



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

**Canada Revenue Agency
Agence du revenu du Canada**

Proposal to: Canada Revenue Agency

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

Proposition à : l'Agence du revenu du Canada

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

**Bidder's Legal Name and Address (ensure the Bidder's complete legal name is properly set out)
Raison sociale et adresse du Soumissionnaire (s'assurer que le nom légal au complet du soumissionnaire est correctement indiqué)**

**Bidder MUST identify below the name and title of the individual authorized to sign on behalf of the Bidder –
Soumissionnaire doit identifier ci-bas le nom et le titre de la personne autorisée à signer au nom du soumissionnaire**

Name /Nom

Title/Titre

Signature

Date (yyyy-mm-dd)/(aaaa-mm-jj)

(____)

Telephone No. – No de téléphone

(____)

Fax No. – No de télécopieur

E-mail address – Adresse de courriel

**REQUEST FOR PROPOSAL /
DEMANDE DE PROPOSITION**

Title – Sujet <i>Language Training Services</i>	
Solicitation No. – No de l'invitation 1000347577	Date 2020-02-14
Solicitation closes – L'invitation prend fin on – le (2020-03-25) at – à 2:00 P.M. / 14 h	Time zone – Fuseau horaire EDT/HAE Eastern Daylight Time/ Heure Avancée de l'Est
Contracting Authority – Autorité contractante Name – Nom : Henrique Carrera Address – See herein / Voir dans ce document E-mail address – Adresse de courriel - See herein / Voir dans ce document-	
Telephone No. – No de téléphone (613) 219-8406	
Fax No. – No de télécopieur (613) 948-2459	
Destination - Destination See herein / Voir dans ce document	



Request for Proposal (RFP)

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

Title: Language Training Services

Part 1 General Information

1.1 Introduction

The solicitation is divided into seven parts plus appendices 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 solicitation;

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

Part 4 Evaluation and 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

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

Appendices

Appendix 1: Mandatory Criteria

Appendix 2: Point Rated Criteria

Appendix 3: Financial Proposal

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

Annexes

Annex A: STATEMENT OF WORK

Annex B: BASIS OF PAYMENT

Annex C: SECURITY REQUIREMENTS



1.2 Summary

To provide full-time and part-time French and English in-person classroom language training on an “as and when requested” basis either in group or individually to CRA employees in order to: (1) attain Level A, Level B and Level C (as required per employee) in their second official language; (2) maintain their second official language; or (3) improve their second official language. The Contractor must also provide telephone tutoring on an “as and when requested” basis.

The CRA requires the services referenced above in the following regions:

Region 1: Ontario and National Capital Region

This region comprises of the province of Ontario and the National Capital Region as defined in the *National Capital Act* (R.S.C. 1985, c. N-4), which may be accessed at the following site:
<https://laws.justice.gc.ca/eng/acts/N-4/page-4.html#h-374470>

Region 2: Atlantic

This region comprises the provinces of Nova Scotia, New Brunswick, Prince Edward Island and Newfoundland.

Region 3: Quebec

This region comprises the province of Quebec (with the exception of areas covered by the National Capital Region).

Region 4: Prairies

This region comprises the provinces of Manitoba, Saskatchewan, Alberta.

Region 5: Pacific

This region comprises the province of British Columbia.

It is the CRA’s intention to award up to five (5) contracts to fulfil this requirement.

Bidders may submit a proposal for any of the five (5) regions. Bidders can bid on more than one region. In the event that a single Bidder is deemed the highest ranked responsive bid for multiple regions, the CRA will award one (1) contract for these multiple regions.

The anticipated period of Contract(s) will be for two years, with three (3) irrevocable options to extend the Contract period. Each option is for up to a twelve (12) month period.

The CRA reserves the right to participate in pilot projects pertaining to language training developed by the CRA or by other government departments on an ad hoc basis.

1.3 E-Procurement Solution

i) CRA e-Procurement Solution

The CRA’s e-procurement solution for ordering, receiving, and reconciling goods and services is an Ariba tool which has been branded internally as “Synergy”. Synergy will be used to place orders under any resulting contract.

The highest-ranked responsive Bidder must be a member of the Ariba Supplier Network (ASN) prior to contract award, and maintain membership in the ASN throughout the period of any resulting contract. All costs associated with this membership shall be borne by the Bidder.

ii) Government of Canada e-Procurement Solution (EPS)

Canada is currently developing an online government-wide EPS for ordering of goods and services. In support of the anticipated transition to this solution and how it may impact any resulting contract that is



issued under this solicitation, refer to section 6.3.2.1 of the Model Contract **Synergy Modifications or Transition to a Government of Canada e-Procurement Solution (EPS)**.

The Government of Canada's [press release](#) provides additional information.

1.4 Glossary of Terms

TERM	DEFINITION
CRA	Canada Revenue Agency
Day/Month/Year	For purposes of technical evaluation, one (1) month shall equal a minimum of 16.67 billable days (a day equals 7.5 hours) and one (1) year equals a minimum of 200 billable days. Any additional billable days within the same year will not increase the experience gained for the purposes of evaluation.
Project	A set of activities required to produce certain defined outputs, or to accomplish specific goals or objectives, within a defined schedule and resource budget. A project exists only for the duration of time required to complete its stated objectives.
Proposal	A solicited submission by one party to supply certain goods or services. The word "proposal" is used interchangeably with "bid"
Solicitation	An act or instance of requesting proposals/bids on specific products and/or services.
Tendering Authority	Canada Revenue Agency

1.5 Debriefings

Bidders may request a debriefing on the results of the solicitation process. Bidders should make the request to the Contracting Authority within seven (7) business days of receipt of the results of the solicitation process. The debriefing may be in writing, by telephone or in person.

