis Report	\$
5	Final Report	\$
Evaluated Price (applicable taxes excluded)		\$
Applicable Taxes		\$

Grouping #2: Hearing Disabilities

Contract Period – Contract Award to June 30th 2020		
Milestone	Description or “deliverable”	All-inclusive Firm Price
1	Initial project plan, methodology and workshop plan	\$
2	Interim Progress Report	\$
3	Workshop Report	\$
4	Market Analysis Report	\$
5	Final Report	\$
Evaluated Price (applicable taxes excluded)		\$
Applicable Taxes		\$

Grouping #3: Mental Health, Learning, Developmental and Memory Disabilities

Contract Period – Contract Award to June 30th 2020		
Milestone	Description or “deliverable”	All-inclusive Firm Price
1	Initial project plan, methodology and workshop plan	\$
2	Interim Progress Report	\$
3	Workshop Report	\$
4	Market Analysis Report	\$
5	Final Report	\$
Evaluated Price (applicable taxes excluded)		\$
Applicable Taxes		\$

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 Attachment 1 to Part 4.

4.1.2 Financial Evaluation

Refer to Attachment 1 to Part 3, Pricing Schedule

For bid evaluation and contractor(s) selection purposes only, the evaluated price of a bid will be determined in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.

4.2 Basis of Selection

4.2.1 Highest Rated Within Budget

To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation;
- b. meet all mandatory technical evaluation criteria; and
- c. obtain the required minimum of 28 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 0 to 40 points.

Bids not meeting (a) or (b) or (c) will be declared non responsive. The responsive bid with the highest number of points will be recommended for award of a contract, provided that the total evaluated price does not exceed the budget available for this requirement.

- 4.2.2** In the event two or more responsive bids have the same highest number of points, the responsive bid with the lowest evaluated price will be recommended for award of a contract.

ATTACHMENT 1 TO PART 4 - TECHNICAL CRITERIA

Grouping #1: Seeing and Environmental Sensitivity Disabilities

Mandatory Technical Criteria

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

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

Bidder to be evaluated against mandatory criteria and point-rated technical criteria:

	Mandatory Requirement	Responsive / Not Responsive	Substantiating Detail: Page Number / Paragraph Number
M1	In their proposal, the Bidder must include a description of the company's history, and the company's years of experience in providing accessibility consulting services.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
M2	In their proposal, the Bidder must provide a résumé for each team member to be assigned to this contract, including the following: a) the person's role as part of the proposed team for this assignment; and b) the person's years of experience in providing services related to their role.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
M3	The Bidder must demonstrate that the proposed team have a minimum of 2 years' combined experience within the last 5 years in providing the following: <ul style="list-style-type: none"> • conducting workshops; and • market maturity analysis In order to demonstrate this experience, the Bidder must provide in a project summary including dates, details that the proposed team have performed the above combined professional services within the last five (5) years from date of bid closing.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
M4	The Bidder's proposed team must have the ability to facilitate in both official languages and to communicate by alternative means with persons with disabilities.	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Point Rated Technical Criteria

Any bid which meets all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Any bid which fails to obtain the required minimum number of points specified will be declared non-responsive. Each point rated technical criterion should be addressed separately.

Point Rated Technical Criteria - Scores		Max. Number of Points	Cross Reference to Proposal
Number	Description/Scoring Methodology		
RT1	<p>Provide up to three (3) concrete project examples related to providing accessibility and/or disability consulting services over the last five (5) calendar years from date of bid closing</p> <p>Bidders must clearly demonstrate the link between the work, tasks or functions performed by the proposed team, and the impact their consulting services had for the deliverables/outcomes produced for the project examples included in their proposal.</p> <p>Three (3) points per project (maximum of nine (9) points).</p> <p>1 project = 3 points 2 projects = 6 points 3 projects = 9 points</p> <p>* Please refer to the definition of "accessibility or disability consulting" in section 1.4 (Terminology) of Annex A- Statement of Work.</p>	9	
RT2	<p>Provide up to three (3) concrete project examples related to providing planning, organization and facilitation of stakeholder engagement and consultation services with stakeholder groups that include the following:</p> <ol style="list-style-type: none"> 1) disability community; and/or 2) government (federal, provincial, territorial, municipal); and/or 3) industry <p>over the last five (5) calendar years from date of bid closing.</p> <p>Up to three (3) points per project example (maximum of nine (9) points). One (1) point will be given for each engagement group included in the project examples.</p>	9	

	<p>1 project = up to 3 points</p> <ul style="list-style-type: none"> • 1 engagement group per project = 1 point • 2 engagement groups per project = 2 points • 3 engagement groups or more per project = 3 points <p>2 projects = up to 6 points</p> <ul style="list-style-type: none"> • 1 engagement group per project = 1 point • 2 engagement groups per project = 2 points • 3 engagement groups or more per project = 3 points <p>3 projects = up to 9 points</p> <ul style="list-style-type: none"> • 1 engagement group per project = 1 point • 2 engagement groups per project = 2 points • 3 engagement groups or more per project = 3 points 		
RT3	<p>Provide up to three (3) concrete project examples related to market analysis of various industries and/or commodities, over the last five (5) calendar years from date of bid closing.</p> <p>Two (2) points per project (maximum of six (6) points).</p> <p>1 project = 2 points 2 projects = 4 points 3 projects = 6 points</p>	6	
RT4	<p>Experience in procurement consulting services.</p> <p>>12 months up to 23 months = 1 point >24 months up to 35 months = 2 points >36 months up to 47 months = 3 points >48 months up to 59 months = 4 points >60 months or more = 5 points</p>	5	
RT5	<p>At least one individual on the proposed team self-identifies as a person with a disability.</p>	2	
RT6	<p>Provide proposed work plan/approach: i) timelines, ii) proposed resources, and iii) methodology</p> <p>Three (3) points per item (maximum of nine (9) points)</p> <p>Timelines = 3 points Proposed resources = 3 points Methodology = 3 points</p>	9	
MAXIMUM POINTS AVAILABLE FOR THE POINT RATED TECHNICAL CRITERIA:		40	
MINIMUM REQUIRED SCORE: 70% OF TOTAL POINTS		28	

*** A successful resource is deemed to be compliant if both the mandatory as well as the point rated criteria are passed.

Grouping #2: Hearing Disabilities

Mandatory Technical Criteria

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

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

Bidder to be evaluated against mandatory criteria and point-rated technical criteria:

	Mandatory Requirement	Responsive / Not Responsive	Substantiating Detail: Page Number / Paragraph Number
M1	In their proposal, the Bidder must include a description of the company's history, and the company's years of experience in providing accessibility consulting services.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
M2	In their proposal, the Bidder must provide a résumé for each team member to be assigned to this contract, including the following: a) the person's role as part of the proposed team for this assignment; and b) the person's years of experience in providing services related to their role.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
M3	The Bidder must demonstrate that the proposed team have a minimum of 2 years' combined experience within the last 5 years in providing the following: <ul style="list-style-type: none"> • conducting workshops; and • market maturity analysis In order to demonstrate this experience, the Bidder must provide in a project summary including dates, details that the proposed team have performed the above combined professional services within the last five (5) years from date of bid closing.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
M4	The Bidder's proposed team must have the ability to facilitate in both official languages and to communicate by alternative means with persons with disabilities.	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Point Rated Technical Criteria

Any bid which meets all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Any bid which fails to obtain the required minimum number of points specified will be declared non-responsive. Each point rated technical criterion should be addressed separately.