1.6 Office of the Procurement Ombudsman (OPO)

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an independent avenue for suppliers to raise complaints regarding the award of contracts under \$25,000 for goods and under \$100,000 for services. If you have issues or concerns regarding the solicitation, you have the option of raising them with the CRA, or, you may have the option of raising them with the OPO depending upon the nature of the complaint. You may contact the OPO by telephone at 1-866-734-5169 or by e-mail at boa.opo@boa.opo.gc.ca. You can also obtain more information on the OPO services available to you at their website at www.opo-boa.gc.ca ..

1.7 Canadian International Trade Tribunal

As a general rule, a complaint regarding this procurement process must be filed with the Canadian International Trade Tribunal (the Tribunal) within 10 working days from the date on which a bidder becomes aware, or reasonably should have become aware, of a ground of complaint. Alternatively, within that time frame, a bidder may first choose to raise its ground of complaint by way of an objection to the CRA; if the CRA denies the relief being sought, a bidder may then file a complaint with the Tribunal within 10 working days of that denial. More information can be obtained on the Tribunal's Web site (www.citt-tcce.gc.ca) or by contacting the Registrar of the Tribunal at 613-993-3595.



Also consult [Recourse Mechanisms](https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/recourse-mechanisms) (<https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/recourse-mechanisms>).



Part 2 Bidder Instructions

2.1 Mandatory Requirements

Wherever the words “shall”, “must” and “will” appear in this document or any related document forming a part hereof, the item being described is a mandatory requirement.

Failure to comply or demonstrate compliance with a mandatory requirement will render the bid non-responsive and the bid will receive no further consideration.

2.2 Standard Instructions, Clauses and Conditions A0000T (2012-07-16)

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 issued by Public Works and Government Services Canada (PWGSC). The Manual is available on the PWGSC Website:

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>.

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

The standard instructions and conditions 2003 (2016-04-04) are incorporated by reference into and form part of the bid solicitation.

The following clauses are incorporated by reference:

SACC Reference	Clause Title	Date
A3005T	Status and Availability of Resources	2010-08-16
A3010T	Education and Experience	2010-08-16
A3015T	Certifications	2014-06-26
C3011T	Exchange Rate Fluctuation	2013-11-06

2.2.1 Revisions to Standard Instructions 2003

Standard Instructions - Goods or Services – Competitive Requirements 2003 (2016-04-04) are revised as follows.

Section 01 titled “Integrity Provisions– Bid”, is deleted in its entirety and replaced with the following:

1. The *Supplier Integrity Directive* (SID) dated May 24, 2016, is incorporated by reference into, and forms a binding part of the bid solicitation. The Bidder must comply with the SID, which can be found on the Canada Revenue Agency’s website at <https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/supplier-integrity-directive.html>
2. Under the SID, charges and convictions of certain offences against a Supplier, its affiliates or first tier subcontractors, and other circumstances, will or may result in a determination by Public Works and Government Services Canada (PWGSC) that the Supplier is ineligible to enter, or is suspended from entering into a contract with Canada. The list of ineligible and suspended Suppliers is contained in PWGSC’s Integrity Database. The SID describes how enquiries can be made regarding the ineligibility or suspension of Suppliers.
3. In addition to all other information required in the bid solicitation, the Bidder must provide the following:
 - a. by the time stated in the SID, all information required by the SID described under the heading “Mandatory Provision of Information”; and



- b. with its bid, a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offences in the SID. The list of foreign criminal charges and convictions must be submitted using an Integrity Declaration Form, which can be found at [Declaration form for procurement](#).
4. Subject to subsection 5, by submitting a bid in response to this bid solicitation, the Bidder certifies that:
 - a. it has read and understands the SID (<https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/supplier-integrity-directive.html>)
 - b. it understands that certain domestic and foreign criminal charges and convictions, and other circumstances, as described in the SID, will or may result in a determination of ineligibility or suspension under the SID;
 - c. it is aware that Canada may request additional information, certifications, and validations from the Bidder or a third party for purposes of making a determination of ineligibility or suspension;
 - d. it has provided with its bid a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offences in the SID;
 - e. none of the domestic criminal offences, and other circumstances, described in the SID that will or may result in a determination of ineligibility or suspension, apply to it, its affiliates and its proposed first tier subcontractors; and
 - f. it is not aware of a determination of ineligibility or suspension issued by PWGSC that applies to it.
 5. Where a Bidder is unable to provide any of the certifications required by subsection 4, it must submit with its bid a completed Integrity Declaration Form, which can be found at [Declaration form for procurement](#).
 6. Canada will declare non-responsive any bid in respect of which the information requested is incomplete or inaccurate, or in respect of which the information contained in a certification or declaration is found by Canada to be false or misleading in any respect. If Canada establishes after award of the Contract that the Bidder provided a false or misleading certification or declaration, Canada may terminate the Contract for default. Pursuant to the SID, Canada may also determine the Bidder to be ineligible for award of a contract for providing a false or misleading certification or declaration.

Section 02 titled "Procurement Business Number", is hereby deleted in its entirety and replaced with:

Suppliers should obtain a Business Number (BN) before contract award. Suppliers may register for a BN online at <https://www.canada.ca/en/services/taxes/business-number.html>.

Section 03 titled "Standard Instructions, Clauses and Conditions", "Pursuant to the [Department of Public Works and Government Services Act](#) (S.C. 1996, c.16)," is hereby deleted.

Section 05 titled "Submission of Bids", paragraph 2 (d) is deleted in its entirety and replaced with the following:

(d) send its bid only to the Canada Revenue Agency Bid Receiving Unit or to the address specified in the solicitation in Section 2.3.

Section 05 titled "Submission of Bids" paragraph 4, delete sixty (60) days and replace with (180) days.

Section 06, titled "Late Bids", reference to "PWGSC" is hereby deleted and replaced with CRA.

Section 07 titled "Delayed Bids", all references to "PWGSC" are hereby deleted and replaced with "CRA".



Section 12 titled "Rejection of Bid", delete subsections 1(a) and 1(b) in their entirety.

Section 20 titled "Further Information", Paragraph 2 is hereby deleted and replaced with the following: Enquiries concerning receipt of bids may be addressed to the Contracting Authority identified in the bid solicitation.

Section 21 titled "Code of Conduct for Procurement-bid" is hereby deleted in its entirety.

2.3 Submission of Proposals

When responding, the proposal SHALL be delivered to the Bid Receiving Unit address indicated below by the time and date indicated on Page 1.

BIDDERS ARE TO SUBMIT PROPOSALS TO:

Canada Revenue Agency
Bid Receiving Unit
Ottawa Technology Centre
Receiving Dock
875 Heron Road, Room D-95
Ottawa, ON K1A 1A2
Telephone No: (613) 941-1618

Bidders are hereby advised that the Bid Receiving Unit of CRA is open Monday to Friday inclusive, between the hours of 0730 and 1530, excluding those days that the federal government observes as a holiday.

ELECTRONIC BIDS WILL NOT BE ACCEPTED. Due to the nature of this solicitation, electronic transmissions of a proposal by such means as electronic mail or facsimile is not considered to be practical and therefore will not be accepted.

2.4 Communications - Solicitation Period SACC A0012T (2014-03-01)

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

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

2.5 Applicable Laws SACC A9070T (2014-06-26)

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



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

2.6 Terms and Conditions

By submitting a bid, the Bidder hereby certifies compliance with and acceptance of all of the articles, clauses, terms and conditions contained or referenced in this Request for Proposal (RFP) and Statement of Work (SOW). Any modifications or conditional pricing by the bidder, including deletions or additions to the articles, clauses, terms and conditions contained or referenced in this RFP and/or SOW document will render the bid non-responsive and the bid will receive no further consideration.



Part 3 Proposal Preparation Instructions

3.1 Bid – Number of Copies CRA MODA0055T (2007-11-30)

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

Section I: Technical Bid (1 hard copy and 1 soft copy on USB)

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 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 (1 hard copy and 1 soft copy on USB)

Bidders must submit their financial bid in accordance with the format outlined in Appendix 3: Financial Proposal. The total amount of Applicable Taxes must be shown separately.

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

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

Section III: Certifications 1 hard copy

Bidders must submit the certifications required under Part 5.

Section IV: Additional Information (1 hard copy and 1 soft copy on USB)

3.2 Bid Format and Numbering System CRA MODA0054T (2007-11-30)

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

- a. use 8.5 x 11 inch (216 mm x 279 mm) paper;
- b. Use recycled-fibre content paper and two-sided printing. Reduction in the size of documents will contribute to CRA's sustainable development initiatives and reduce waste;
- c. avoid the use of colour and glossy formats
- d. use a numbering system corresponding to that of the bid solicitation;
- e. include the certification as a separate section of the bid.



Part 4 Evaluation and Selection

4.1 General

A committee composed of representatives of CRA will evaluate the proposals on behalf of the Agency. The services of independent consultants may be called upon to assist in the evaluation of, or in the validation of, specific aspects of the solution proposed. CRA reserves the right to engage any independent consultant, or use any Government resources, which it deems necessary to evaluate any proposal.

Proposals will be evaluated in accordance with the evaluation criteria identified in Appendices 1 and 2 and in conjunction with the Statement of Work (SOW). Bidders are encouraged to address these criteria in sufficient depth in their proposals to permit a full evaluation of their proposals. The onus is on the Bidder to demonstrate that it meets the requirements specified in the solicitation.

Bidders are advised that only listing experience without providing any supporting information to describe where and how such experience was obtained will not be considered to be demonstrated for the purpose of the evaluation. The Bidder should not assume that the evaluation team is necessarily cognizant of or knowledgeable about the experience and capabilities of the Bidder or any of the proposed resource(s); as such, any relevant experience must be demonstrated in the Bidders' written proposal.

4.2 Steps in the Evaluation Process

The selection process to determine the successful Bidder will be carried out as follows:

Notwithstanding Steps 1 and 2 below, in order to expedite the evaluation process, CRA reserves the right to conduct Step 3 - Evaluation of Financial Proposals concurrently with Steps 1 and 2. Should CRA elect to conduct Step 3 prior to the completion of Step 2, the information in the Financial Proposal will not be disclosed to the team evaluating the mandatory and rated sections until the completion of Steps 1 and 2. However, if the Contracting Authority is able to ascertain that a proposal is non-responsive by virtue of incomplete information or an error in the financial proposal, the Contracting Authority will advise the team evaluating the mandatory and rated sections that the proposal is not compliant and should no longer be considered. The concurrent evaluation of the financial proposal does not in any way construe compliance in Steps 1 and 2 despite the statement "All bids meeting the minimum thresholds in Step 2 will proceed to Step 3".