Point Rated Technical Criteria - Scores		Max. Number of Points	Cross Reference to Proposal
Number	Description/Scoring Methodology		
RT1	<p>Provide up to three (3) concrete project examples related to providing accessibility and/or disability consulting services over the last five (5) calendar years from date of bid closing</p> <p>Bidders must clearly demonstrate the link between the work, tasks or functions performed by the proposed team, and the impact their consulting services had for the deliverables/outcomes produced for the project examples included in their proposal.</p> <p>Three (3) points per project (maximum of nine (9) points).</p> <p>1 project = 3 points 2 projects = 6 points 3 projects = 9 points</p> <p>* Please refer to the definition of "accessibility or disability consulting" in section 1.4 (Terminology) of Annex A- Statement of Work.</p>	9	
RT2	<p>Provide up to three (3) concrete project examples related to providing planning, organization and facilitation of stakeholder engagement and consultation services with stakeholder groups that include the following:</p> <ol style="list-style-type: none"> 1) disability community; and/or 2) government (federal, provincial, territorial, municipal); and/or 3) industry <p>over the last five (5) calendar years from date of bid closing.</p> <p>Up to three (3) points per project example (maximum of nine (9) points). One (1) point will be given for each engagement group included in the project examples.</p>	9	

	<p>1 project = up to 3 points</p> <ul style="list-style-type: none"> • 1 engagement group per project = 1 point • 2 engagement groups per project = 2 points • 3 engagement groups or more per project = 3 points <p>2 projects = up to 6 points</p> <ul style="list-style-type: none"> • 1 engagement group per project = 1 point • 2 engagement groups per project = 2 points • 3 engagement groups or more per project = 3 points <p>3 projects = up to 9 points</p> <ul style="list-style-type: none"> • 1 engagement group per project = 1 point • 2 engagement groups per project = 2 points • 3 engagement groups or more per project = 3 points 		
RT3	<p>Provide up to three (3) concrete project examples related to market analysis of various industries and/or commodities, over the last five (5) calendar years from date of bid closing.</p> <p>Two (2) points per project (maximum of six (6) points).</p> <p>1 project = 2 points 2 projects = 4 points 3 projects = 6 points</p>	6	
RT4	<p>Experience in procurement consulting services.</p> <p>>12 months up to 23 months = 1 point >24 months up to 35 months = 2 points >36 months up to 47 months = 3 points >48 months up to 59 months = 4 points >60 months or more = 5 points</p>	5	
RT5	<p>At least one individual on the proposed team self-identifies as a person with a disability.</p>	2	
RT6	<p>Provide proposed work plan/approach: i) timelines, ii) proposed resources, and iii) methodology</p> <p>Three (3) points per item (maximum of nine (9) points)</p> <p>Timelines = 3 points Proposed resources = 3 points Methodology = 3 points</p>	9	
MAXIMUM POINTS AVAILABLE FOR THE POINT RATED TECHNICAL CRITERIA:		40	
MINIMUM REQUIRED SCORE: 70% OF TOTAL POINTS		28	

*** A successful resource is deemed to be compliant if both the mandatory as well as the point rated criteria are passed.

Grouping #3: Mental Health, Learning, Developmental and Memory Disabilities

Mandatory Technical Criteria

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

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

Bidder to be evaluated against mandatory criteria and point-rated technical criteria:

	Mandatory Requirement	Responsive / Not Responsive	Substantiating Detail: Page Number / Paragraph Number
M1	In their proposal, the Bidder must include a description of the company's history, and the company's years of experience in providing accessibility consulting services.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
M2	In their proposal, the Bidder must provide a résumé for each team member to be assigned to this contract, including the following: a) the person's role as part of the proposed team for this assignment; and b) the person's years of experience in providing services related to their role.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
M3	The Bidder must demonstrate that the proposed team have a minimum of 2 years' combined experience within the last 5 years in providing the following: <ul style="list-style-type: none"> • conducting workshops; and • market maturity analysis In order to demonstrate this experience, the Bidder must provide in a project summary including dates, details that the proposed team have performed the above combined professional services within the last five (5) years from date of bid closing.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
M4	The Bidder's proposed team must have the ability to facilitate in both official languages and to communicate by alternative means with persons with disabilities.	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Point Rated Technical Criteria

Any bid which meets all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Any bid which fails to obtain the required minimum number of points specified will be declared non-responsive. Each point rated technical criterion should be addressed separately.

Point Rated Technical Criteria - Scores		Max. Number of Points	Cross Reference to Proposal
Number	Description/Scoring Methodology		
RT1	<p>Provide up to three (3) concrete project examples related to providing accessibility and/or disability consulting services over the last five (5) calendar years from date of bid closing</p> <p>Bidders must clearly demonstrate the link between the work, tasks or functions performed by the proposed team, and the impact their consulting services had for the deliverables/outcomes produced for the project examples included in their proposal.</p> <p>Three (3) points per project (maximum of nine (9) points).</p> <p>1 project = 3 points 2 projects = 6 points 3 projects = 9 points</p> <p>* Please refer to the definition of "accessibility or disability consulting" in section 1.4 (Terminology) of Annex A- Statement of Work.</p>	9	
RT2	<p>Provide up to three (3) concrete project examples related to providing planning, organization and facilitation of stakeholder engagement and consultation services with stakeholder groups that include the following:</p> <ol style="list-style-type: none"> 1) disability community; and/or 2) government (federal, provincial, territorial, municipal); and/or 3) industry <p>over the last five (5) calendar years from date of bid closing.</p> <p>Up to three (3) points per project example (maximum of nine (9) points). One (1) point will be given for each engagement group included in the project examples.</p>	9	

	<p>1 project = up to 3 points</p> <ul style="list-style-type: none"> • 1 engagement group per project = 1 point • 2 engagement groups per project = 2 points • 3 engagement groups or more per project = 3 points <p>2 projects = up to 6 points</p> <ul style="list-style-type: none"> • 1 engagement group per project = 1 point • 2 engagement groups per project = 2 points • 3 engagement groups or more per project = 3 points <p>3 projects = up to 9 points</p> <ul style="list-style-type: none"> • 1 engagement group per project = 1 point • 2 engagement groups per project = 2 points • 3 engagement groups or more per project = 3 points 		
RT3	<p>Provide up to three (3) concrete project examples related to market analysis of various industries and/or commodities, over the last five (5) calendar years from date of bid closing.</p> <p>Two (2) points per project (maximum of six (6) points).</p> <p>1 project = 2 points 2 projects = 4 points 3 projects = 6 points</p>	6	
RT4	<p>Experience in procurement consulting services.</p> <p>>12 months up to 23 months = 1 point >24 months up to 35 months = 2 points >36 months up to 47 months = 3 points >48 months up to 59 months = 4 points >60 months or more = 5 points</p>	5	
RT5	<p>At least one individual on the proposed team self-identifies as a person with a disability.</p>	2	
RT6	<p>Provide proposed work plan/approach: i) timelines, ii) proposed resources, and iii) methodology</p> <p>Three (3) points per item (maximum of nine (9) points)</p> <p>Timelines = 3 points Proposed resources = 3 points Methodology = 3 points</p>	9	
MAXIMUM POINTS AVAILABLE FOR THE POINT RATED TECHNICAL CRITERIA:		40	
MINIMUM REQUIRED SCORE: 70% OF TOTAL POINTS		28	

*** A successful resource is deemed to be compliant if both the mandatory as well as the point rated criteria are passed.

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](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

5.2 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame 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 procurement agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

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

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

5.2.3 Additional Certifications Precedent to Contract Award

5.2.3.1 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

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

5.2.3.2 Education and Experience

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

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirements

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

- (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
- (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
- (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;

6.1.2 Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.

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

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".

7.2 Standard Clauses and Conditions

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

7.2.1 General Conditions

[2035](#) (2018-06-21) General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

7.2.2 Supplemental General Conditions

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

7.3 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.

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE N° 10069799

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), **Public Works and Government Services Canada (PWGSC)**.
2. The Contractor/Offeror personnel requiring access to PROTECTED information, assets or sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by CISD/**PWGSC**.
3. The Contractor/Offeror **MUST NOT** remove any PROTECTED information or assets from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.
4. Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISD/**PWGSC**.
5. The Contractor/Offeror must comply with the provisions of the:
 - a) Security Requirements Check List and security guide (if applicable), attached at Annex "C";
 - b) Industrial Security Manual (Latest Edition).

7.4 Term of Contract

7.4.1 Period of the Contract

The period of the Contract is from date of Contract to June 30th, 2020 inclusive.

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Heather Adams
Supply Specialist, Finance and Administration Branch
Departmental Materiel and Acquisitions Services
Public Works and Government Services Canada
L'Esplanade Laurier, 300 Laurier Avenue, West Tower
Ottawa, ON K1A 0R5
Email: Heather.Adams@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 Project Authority - TBA

The Project Authority for the Contract is:

Name: _____
Title: _____
Organization: _____
Address: _____
Telephone: ____ - ____ - _____
E-mail address: _____

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

7.5.3 Contractor's Representative - TBD

Contact Name:
Telephone:
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

The Contractor will be paid for its costs reasonably and properly incurred in the performance of the Work, in accordance with the Basis of Payment in Annex "B", to a limitation of expenditure of \$_____. Customs duties are included and Applicable Taxes are extra.

7.7.2 Limitation of Expenditure

Canada's total liability to the Contractor under the Contract must not exceed \$_____. Customs duties are included and Applicable Taxes are extra.

No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- a. when it is 75% committed, or
- b. four months before the contract expiry date, or
- c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.

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.

7.7.3 Limitation of Price

SACC *Manual* clause [C6000C](#) (2017-08-17) Limitation of Price

7.7.4 Method of Payment – Milestone Payments per disability grouping

Canada will make milestone payments in accordance with the Schedule of Milestones detailed in the Contract and the payment provisions of the Contract if:

- a. an accurate and complete claim for payment using [PWGSC-TPSGC 1111](#), Claim for Progress Payment, and any other document required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all the certificates appearing on form [PWGSC-TPSGC 1111](#) have been signed by the respective authorized representatives; and
- c. all work associated with the milestone and as applicable any deliverable required has been completed and accepted by Canada.

Milestone	Description or "deliverable"	All-inclusive Firm Price	Due Date or "Delivery Date"
1	Initial project plan, methodology and workshop plan	\$	Within 5 days of contract award but no later than March 27 th 2020
2	Interim Progress Report and Workshop Report	\$	Within 6 weeks of contract award
3	Market Analysis Report and Final Report	\$	Within 10 weeks of contract award

7.8 Invoicing Instructions

7.8.1 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.

7.8.2 Invoices must be distributed as follows::

- a. The original and one (1) copy must be forwarded to the Technical Authority identified under section 5.2 entitled "Authorities" of the Contract for certification and payment; and
- b. One (1) copy must be forwarded to the Contracting Authority identified under section 5.1 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.

7.10 Applicable Laws

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

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 supplemental general conditions [4007](#) (2010-08-16), Canada to Own Intellectual Property Rights in Foreground Information;
- (c) the general conditions [2035](#) (2018-06-21), General Conditions - Higher Complexity - Services;
- (d) Annex "A", Statement of Work;
- (e) Annex "B", Basis of Payment;
- (f) Annex "C", Security Requirements Check List;
- (g) the Contractor's bid dated _____.

ANNEX "A" - STATEMENT OF WORK

ACCESSIBILITY CONSULTING SERVICES

1. Scope

1.1 Purpose

Public Works and Government Services Canada (PWGSC) is in the process of developing a comprehensive accessible procurement strategy. Phase I of this strategy was completed in which PWGSC examined which category groupings may require accessibility criteria and/or considerations as part of their category definition and related procurement requirements. This initial phase led to a model for prioritizing categories procured by the Government of Canada, resulting in two separate lists of categories: those which likely require accessibility criteria and those which likely do not.

Phase II of the strategy was initiated in December 2019 with a Request For Proposal ([RFP](#)) for accessibility consulting services. This project is the second part of Phase II and will build and expand upon the work performed in Phase I via two stages:

- a. Conducting technical accessibility workshops with stakeholder groups to validate the category lists and subsequent accessibility considerations, technical specifications, and standards.
- b. Conducting market analysis on accessible goods and services. The market analysis, along with workshop findings, will be used to enhance and prioritize the category groupings to remove barriers for persons with disability.

1.2 Background

Statistics Canada conducted a [survey on disability in 2017](#), and found that 22% of Canadians (6.2 million people) aged 15 years and over had at least one disability. The survey results also identified the four most common disability types among Canadians: pain-related (15%); flexibility (10%); mobility (10%); and, mental-health related (7%). Other disability types identified through the survey include: seeing; hearing; dexterity (at 5% each); learning and memory (4% each); and, developmental (1%).

The *Accessible Canada Act* came into force in July 2019 with a goal of eliminating and avoiding the creation of barriers that hinder the full and equal participation of persons with disabilities in areas under federal jurisdiction. The procurement of goods and services is one of seven priority areas targeted for eliminating and preventing such barriers.

To support this new legislation, Treasury Board Secretariat (TBS) also updated its Contracting Policy, which took effect on October 11, 2019, to reflect that accessibility must be considered for every Government of Canada procurement.

In the first phase of developing a comprehensive accessible procurement strategy, PWGSC examined 29 category groupings (goods and services) (see Appendix 1 to Annex A) it procures on behalf of the Government of Canada. The result was a list of categories which lend themselves to accessibility criteria or requirements as part of the procurement process. The first part of Phase II has commenced and is seeking to validate these lists and review each category grouping from the perspective of four disability types (pain, mobility, flexibility and dexterity). The previous RFP can be accessed here: [BuyandSell.gc.ca](#).