Bids will be ranked in accordance with the Selection Methodology.

Step 1 – Evaluation against Mandatory Criteria

All bids will be evaluated to determine if the mandatory requirements detailed in Appendix 1 "Mandatory Criteria" have been met. Only those bids meeting ALL mandatory requirements will then be evaluated in accordance with Step 2 below.

Step 2 – Evaluation against Point-Rated Criteria

All bids meeting the criteria from Step 1 will be evaluated and scored, in accordance with the point-rated criteria detailed in Appendix 2 "Point-Rated Criteria", to determine the Bidder's Total Technical Merit Score. All bids meeting the minimum thresholds in Step 2 will proceed to Step 3.



Step 3 – Evaluation of Financial Proposals

Only technically compliant bids meeting all of the requirements detailed in Steps 1 and 2 will be considered at this point.

Prices submitted will be evaluated to determine the bid evaluation price as defined in Appendix 3: “Financial Proposal”. Once the bid evaluation prices are determined under Step 3, the proposals will proceed to Step 4.

Bidders must provide a price, percentage, or weight, as applicable, for each item identified in the format specified in Appendix 3: Financial Proposal. Ranges (e.g., \$10-\$13) are not acceptable.

Should there be an error in the extended pricing of the Bidder’s proposal, the unit pricing and rates shall prevail and the extended pricing shall be corrected in the evaluation. Any errors in quantities of the Bidder’s proposal shall be changed to reflect the quantities stated in the RFP.

Failure or refusal to provide a price or rate for any item in Appendix 3, shall be considered as failing to meet a mandatory requirement of the RFP and therefore, the Bidder’s proposal shall be given no further consideration.

Step 4 – Basis of Selection

1. To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation; and
- b. meet all mandatory criteria; and
- c. obtain the required minimum of **226** points overall for region 1, and **196** points overall for regions 2, 3, 4 and 5 each for the technical evaluation criteria which are subject to point rating.

The rating is performed on a scale of 348 points for region 1, and 301 points for regions 2, 3, 4 and 5 each.

2. Bids not meeting (a) or (b) or (c) will be declared non-responsive.

3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 65% for the technical merit and 35% for the price.

4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 65%.

5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 35%.

6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.

7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.



The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 65/35 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

Basis of Selection - Highest Combined Rating Technical Merit (65%) and Price (35%)				
		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$115/135 \times 65 = 55.37$	$89/135 \times 65 = 42.85$	$92/135 \times 65 = 44.30$
	Pricing Score	$45/55 \times 35 = 28.64$	$45/50 \times 35 = 31.50$	$45/45 \times 35 = 35.00$
Combined Rating		84.01	74.35	79.30
Overall Rating		1st	3rd	2nd

Step 5 - Basis of Selection – Proof of Synergy Compliance (PoSC)

The highest ranked responsive Bidder will be subject to Proof of Synergy Compliance testing (PoSC) as described in Attachment 8 to Annex A: Synergy Solution prior to contract award. The CRA reserves the right to test the proposed solution in whole or in part against all of the PoSC test requirements set out in Attachment 8 to Annex A.

Claims of future compliance with CRA’s Synergy requirements in software and/or hardware releases will not be considered during the evaluation of the Bidder’s proposal.

Step 6 – Selection

The Bidders with the highest ranked responsive bid and having passed all of the Step 5 requirements as described above will be considered the successful Bidders for this requirement and will be recommended for award of a contract.

Step 7 – Conditions Precedent to Contract Award

The Bidders recommended for award of a Contract must meet the requirements provided in Part 5 “Certifications and Additional Information” and Part 6 “Security, Financial and Other Requirements” of this RFP.

Step 8 – Contract Entry

The Bidders with the highest ranked responsive bid and meeting all the requirements listed above will be recommended for award of a contract.



Part 5 Certifications and Additional Information

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

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

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

The Certifications listed at 5.1 must be completed and submitted with the bid. Failure to submit the Certifications listed at 5.1 will render the bid non-responsive and the bid will receive no further consideration.

5.1 Certifications Required To Be Submitted At Time of Bid Closing

5.1.1 Joint Venture Certification

Only complete this certification if a joint venture is being proposed

The Bidder represents and warrants the following:

(a) The bidding entity is a contractual joint venture in accordance with the following definition. A "contractual joint venture" is an association of two or more parties who have entered into a written contract in which they have set out the terms under which they have agreed to combine their money, property, knowledge, skills, time or other resources in a joint business enterprise, sharing the profits and the losses and each having some degree of control over the enterprise.

(b) The name of the joint venture is: _____(if applicable).

(c) The members of the contractual joint venture are (the Bidder is to add lines to accommodate the names of all members of the joint venture, as necessary):

(d) The Business Numbers (BN) of each member of the contractual joint venture are as follows (the Bidder is to add lines for additional BNs, as necessary):

(e) The effective date of formation of the joint venture is: _____

(f) Each member of the joint venture has appointed and granted full authority to _____ (the "Lead Member") to act on behalf of all members as its representative for the purposes of executing documentation relating to the solicitation and any resulting contract.



(g) The joint venture is in effect as of the date of bid submission.

This Joint Venture Certification must be signed by each member of the joint venture.