1.3 Objectives

The work for the second part of Phase II to be completed will apply the perspective of several disability types. The disability types have been organized into three groupings (outlined below). Bidders may

propose a solution for any one, two or all three of the groupings. Should a bidder submit proposals for two or more groupings, the Contractor must treat each grouping, its respective stakeholder engagement workshops and all deliverables as separate and distinct pieces of work.

*Please note that sessions cannot be combined, and that each disability grouping must have its own session (s).

Grouping One (1): Seeing and Environmental Sensitivity Disabilities

Grouping Two (2): Hearing Disabilities

Grouping Three (3): Mental Health, Learning, Developmental and Memory Disabilities

1.3.1 Stage 1: Validate Prioritized Category Lists from the Perspective of Disability Types

Stage one (1) is to solicit technical information from stakeholder groups to further analyze, enhance, and prioritize the 29 category groupings to incorporate accessibility requirements, using the lens of several disability types.

The information gathered will identify barriers within the category and validate accessibility criteria, standards or considerations that should be included in the technical requirements to remove barriers within the 29 category groupings.

1.3.2 Stage 2: Determine Market Capacity and Best Practices for Accessible Goods and Services from Perspectives of Disability Types

Stage two (2) is to identify and summarize the current state of accessible procurement of goods and services. A global market maturity analysis of accessible categories (based on PWGSC's 29 category groupings) will be conducted through the lens of the three (3) identified disability types. The summary report will be fact based and will show the market's capacity for providing accessible goods and services. The second component of this stage will be to research and highlight industry best practices and standards for accessible procurement to remove or prevent the creation of barriers for the three (3) disability groupings indicated above.

1.4 Terminology

Accessibility - The degree to which a product, service, program or environment is available to be accessed or used by all.

Accessibility criteria – The specific standards, technical criteria or features to be included as part of the specifications for a category. It should be noted that while accessibility criteria may not apply to various professional services, such as management consultants, accessibility criteria may be relevant to their service deliverables.

Accessibility or disability consulting – refers to the activities, tasks, roles and functions typically undertaken by a business consultant, as defined under [ProServices Stream 9.3](#), but applied to issues and projects related to accessibility, disability(ies) and the identification of and/or removal of barriers for persons with disability. Please see “accessibility” and “disability” in this section for respective definitions of each.

Barrier – Anything — including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice — that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

Category Groupings – Categories of goods or services procured by the Government of Canada.

Disability – Any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment — or a functional limitation — whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.

Developmental Disability* --Persons with a developmental disability are identified as persons who have been diagnosed with this condition, regardless of the level of difficulty or the frequency of the activity limitations reported.

Dexterity Disability*—Persons with a dexterity disability are identified as persons whose daily activities are limited because of difficulties using their fingers to grasp small objects.

Environmental Sensitivities** --Persons who have allergies or sensitivity to certain products may have a bad reaction to a much lower level of chemicals, perfumes or environmental triggers than the average person. Their reaction is a medical condition. It is a recognized disability.

Flexibility Disability*—Persons with a flexibility disability are identified as persons whose daily activities are limited because of difficulties bending down or reaching.

Hearing Disability* --Persons with a hearing disability are identified as persons whose daily activities are limited because of difficulties with their ability to hear.

Learning Disability*- Persons with a learning disability are identified as persons whose daily activities are limited because of a self-identified learning difficulty or a learning disability diagnosed by a health care professional.

Memory Disability*- Persons with a memory disability are identified as persons whose daily activities are limited because of difficulties with ongoing memory problems or periods of confusion.

Mental Health-related Disability*- Persons with a mental health-related disability are identified as persons whose daily activities are limited because of difficulties with an emotional, psychological or mental health condition.

Mobility Disability*— Persons with a mobility disability are identified as persons whose daily activities are limited because of difficulties with their ability to move around, including walking or using stairs.

Pain-related Disability*— Persons with a pain-related disability are identified as persons whose daily activities are limited because of pain that is always present or due to periods of pain that reoccur from time to time.

Seeing Disability*- Persons with a seeing disability are identified as persons whose daily activities are limited because of difficulties with their ability to see.

*As defined in Statistics Canada [Canadian Survey on Disability 2017: Concepts and Methods Guide](#) (2018).

**As defined in [“Environmental sensitivity and scent-free policies”](#) by the Canadian Human Rights Commission (2019).

2. Requirements

2.1 Scope of Work

PWGSC is seeking a management consultant to provide accessibility and disability consulting services by undertaking the entire scope of the work and its deliverables for the second part of Phase II of developing

an accessible procurement strategy. The team may be comprised of consultants and/or partnership consultant(s) from other organizations (e.g., joint ventures with non-governmental organizations (NGOs) and small and medium enterprises (SMEs)). The Contractor would be expected to supply a complete solution to this business opportunity, manage the overall project and accept responsibility for the outcome.

This scope of work will require the Contractor to assess categories from the perspective of disability types as identified in Statistics Canada survey on disability (2017). The disability types to be focussed on in this scope of work are defined in section 1.3 Objectives. All tasks and deliverables will focus on the accessibility concerns, requirements and standards relating to the disability types corresponding to the groupings the Contractor is bidding on, whether explicitly stated or not.

The project will be undertaken in two stages. The Contractor will be required to organize and conduct in-person and virtual stakeholder workshops, and leverage stakeholder input – using a model provided by PWGSC – to refine the prioritization of 29 category groupings based on accessibility needs for the identified disability types. The Contractor will report on the findings and conclusions of the technical workshop sessions. The Contractor will be required to conduct a market maturity analysis of the sectors identified in the categories list requiring accessibility considerations and/or criteria. The Contractor will also identify best practices in accessible procurement. The Contractor will produce a final report per proposed disability grouping which outlines the tasks identified in the scope of work, the methodology or approach taken, and the findings. The Contractor will also be required to provide their recommendations with respect to standards, technical specifications, accessibility criteria and best practices for accessible procurement.

2.2 Tasks

The following tasks must be completed for each disability grouping that the Contractor bids on:

2.2.1 Stage 1: Accessibility Workshops- Perspective of disability types

2.2.1.1 **Stakeholder identification.** In collaboration with the Technical Authority, identify external stakeholders to be workshop participants and advise on a list of internal stakeholders provided by the Technical Authority. Stakeholders can include PWGSC and client departments, persons with disabilities (employees and members of the public as appropriate), suppliers, industry associations, and standards organizations such as the Canadian General Standards Board, the Standards Council of Canada, CSA Group, etc. Stakeholders should represent regional perspectives.

2.2.1.2 **Plan and facilitate stakeholder workshops.** The Contractor will propose a stakeholder workshop plan. The plan must show how the Contractor will plan, organize, and manage the presentation activities, including the logistical requirements, and document the workshop format and process, e.g. 1/2–day session(s) with on-site and remote participation.

The Contractor shall plan for up to six workshops. At least two (2) of the workshops must be accessible in-person sessions in major, Canadian urban centres which accommodate virtual participation; the remaining proposed sessions can leverage other platforms or formats- e.g., virtual. Workshop presentations must accommodate both official languages and must be accessible to persons with disabilities.

Workshop presentations must address category lists, assess the extent to which the goods and services contained within the 29 category groupings create or prevent barriers with respect to the disability groupings. Workshop presentations should identify and validate the accessibility requirements that should be included in the technical requirements for the category groups, and

how accessibility standards could address this. Workshop presentations should examine the prioritization of the categories.

- 2.2.1.3 **Workshop Reporting.** Provide a written report of the workshop findings with stakeholders, noting factors for success, lessons learned and including analysis of timelines and resources required (staff, time, costs), to serve as a detailed guide for undertaking subsequent assessments. Prepare interim and final reports on the workshop(s) and findings about the accessibility technical requirements, considerations or standards that should be included when defining requirements for goods or services.

2.2.2 **Stage 2: Market Analysis- Perspective of disability types**

- 2.2.2.1 **Market maturity analysis.** Conduct a global market maturity analysis for categories requiring accessibility considerations and/or criteria. The global markets' capacity to provide accessible goods and services, based on removing barriers for the three (3) identified disability groupings must be analyzed, including a trend analysis. The Contractor will assess markets' capacities to provide accessible goods and services, highlighting the current state of affairs and potential future expectations.

The Contractor must include an analysis of the industry presence of suppliers owned or operated by persons with disabilities and suppliers whose goods and services are specifically targeted toward persons with disabilities and/or addressing accessibility.

- 2.2.2.2 **Identify accessible procurement best practices.** Identify and propose other international jurisdictions (private and/or public) to be analyzed for best practices for accessible procurement, including accessible procurement tools and use of standards. The Contractor must: clearly explain why jurisdictions have been selected and the benefit in reviewing those proposed jurisdictions. The Contractor's findings shall highlight criteria and/or standards that could be used to maximize accessible procurement.
- 2.2.2.3 **Refine category lists.** Findings and results from the previous tasks will be inputted into the Technical Authority's category prioritization model (from Phase I) to refine and enhance the prioritized listings of category groupings. The Contractor will deliver an enhanced list of categories that require accessibility requirements.

2.2.3 **Final Report**

- 2.2.3.1 **Final report.** Produce a final report outlining the findings from tasks 2.2.1.1 to 2.2.2.3. The Final Report must be delivered in an accessible format, in compliance with the European Standard 301 549 for accessible Information and Communication Technology (ICT), [clause 10 for non-web documents](#).

2.3 **Deliverables**

The following deliverables must be completed for each disability grouping that the Contractor bids on:

- 2.3.1 The Contractor must confirm in writing the draft methodology for the work to be completed with detailed scheduling for deliverables.
- 2.3.2 The Contractor must provide bi-weekly updates in a written summary by email on the progress of the work to the Technical Authority.
- a. Part 1: The Contractor must answer the following questions and each negative response must be supported with an explanation:
- i. Is the project on schedule?

-
- ii. Is the project within budget?
- b. Part 2: A brief written narrative with sufficient detail to enable the Technical Authority to evaluate the progress of the work, containing at a minimum:
- i. A description of tasks underway or completed; and
 - ii. An explanation of any variation from the work plan or concerns that may impact the work plan, budget, or deliverables.
 - iii. The Contractor must proactively recommend alternatives to address challenges encountered, as appropriate.
- 2.3.3 The Contractor must submit its workshop plan, proposed schedule and identified stakeholders as per tasks 2.2.1.1 and 2.2.1.2.
- 2.3.4 The Contractor must submit a report on the workshop process as per task 2.2.1.3.
- 2.3.5 The Contractor must submit a market analysis report, along with a revised category listing as per tasks 2.2.2.1 to 2.2.2.3.
- 2.3.6 The Contractor must submit a final report as per task 2.2.3.2, including and summarizing the reports from deliverables 2.3.1 to 2.3.8. This report must incorporate feedback from the Technical Authority.

All deliverables must be provided in electronic format using Microsoft Word in English.

2.4 Work Schedule and Reporting (tentative guide)

Milestones	Completion/Submission date
Initiate contract and project kick-off meeting.	Within 1 week of contract award
Submit initial project plan, methodology and workshop (with identified stakeholders) with detailed scheduling for deliverables.	Within 5 days of contract award but no later than March 27 th 2020
Submit Interim Progress Report(s)	Within 4 weeks of contract award
Conduct workshops	Within 4 weeks of contract award
Submit workshops report(s)	Within 6 weeks of contract award
Submit a market analysis report(s), along with enhanced category lists	Within 8 weeks of contract award
Submit final report(s) with summary	Within 10 weeks of contract award

2.5 Language of Work

Communication with stakeholders and the stakeholder workshop presentations are to accommodate both official languages and accessible communication formats for persons with disabilities.

Deliverables and materials that require translation (such as final reports, work shop materials, presentations) will be translated and paid for by PWGSC.

2.6 Accessibility requirements

The workshops conducted as part of this scope of work must be accessible for persons with disabilities, whether they are in-person or virtual components of the sessions. The communication for the proposed sessions (emails, invitations, presentations, and so on) must also be in accessible formats.

The deliverables produced as part of the scope of work (methodology, schedule, presentations, interim and final reports, and any other components to be reviewed or form part of the deliverables) must be in accessible formats. The Final Report(s) must be delivered in an accessible format, in compliance with the European Standard 301 549 for accessible Information and Communication Technology (ICT), [clause 10 for non-web documents](#).

The provision of facilities, tools and services, and all associated costs, to make the components and deliverables of this project accessible will be at the Contractor's expense.

2.7 Travel

Any travel will be at the Contractor's expense.

2.8 Location of Work

The work will be performed at the Contractor's place of business. The Contractor will be expected to assume the cost of facilities and accommodation services and these cost should be reflected in their proposals.

APPENDIX 1 TO ANNEX "A" – ACCESSIBILITY CATEGORIES LIST AND DEFINITIONS

Accessibility Criteria for PWGSC Procurement Categories

In determining and prioritizing which category groupings would require accessibility criteria, PWGSC examined several factors:

- Annual spend volumes;
- The estimated impact of categories on users facing barriers, taking into account all disabilities and barriers outlined in the Accessible Canada Act;
- The existence of accessibility standards for particular commodities (see below); and
- The ease of implementation for accessibility features in a particular category.

This list will continue to be refined with the procurement and disability communities, and as new accessibility standards are developed.

Categories

Categories where accessibility is likely applicable, in order of priority for incorporating accessibility criteria:

1. Vehicles
2. Civil Engineering
3. Telecommunications & Voice
4. Professional Services
5. HR & Benefits
6. Research & Development
7. Infrastructure
8. Travel Services
9. Office Furniture
10. Training Services
11. Translation Services
12. Civilian Audio-Visual Equipment and Services
13. Communications Services
14. Environmental Services
15. Print/Publishing/Reproduction
16. Language Training Services
17. Office Supplies
18. Office Equipment
19. Business Support Services
20. Clothing & Textiles
21. Temporary Help Services
22. Janitorial Services
23. Food and Beverage

Categories where accessibility is likely not applicable:

1. Medical Equipment and Medical Supplies
2. Armament
3. Fuels / Lubricants
4. Energy
5. Environmental Remediation
6. Telecommunications¹

¹ Includes telecommunications services, and not hardware and devices, which are under the Telecommunications & Voice category grouping.