The Joint Venture Certification shall be effective throughout the entire period of the Contract, including any exercised option period, if exercised.

The CRA has the right to request documentation from the Bidder evidencing the existence of the contractual joint venture.

Signature of an authorized representative of each member of the joint venture

(the Bidder is to add signatory lines as necessary):

_____	_____	_____	_____
Signature of Duly Authorized Representative	Name of Individual (Please Print)	Legal Name of Business Entity	Date

_____	_____	_____	_____
Signature of Duly Authorized Representative	Name of Individual (Please Print)	Legal Name of Business Entity	Date



5.2 Certifications Precedent to Contract Award and Associated Information

The certifications listed below should be completed and submitted with the bid but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to comply with the request of the Contracting Authority and to provide the certification within the time frame provided will render the bid non responsive and the bid will receive no further consideration.

5.2.1 Integrity Provisions – Associated Information

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

5.2.2 Employment Equity

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" list available from [Employment and Social Development Canada \(ESDC\)-Labour's website](#)

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 Former Public Servant CRA Mod A3025T 2014-06-26

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. 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.

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.

5.2.4 Vendor Reporting Information

The following information should be provided to enable CRA compliance with paragraph 221(1)(d) of the Income Tax Act, R.S.C. 1985, c.1 (5th Supp.) and report payments made to contractors under applicable



services contracts (including contracts involving a mix of goods and services) on a T1204 Government Service Contract Payments slip.

For the purpose of this clause:

“Legal Name” means the name of the company, corporation or other entity constituted as a legal person under which this person exercises its rights and performs its obligations.

“Operating Name” means the name that is legally protected and used in the course of its business by a company, corporation or other entity legally constituted as a legal person, or by the individual.

The Bidder is requested to provide the following:

Legal Name: _____

Operating Name: _____

Address: _____

Payment/T1204 Address (if different) Payment address is same as above

City: _____

Province: _____

Postal Code: _____

Telephone: _____

Fax: _____



Type of Business (Select only one)

- Corporation
- Partnership
- Sole Proprietor
- Non-Profit Organization
- US or International Co.

All registered companies (excluding Non-Profit organizations and US or International companies) must provide their Goods and Services Tax (GST) or Business Number (BN). Additional details on how to obtain a BN can be found at: <http://www.cra-arc.gc.ca/tx/bsnss/tpcs/bn-ne/menu-eng.html>

If the services will be rendered by an individual, please provide the Social Insurance Number (SIN).

Goods and Services Tax (GST) Number: _____

Business Number (BN): _____

If a SIN number is being provided, the information should be placed in a sealed envelope marked "Protected".

Social Insurance Number (SIN): _____

N/A Reason: _____

Note: If you select "N/A", then you must give a reason.

Date: _____

Name: _____

Signature: _____

(Signature of duly authorized representative of business)

Title: _____

(Title of duly authorized representative of business)



Part 6 Security, Financial and Other Requirements

6.1 Security Requirements

1. Before award of a contract, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Model Contract;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 7 - Model Contract;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
 - (d) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 - Model Contract;
 - (e) the Bidder must provide the address(es) of proposed site(s) or premises of work performance and document safeguarding as indicated in Part 3 - Section IV Additional Information.

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

6.2 FINANCIAL CAPABILITY

1. **Financial Capability Requirement:** The Bidder must have the financial capability to fulfill this requirement. To determine the Bidder's financial capability, the Contracting Authority may, by written notice to the Bidder, require the submission of some or all of the financial information detailed below during the evaluation of bids. The Bidder must provide the following information to the Contracting Authority within fifteen (15) working days of the request or as specified by the Contracting Authority in the notice:
 - a. Audited financial statements, if available, or the unaudited financial statements (prepared by the Bidder's outside accounting firm, if available, or prepared in-house if no external statements have been prepared) for the Bidder's last three fiscal years, or for the years that the Bidder has been in business if this is less than three years (including, as a minimum, the Balance Sheet, the Statement of Retained Earnings, the Income Statement and any notes to the statements).
 - b. If the date of the financial statements in (a) above is more than five months before the date of the request for information by the Contracting Authority, the Bidder must also provide, unless this is prohibited by legislation for public companies, the last quarterly financial statements (consisting of a Balance Sheet and a year-to-date Income Statement), as of two months before the date on which the Contracting Authority requests this information.
 - c. If the Bidder has not been in business for at least one full fiscal year, the following must be provided:
 - i. the opening Balance Sheet on commencement of business (in the case of a corporation, the date of incorporation); and
 - ii. the last quarterly financial statements (consisting of a Balance Sheet and a year-to-date Income Statement) as of two months before the date on which the Contracting Authority requests this information.



- d. A certification from the Chief Financial Officer or an authorized signing officer of the Bidder that the financial information provided is complete and accurate.
 - e. A confirmation letter from all of the financial institution(s) that have provided short-term financing to the Bidder outlining the total of lines of credit granted to the Bidder and the amount of credit that remains available and not drawn upon as of one month prior to the date on which the Contracting Authority requests this information.
 - f. A detailed monthly Cash Flow Statement covering all the Bidder's activities (including the requirement) for the first two years of the requirement that is the subject of the bid solicitation, unless this is prohibited by legislation. This statement must detail the Bidder's major sources and amounts of cash and the major items of cash expenditures on a monthly basis, for all the Bidder's activities. All assumptions made should be explained as well as details of how cash shortfalls will be financed.
 - g. A detailed monthly Project Cash Flow Statement covering the first two years of the requirement that is the subject of the bid solicitation, unless this is prohibited by legislation. This statement must detail the Bidder's major sources and amounts of cash and the major items of cash expenditures, for the requirement, on a monthly basis. All assumptions made should be explained as well as details of how cash shortfalls will be financed.
2. If the Bidder is a joint venture, the financial information required by the Contracting Authority must be provided by each member of the joint venture.
 3. If the Bidder is a subsidiary of another company, then any financial information in 1. (a) to (f) above required by the Contracting Authority must be provided by the ultimate parent company. Provision of parent company financial information does not by itself satisfy the requirement for the provision of the financial information of the Bidder, and the financial capability of a parent cannot be substituted for the financial capability of the Bidder itself unless an agreement by the parent company to sign a Parental Guarantee, as drawn up by Public Works and Government Services Canada (PWGSC), is provided with the required information.
 4. **Financial Information Already Provided to PWGSC:** The Bidder is not required to resubmit any financial information requested by the Contracting Authority that is already on file at PWGSC with the Contract Cost Analysis, Audit and Policy Directorate of the Policy, Risk, Integrity and Strategic Management Sector, provided that within the above-noted time frame:
 - a. the Bidder identifies to the Contracting Authority in writing the specific information that is on file and the requirement for which this information was provided; and
 - b. the Bidder authorizes the use of the information for this requirement.

It is the Bidder's responsibility to confirm with the Contracting Authority that this information is still on file with PWGSC.

5. **Other Information:** Canada reserves the right to request from the Bidder any other information that Canada requires to conduct a complete financial capability assessment of the Bidder.
6. **Confidentiality:** If the Bidder provides the information required above to Canada in confidence while indicating that the disclosed information is confidential, then Canada will treat the information in a confidential manner as permitted by the [Access to Information Act](#), R.S., 1985, c.c. A-1, Section 20(1) (b) and (c).
7. **Security:** In determining the Bidder's financial capability to fulfill this requirement, Canada may consider any security the Bidder is capable of providing, at the Bidder's sole expense (for example, an irrevocable letter of credit from a registered financial institution drawn in favour of Canada, a performance guarantee from a third party or some other form of security, as determined by Canada).



Appendices

Appendix 1: Mandatory Criteria

Evaluation Procedures

Bids will be evaluated in accordance with the process outlined in Part 4 Evaluation and Selection and all the mandatory evaluation criteria detailed below. The Bidder must provide supporting documentation in its proposal as requested by CRA, in order to demonstrate that each technical mandatory requirement has been met. Bids failing to adequately respond to ALL mandatory requirements will be considered non-responsive and will be given no further consideration.

MANDATORY TECHNICAL CRITERIA

M1. The Bidder **MUST** clearly indicate for which region or regions the Bidder is submitting a proposal.

If submitting a proposal for more than one region, the Bidder must submit a proposal for each region separately and must meet all of the Mandatory Criteria for each stream.

REGION 1: Ontario and National Capital Region (NCR) []

REGION 2: Atlantic []

REGION 3: Quebec []

REGION 4: Prairies []

REGION 5: Pacific []

M2. The Bidder **MUST** propose one Contractor Representative who will be the main point of contact for the CRA for contract-related matters. The Bidder's proposed Contractor Representative **MUST** have a minimum of five (5) years experience in the language training industry, managing the provision of language training services "similar in scope" to the current requirement. The Bidder **MUST** provide its proposed Contractor Representative's up-to-date Curriculum Vitae (CV), which clearly demonstrates that the proposed representative meets the requirements identified in this criterion.

Similar in scope means language training provided on a part-time and full-time basis, training provided to groups of at least three and on an individual basis, both at the Contractor's facilities and at the client's facilities.

M3. Mandatory criterion M3 is applicable **ONLY** to Bidders submitting a bid for REGION 1: NCR and Ontario.

i. Bidders submitting a proposal for Region 1 **MUST** provide the address(es) of its facilities located in the NCR.

i. The Bidder's facility or facilities **MUST** have a capacity to accommodate for a minimum of 10 groups of language training students at the same time during the contract period including any option years.

ii. The Bidder **MUST** specify the number of classrooms available in its facility and demonstrate how the number of classrooms correspond to the capacity (number of groups) identified by the Bidder to meet and comply with the requirements described in section 9.0, Training Facilities of Annex A – Statement of Work. For example, if the Bidder indicates that it has capacity for 15 groups, there must be separate 15 classrooms available for group language training in its facility or facilities.



M4. The Bidder **MUST** propose pedagogical advisors as follows:

1. **By Region**

REGION 1: A minimum of one (1) pedagogical advisor for full-time language training and a minimum of two (2) pedagogical advisors for part-time language training in the National Capital Region; **AND** a minimum of one (1) pedagogical advisor for full-time and part-time language training in Ontario.

REGION 2: One (1) pedagogical advisor for full-time and part-time language training.

REGION 3: One (1) pedagogical advisor for full-time and part-time language training.

REGION 4: One (1) pedagogical advisor for full-time and part-time language training.

REGION 5: One (1) pedagogical advisor for full-time and part-time language training.

If the Bidder is submitting a proposal for more than one region, the proposed pedagogical advisors must be specific to each region. In addition, if the Bidder is submitting a proposal for REGION 1, each of the four (4) pedagogical advisors for this region must be different. For example, the Bidder must not propose the same pedagogical advisor for full-time language training for the NCR and Ontario – they must be two separate pedagogical advisors.