Accessibility Standards for Categories

Category	Standard
Business Support Services	<ul style="list-style-type: none"> • AODA - Accessible Customer Service Standard • Town of East Gwillimbury - Accessibility Standards for Customer Service
Civil Engineering	<ul style="list-style-type: none"> • USAB - Architectural Barriers Act (ABA) Standards • CMHC - Accessible and Adaptable Housing - CMHC • BC Housing Design Guidelines and Construction Standards • City of Vancouver - Accessible Street Design • Denver Service Center - Accessible Route Design Standards
Civilian Audio-Visual Equipment and Services	<ul style="list-style-type: none"> • USAB - Audio-Visual Accessibility Initiative for Visitors with Disabilities • AODA - Integrated Accessibility Standards Regulation (IASR) (Audio-visual materials) • National Park Service - Programmatic Accessibility Guidelines for National Park Service Interpretive Media
Fuels/Lubricants	<ul style="list-style-type: none"> • Refuelling for drivers with disabilities
HR & Benefits	<ul style="list-style-type: none"> • AODA - Integrated Accessibility Standards Regulation - Accessible Employment • Ontario's Accessible Employment Standard
Infrastructure	<ul style="list-style-type: none"> • ADA - Accessibility Guidelines (ADAAG) • AODA - Integrated Accessibility Standards (Design of Public Spaces) • Accessibility at Infrastructure Ontario • US Access Board - Uniform Federal Accessibility Standards (UFAS)
Medical Equipment and Medical Supplies	<ul style="list-style-type: none"> • US Access Board – Healthcare Accessibility Standards • US Access Board - Guidance on Prescription Drug Container Labels • ADA - Accessible Medical Diagnostic Equipment
Office Equipment/ Furniture/Supplies	<ul style="list-style-type: none"> • ISO - Office equipment accessibility guidelines for elderly persons and persons with disabilities • Office of Compliance - Tips for Improving Office Accessibility for Individuals with Disabilities • Important ADA Compliance Issues Your Office Should be Aware Of • Uniform Federal Accessibility Standards (UFAS)
Print/Publishing/ Reproduction	<ul style="list-style-type: none"> • Media Accessibility User Requirements by the National Center for Accessible Media • Accessible Publishing Best Practice Guidelines for Publishers • RGD - Handbook on Accessible Graphic Design
Telecommunications	<ul style="list-style-type: none"> • Telecommunications Act Accessibility Guidelines
Telecommunications & Voice	<ul style="list-style-type: none"> • ABA Accessibility Standards (Communication Elements and Features)
Travel Services	<ul style="list-style-type: none"> • Accessibility Transportation Standards • Access to Travel – Service Standards
Vehicles	<ul style="list-style-type: none"> • ADA Accessibility Guidelines (ADAAG) for Transportation Vehicles

Category Grouping Definitions

Civilian Audio-Visual Equipment and Services

Civilian audio visual equipment is defined as equipment acquired by the Government of Canada for operations where the presenting or disseminating of audio and/or video information is essential in supporting government learning, broadcast and meeting facilitation applications.

The civilian audio visual equipment category is comprised of fixed installations such as AV equipment installed in boardrooms, auditoriums, classrooms and command centers that are used for audio and/or video presentations.

Clothing & Textiles

Clothing and textiles include clothing; badges and insignia; uniforms; footwear; protective clothing and equipment; individual equipment and items; luggage; and textiles purchased by the Government for manufacturers to produce clothing items.

Communications Services

- Advertising Services (including campaign planning and production, and media purchases);
- Public Opinion Research Services; Audio-Visual (film, video and multimedia) Production Services;
- Media Monitoring Services;
- Exposition and Exhibit Services;
- Events Management Services;
- Graphic Design and Exhibit Design Services, web design services; and
- Strategic Communication Services (including public relations, marketing, planning, writing and editing, and other related services).

Janitorial Services

- Floor and stairway maintenance;
- Carpet and rug cleaning;
- Trash removal;
- Dusting;
- Washroom cleaning and servicing;
- Drinking fountain cleaning;
- Elevator cleaning;
- Wall cleaning;
- Bulb Replacement;
- Exterior Litter Pickup;
- Exterior Sweeping;
- Exterior ash tray or urn emptying;
- Snow removal;
- Light fixture cleaning;
- Surface cleaning of overhead pipes;
- Interior window cleaning;
- Clean up of biological residues;
- Carpet Cleaning (i.e. steam cleaning)

Office Equipment

Office equipment comprises paper-handling equipment such as printers, copiers, shredders, scanners, and facsimile machines, multi-functional devices, consumables such as toner and fusers and related services such as maintenance and Managed Print Services.

Professional Services

Professional Services are defined as services provided by independent suppliers to the Government of Canada in order to meet unexpected fluctuations in workload or acquire expertise not available in the public service. Not limited to individuals holding professional licenses, these services cover a wide spectrum of services that include information management and information technology; management, business and administrative consulting; human resources consulting; training and learning services; as well as audit services.

Research & Development

Research & development goods and services are procured by the Government of Canada to increase scientific knowledge; apply increased scientific knowledge or exploit the potential of scientific discoveries and improvements in technology to advance the state-of-the-art; and, systematically use increases in scientific knowledge and advances in state-of-the-art to design, develop, test or evaluate new goods or services prior to commercialization.

Office Furniture

Office furniture includes the following goods and related services:

- Interconnecting Panels and Supported Components;
- Freestanding Office Desk Products and Components;
- Metal Filing and Storage Cabinets;
- Office Seating;
- Desking Systems;
- High Density Mobile Shelving; and
- Local Area Network (LAN) Rack Furniture and Remanufactured Interconnecting Panels and Supported Components.

Food and Beverage

Food and beverage products include:

- Food (for humans), including fruits, vegetables, nuts, seeds, meat products, seafood, dairy products & eggs, edible oils & fats, chocolate, sugars & sweeteners, confectionary products, seasonings, preservatives, bakery prod, coffee, tea, cocoa, and spices;
- Condiments, colorings, flavorings & preservatives used in the preparation of food or beverages, plant extracts, mineral supplements & vitamins for human consumption;
- Beverage products, including coffee & tea, alcoholic beverages, non-alcoholic beverages; and
- Tobacco & substitutes (cigarettes, cigars, pipe tobacco, leaf tobacco, chewing tobacco, herbal cigarettes), tobacco product accessories & supplies (cigarette papers, filters, lighters, flints, smoking pipes, tobacco pipe cleaners, smoking sets, etc.).

Language Training Services

Language schooling services, including conversational & written foreign language instruction services, foreign language immersion instruction services.

Medical Equipment and Medical Supplies

- Medical equipment, including extracorporeal hemodialysis equipment, patient exam & monitoring equipment, medical facility equipment, medical diagnostic imaging & nuclear medicine equipment, physical occupational therapy & rehabilitation equipment, and respiratory & anesthesia resuscitation equipment.
- Medical supplies, including dialysis & clinical nutrition supplies, emergency & field medical products (first aid kits), patient exam products, intravenous & arterial products, sports medicine, and physiotherapy & rehabilitation products (mostly non-durable items).

Temporary Help Services

Temporary clerical or administrative assistance services, marketing staff needs, financial staffing needs, legal staffing needs, IT software developers, technology systems or database administrators, networking specialists, engineering services, and R&D services.

Translation Services

Translation Services re: written communication, translation into another language that is written text such as documents, books, articles, etc.

Travel Services

Travel payments (not to public servants for those such as Veterans, First Nations & Inuit Health (Doctor's expenses, patient relocation & transfers, etc.) and Correctional Services (inmate relocation & transfers)).

Vehicles

- Civilian Medium, Heavy Trucks: Product & material transport vehicles (dump, tow, delivery, water, cargo, ambulances, fire trucks), as well as truck tractors (low cab forward tractors, long nose tractors with sleeper, cab over engine tractors with sleeper, tractor head, etc.);
- Civilian Passenger Cars & Light Trucks: Passenger motor vehicles, such as automobiles or cars, station wagons, sedans, minivans or vans, limousines, light trucks or sport utility vehicles, sports cars, ground effect vehicles, etc. Includes Armoured Vehicles (non-military);
- Civilian Vehicle Leases/Rentals:
- Civilian Vehicles Parts: Transportation components & systems, including braking systems & components, wheels & wheel trims, suspension system components, vehicle security systems & components, vehicle doors, vehicle windows & windshields, fuel tanks, and environmental control systems;
- Other Vehicles & Vehicle Equipment: Railway & tramway (locomotives, electric trolleys), non-motorized cycles (pedal powered vehicles), transportation services equipment (air transportation support systems, space transportation support systems), trailers, and road infrastructure maintenance vehicles;
- Civilian Pursuit Vehicles: Safety, pursuit, rescue, and police vehicles;
- Civilian Specialty Vehicles: Civilian specialty vehicles, including motorized cycles (motorcycles, scooters, mopeds, etc.) and specialized & recreational vehicles (buses, minibuses, motor homes, snowmobiles or snow scooters, ATVs, golf carts, go carts, camper type vehicles);
- Military Vehicles - Major Crown Projects: Armed and armoured military ground vehicles (tanks, light armoured vehicles, armored fighting vehicles, etc.) and their integrated weapons systems; and
- Unarmed Military Trucks.

Armament, Weaponry, and Ammunition

- Ammunition including bullets and cartridges of all calibers, shells of all gauges magazines, incendiary devices such as grenades, RPG shells, flash-bangs, smoke grenades, etc.;
- Stand-alone weapons up to 76mm: Single shot, semi-automatic and automatic firearms including handguns, rifles, shotguns, machine guns, artillery, etc. Parts including attachments, frames, stocks, barrels, slides, badgers, sights/scopes, etc. and cases;
- Weapons above 76mm: Precision guided munitions (including subsystems), other missiles (SAM), bombs, rockets and components, shoulder fired missile weapons (RPGs, rocket launchers, anti-tank, anti-aircraft);
- Law enforcement equipment, including Tasers; crowd control equipment; security & control equipment; forensic equipment, supplies, & accessories; explosives control equipment, accessories, & supplies; chemical biological control equipment, accessories, & supplies;
- NATO military purchases; and
- Any sale or Direct Buy of military equipment and supplies for immediate operational use, taking place outside of Canada, from the US Government (US DoD, US Coastguard, Canada FMS the only vendors).

Business Support Services

- Document Shredding Services: Secure disposal of confidential information/documentation, permanent withdrawal or destruction of electronic records or paper materials;
- Library, Document, Storage/Archive: Documentation storage & retrieval-related services, data archiving services, document scanning services, library services (general municipal public use libraries, college or university libraries, privately owned libraries) including microform, microfiche, microfiles, etc.; and
- Interpretation Services: oral interpretation into another language, including those for deaf persons.

Civil Engineering

- Engineering consulting services related to civil engineering, including public works and infrastructure projects;
- Surveying services (including the measurement of land and its characteristics), surveyor certificates, and mapmaking; and
- Architectural engineering, consulting services (such as drafting & design services), and area resource development (regional planning).

Energy

- Coal and charcoal production services;
- Electric utilities, including supply of one, two, or three phase electricity,
- Electric power transmission services, industrial electric power distribution, rural & municipal electric power distribution, and power quality monitoring;
- Gas pipeline services, supply of natural gas, and gas facility charges; and
- Steam power plants.

Environmental Advisory Services

- Environmental Consulting Services: Environmental management services, such as environmental:
 - Impact assessment, planning, advisory services, research services, and auditing services;
 - Deliverables such as reports, assessments, strategies, studies and valuations.
- Energy Conservation: Services related to energy conservation, such as energy conservation programs & energy use reduction measurements;
- Safety and Protection Services: Environmental safety services, including landscape, ozone, food or feed contamination, genetic resources, toxic substances, radiation, & endangered species protection services including kits and toxicity profiles; and
- Pollution tracking, monitoring, and rehabilitation, including air/soil/water pollution (quality management, protection services, monitoring & measurement, detection), including oil, noise, & toxic substances (oil spillage monitoring & control, advisory, & protection services).

Environmental Remediation

- Environmental engineering and remediation services, such as industrial site rehabilitation, environmental decontamination, land reclamation, polluted soil treatment & rehabilitation, water pollution rehabilitation, oil spillage rehabilitation, as well as toxic substances.
- Toxic, hazardous waste cleanup, and disposal of hazardous wastes from non-environmental surroundings including batteries, nuclear waste, toxic spills, oil spills, medical wastes, acid waste collection & disposal, as well as chemical detoxification.

Fuels/Lubricants

- Aviation and marine fuel;
- Gasoline, Petrol, and Diesel fuel;

-
- Heating & Fuel Oil;
 - Gaseous fuels, such as propane, methane, butane, propylene, ethylene, acetylene, coal gas, etc., as well as gaseous fuel additives, such as fuel thickeners & icing inhibitors for fuel systems;
 - Lubricants, oils, greases, anti-corrosives, such as lubricating preparations (engine, cutting, gear, hydraulic, transmission, & other oils); anti corrosives (moisture repellent, anti-corrosion lubricant, rust remover, anti-weld pastes), and greases (silicon);

HR & Benefits

- Benefits administration services, including compensation or benefits planning;
- Health administration services, such as health policy, health legislation or regulations, health service planning, and health economics;
- Counselling and Family services, including drug addiction prevention or control services, psychiatrist services, psychologists services, psychotherapists services, drug abuse prevention or control programs, etc.;
- Dependent care services, including home health assistant services, infant or child daycare services, nanny or babysitting services, elderly daycare services, assisted living services, personal care services, etc.;
- Household assistance & care services;
- Healthcare services, including comprehensive health services, medical practice services (primary care practitioners, medical specialists, healthcare providers specialists, pharmacists, dental, rehabilitation, etc), employee wellness services (ergonomic assessment, etc.), and service provider payments;
- Pension administration: pension funds, including employer-administered pension funds or union or guild-administered pension funds;
- Pre-employment screening/drug testing: reference or background check services, resume/CV screening services, lab services (finger printing services, blood analysis lab services, urinalysis lab services, drug or alcohol screening); and
- Rewards & recognition: HR-related gifts, collectibles, awards, certificates, jewelry, timepieces, gemstones, service recognition programs, promotional merchandise, product or gift personalization services, and recognition services etc.