2. Education

Each pedagogical advisor proposed by the Bidder **MUST** meet the following qualifications:

- Bachelor's degree from a recognized Canadian university listed in **Attachment 7 to Annex A – List Accepted Bachelor's Degrees and Certificates**, section 1.0 **Bachelor's Degrees** of.

OR

- Bachelor's degree from a recognized Canadian university that is not on the list of accepted Bachelor's Degrees at Attachment 7 to Annex A, section 1.0; **and**
- a certificate from recognized Canadian institution listed in **Attachment 7 to Annex A – List Accepted Bachelor's Degrees and Certificates**, section 2.0 **Certificates**.

In cases where studies were completed at an institution outside of Canada, only an equivalency certificate from an accredited institution recognizing the credentials as Canadian equivalences will be accepted. These institutions include the credential assessment services of the federal or provincial governments and the International Credential Assessment Service of Canada, as well as others recognized as credential assessment services for comparing degrees and diplomas to Canadian standards and identified on the Canadian Information Centre for International Credentials Web site:

<http://www.cicic.ca/413/assessment-of-credentials-for-employment-incanada.canada>

As proof of education, the Bidder **MUST** submit a true copy of the original degree certified by the Contractor or by a commissioner of oaths, confirming each proposed pedagogical advisor's level of education.

AND



3. Experience

- a. at least 1,200 hours of experience since January 2010 supervising at least two (2) teaching resources delivering language training in English or French as a second language to adults at the same time.

AND

- b. At least 3,600 hours of teaching experience since January 2010 delivering full-time or part-time training for English or French as a second language to groups or individuals, using one or more of the following training programs:
- Programme de base de français au travail (PBFT)
 - Programme de français langue seconde (PFL₂) A, B or C: Programme de français langue seconde is a communication-based training program, developed by the CSPS, focusing on French in the workplace. This program has been used for teaching French as a second language at the beginner and intermediate levels (levels A and B) and at the advanced level (level C).
 - Communicative English at Work Program (CEWP): Communicative English at Work Program is a communication-based program focusing on English in the workplace. It was developed by the CSPS and is used to teach English as a second language at the beginner and intermediate levels (levels A and B) and at the advanced level (level C).
 - a program used by a recognized Canadian post-secondary institution
 - any other English or French as a second language adult education program.

OR

- b. At least 8,400 hours of teaching experience since January 2000 delivering full-time or part-time training for English or French as a second language to groups or individuals, using one or more of the following training programs:
- Programme de base de français au travail (PBFT)
 - Programme de français Langue second A, B or C (PFL₂): Programme de français langue seconde is a communication-based training program, developed by the CSPS, focusing on French in the workplace. This program has been used for teaching French as a second language at the beginner and intermediate levels (levels A and B) and at the advanced level (level C).
 - Communicative English at Work Program (CEWP): Communicative English at Work Program is a communication-based program focusing on English in the workplace. It was developed by the CSPS and is used to teach English as a second language at the beginner and intermediate levels (levels A and B) and at the advanced level (level C).
 - a program used by a recognized Canadian post-secondary institution
 - any other English or French as a second language adult education program.

To demonstrate experience, the Bidder **MUST** provide the following information for each of the proposed Pedagogical Advisors:

- i. the number of hours of experience for each period during which the experience was obtained;
- ii. start and end dates, i.e. from [month/year] to [month/year] for each experience demonstrated in i;
- iii. number of teaching resources supervised at the same time for each experience demonstrated in ii;
- iv. language(s) taught by the teaching resources;
- v. one reference per year for the past 10 years to a maximum of three references, including the name of the client organization and the name and e-mail address of a contact person who may be contacted to verify the information provided in the proposal.



M5. The Bidder must provide a detailed human resources (HR) management plan for pedagogical advisors and teaching resources and how it relates to the specific context of the CRA.. The HR management plan must include the following:

a) **A hiring plan** including as a minimum, any selection criteria to be used and an explanation of the Bidder's hiring process.

b) **A professional development plan** including the Bidder's current training procedure employed to ensure training and professional development for its teaching resources and pedagogical advisors.

c) **A plan of supervision of teaching resources** including the Bidder's process of teaching evaluation, the process of follow-up to the training of teaching resources and the process of supervision of teaching resources by the pedagogical advisor.

The Bidder's proposed human resources management plan will be in effect for the duration of any resulting contract.



Appendix 2: Point Rated Criteria

Technical bids will be assessed separately against the evaluation criteria identified below. Point-rated criteria not addressed in the bid will result in a score of zero being assigned against that particular criterion.