Infrastructure

- Electrical Contractor Services: Electrical services, such as electric power systems installation or service, electronic controls and circuit breaker repairs, electrical engineering services, etc.;
- Electrical Equipment & Supplies: Power generation & distribution machinery, including power sources, batteries, generators, transformers, kinetic power transmission, electrical wires & cables, electrical systems, lighting, components, traffic signal systems, and supplies;
- Heating, ventilation, air circulation, & cooling (HVAC) equipment, including components & parts, boilers, pumps, compressors, filters, purification systems, & filter media (only heating furnaces apply here); and
- Plumbing: Fluid & gas distribution systems, including valves, hardware & fittings, hoses, pipes, pipe & tube fittings, & flanges and Plumbing services.

Office Supplies

- Office supplies & accessories, including mailing supplies such as envelopes etc.;
- Desk supplies such as post-it, office pad, writing instruments, ink & lead, etc.;
- Ready to use printed forms invoices, receipts, telephone message pads, etc.;
- Paper supplies, such as printing & writing paper (e.g. computer printout paper, printer or copier paper, facsimile paper, stationery, writing paper, index cards, cardstock papers, tracing paper, telegraph papers, label papers, etc.); and
- Printer, photocopier, & facsimile toner ink cartridges, ink sticks, printwheels & ribbons.

Print/Publishing/Reproduction

- General commercial print services, incl. planning or layout of graphic production, typesetting, digital printing, promotional or advertising printing, publication printing, book-binding services, offset printing, business card & brochure printing, etc.;
- Printing of customized envelopes;
- Stationery and business forms printing;
- Promotional items (goods with logos), including pins, pens and pencils, notepads, luggage & bags, tattoos, cups & mugs, lanyards, flashlights, novelty paper products, promo signage, etc.; and
- Secure printing services such as security access and identification cards and other sensitive documents (Cheques, passports, currency, financial reporting products such as quarter and annual reports, etc.).

Telecommunications

- Internet & Network Services: All Internet services including high speed access, DSL digital subscriber line services, LAN & WAN services, point-to-point & multi-point digital & analog telecommunications circuit, and backbone capacities;
- Legacy Voice Service: Local & long distance telephone communications services, including pay phone provider services, prepaid phone card services, directory assistance services, conference calling services, toll free inbound telephone service, etc.;
- Miscellaneous telecom services, including videoconferencing services, telecommunications media services (facsimile & telegraph services, television services, radio services, enhanced telecommunications services, fiber telecommunications services, customer access services);
- Satellite communication bandwidth, satellite phone services, satellite or earth communication systems & services including space segment leasing, and satellite ground station equipment/services;
- Mobile communications services, including cellular telephone services, paging services, mobile internet/data services, etc.; and
- Satellite communication bandwidth for DND morale (e.g. troops calling home) including all CEFCOM satellite services.

Telecommunications & Voice

- Mobile phones, pagers, digital enhanced cordless telecommunications phones, satellite phones, mobile phone face plates, pager modules, mobile phone starter kits (hands-free), personal digital assistants (PDAs), & internet sticks (rocket sticks);
- PBX, desk phones, VOIP, including personal communication devices, call management systems, telephony equipment, automatic call distributors, private access branch exchange/interconnect low/high capacity voice &/or digital data, telephone central offices, carrier, voice messaging & text messaging systems;
- Radar equipment, radar antennas, navigation equipment (GPS, buoys, etc.), speed law enforcement radar equipment, weather radar systems, beacons, transponders, infra-red communications systems, sonar systems, & underwater sound equipment;
- Radio & television equipment including two-way radios, television core equipment, television access equipment, television antennas, radio core equipment, radio access equipment, radio antennas, radio transmitters, receivers, & transceivers;
- Telecom communications security equipment & components, commercial cryptographic devices, data encryption standard devices, secure voice/data, electronic countermeasures & quick reaction capability equipment;
- Teleconference equipment, including audioconferencing systems, teleconferencing consoles, Centrex phone consoles, etc.;
- Videoconferencing systems & video phones;
- Watercraft telecommunications and voice equipment, such as under water voice, navigational equipment designed for underwater only (CCG; DFO; DND); and

- Other telecommunications and voice equipment such as communications devices & accessories, telegraph equipment (Keys, electromagnets), satellite equipment (excluding satellite phones), special communication device such as antennas.

Training Services

- IT Training: Computer vocational training services (includes employee reimbursements);
- Language training services, including conversational & written foreign language instruction services, and foreign language immersion instruction services (includes employee reimbursements); and
- General labor training or development services, incl. vocational training (includes employee reimbursements), executive coaching services.

ANNEX "B" - BASIS OF PAYMENT

CONTRACT PERIOD – Date of Contract to June 30th, 2020

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

Milestone	Description or "deliverable"	Delivery Date	All-inclusive Firm Price
1	Initial Project plan, methodology and workshop plan	Within 5 days of contract award but no later than March 27 th 2020	\$
2	Interim Progress Report and Workshop Report	Within 6 weeks of contract award	\$
3	Market Analysis Report and Final report	Within 10 weeks of contract award	\$
Total			\$
HST			\$
Total Contract Value			\$

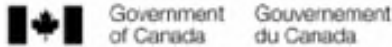
ANNEX "C" - SECURITY REQUIREMENTS CHECK LIST



Contract Number / Numéro du contrat 10069799
Security Classification / Classification de sécurité UNCLASSIFIED

**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	Public Works and Government Services Canada	2. Branch or Directorate / Direction générale ou Direction Procurement Branch
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 Accessibility consulting services to support development of accessible procurement strategy as described in Statement of Work (SOW). Contractor expected to supply solution, manage the overall project and accept responsibility for the outcome.		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c.) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c.)		<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable / À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>



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PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
 Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?
 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?
 Short Title(s) of material / Titre(s) abrégé(s) du matériel:
 Document Number / Numéro du document:

No / Non Yes / Oui

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

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

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

Special comments:
 Commentaires spéciaux : _____

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

10. b) May unscreened personnel be used for portions of the work?
 Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?
 If Yes, will unscreened personnel be escorted?
 Dans l'affirmative, le personnel en question sera-t-il escorté?

No / Non Yes / Oui
 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?
 Déposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?
 No / Non Yes / Oui



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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 RESTRICTION	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET	
											A	B	C				CONFIDENTIAL
Information / Assets Renseignements / Biens Production																	
IT Media / Support TI																	
IT Link / Lien électronique																	

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