REGION 1:

TOTAL NUMBER OF AVAILABLE POINTS FOR REGION 1 IS: **348 POINTS**

MINIMUM NUMBER OF POINTS REQUIRED TO BE COMPLIANT FOR REGION 1 IS: **226 POINTS**

REGION 2:

TOTAL NUMBER OF AVAILABLE POINTS FOR REGION 2 IS: **301 POINTS**

MINIMUM NUMBER OF POINTS REQUIRED TO BE COMPLIANT FOR REGION 2 IS: **196 POINTS**

REGION 3:

TOTAL NUMBER OF AVAILABLE POINTS FOR REGION 3 IS: **301 POINTS**

MINIMUM NUMBER OF POINTS REQUIRED TO BE COMPLIANT FOR REGION 3 IS: **196 POINTS**

REGION 4:

TOTAL NUMBER OF AVAILABLE POINTS FOR REGION 4 IS: **301 POINTS**

MINIMUM NUMBER OF POINTS REQUIRED TO BE COMPLIANT FOR REGION 4 IS: **196POINTS**

REGION 5:

TOTAL NUMBER OF AVAILABLE POINTS FOR REGION 5 IS: **301 POINTS**

MINIMUM NUMBER OF POINTS REQUIRED TO BE COMPLIANT FOR REGION 5 IS: **196 POINTS**



Point rated criteria applicable to Bidders submitting a bid for REGION 1

	CRITERIA	AVAIL. POINTS	SECTION 1 EVALUATION FACTORS
PR1	Bidder's approach	45 points	
A)	The Bidder should indicate the approach that will be used to provide language training services to CRA employees. The Bidder should include a description of its approach regarding the preparation of teaching resources, prior to the delivery of training sessions. The Bidder's approach to preparation should also address logistics and classroom preparation.	21 points	Up to 21 points will be awarded for the Bidder's approach regarding teaching resources preparation, based on the following factors: i) Approach to understanding of course objectives, content and structure and how these relate to the specific context of the CRA: 7 points ii) Logistics: 7 points iii) Classroom preparation: 7 points
B)	The Bidder should explain its approach regarding the delivery and quality assurance of all language training services and how it relates to the specific context of the CRA.	24 points	Up to 24 points will be awarded for the Bidder's approach regarding language training delivery and quality assurance, based on the following factors: i) Approach to language training delivery: 12 points ii) Quality Assurance methods, practices and processes: 12 points
PR2	Bidder's experience	70 points	
A)	The Bidder should demonstrate its years of experience since January 2010 delivering language training services to adults in English or French as a second language using at least one language training program. For evaluation purposes only, one year of experience is equivalent to at least 1,200 hours over a maximum period of 12 consecutive months for teaching groups or individuals. The Bidder should include the following information to substantiate its experience: a) the number of years of experience in language training for adults; b) the start and end dates of the training services delivered for each year, i.e. from [month/year] to [month/year]; c) the number of hours of teaching for each year identified in b); d) the language training program(s) used; e) the language(s) taught;	30 points	a) Number of years of experience: 2 points per year of experience that meets PR2A, to a maximum of 24 points b) Language training program(s) used: PFL ₂ A and B or PFL ₂ C or CEWP: 6 points PBFT: 4 points A program used by a recognized Canadian post-secondary institution: 3 points Any other adult English or French language learning program: 2 points If the Bidder has demonstrated that it has experience with more than one training program in response to b), points will



	f) one reference per year of experience to a maximum of three references, including the name of the client organization and the name and current e-mail address of a contact person who may be contacted to verify the information provided in the proposal.		be awarded for the program earning the highest number of points but not for a combination of programs.
B)	<p>The Bidder should demonstrate its number of years of experience since January 2010 delivering language training in English or French as a second language to:</p> <p>a) learners in groups of at least three (3) on a full-time basis. b) learners in groups of at least three (3) on a part-time basis. c) learners individually on a full-time basis. d) learners individually on a part-time basis.</p> <p>For evaluation purposes only, one (1) year of experience in full-time training is the equivalent of 30 hours or more per week, over a period of at least 40 weeks within a period no greater than 12 consecutive months; and one (1) year of experience in part-time training is the equivalent of less than 30 hours per week, over a period of at least 40 weeks within a period no greater than 12 consecutive months.</p> <p>The Bidder should include the following information for each year of experience:</p> <p>i) Start and end dates for each of a), b), c) and d); i.e. from [month/year] to [month/year]; ii) the number of teaching hours per week for each year of experience listed in a); iii) the number of learners in each group for a) and b); iv) the language taught; and v) the name of the client organization and the name and e-mail address of a contact person who maybe contacted to verify the information provided in the proposal.</p>	24 points	<p>1 point per year of experience that meets PR2B a), to a maximum of 6 points 1 point per year of experience that meets PR2B b), to a maximum of 6 points 1 point per year of experience that meets PR2B c), to a maximum of 6 points 1 point per year of experience that meets PR2B d), to a maximum of 6 points</p>
C)	<p>The client organizations that the Bidder provided as references in response to PR2B) will be asked about the success rate of the Bidder's language training delivery.</p> <p>Success rate is defined as the percentage of students who meet pre-established objectives (for example: reaching desired proficiency level, passing the course) set out at the start of the training. Thus, If there were 100 students in language training and 75 of those students reached their objectives, the bidder would have a success rate of 75%.</p>	16 points	<p>Each client reference will be evaluated separately. The score for this criterion will be obtained by adding together the individual scores obtained and dividing the total score by the number of all client references for an average success rate.</p> <p>16 points if success rate is 76% or higher 9 points if success rate is between 50% - 75% 0 points if less than 50%</p>



PR3	<p>Pedagogical advisors' experience</p> <p>Only the pedagogical advisors proposed under Mandatory Criterion M4 will be considered for evaluation under this point rated criterion. No other pedagogical advisors will be considered under this criterion.</p>	56 points	<p>Each pedagogical advisor will be evaluated separately. The score for this criterion will be obtained by adding together the individual scores obtained and dividing the total score by the number of all proposed pedagogical advisors.</p>
	<p>Since January 2010, the proposed pedagogical advisor has gained knowledge of and demonstrable experience in, the <u>supervision</u> of two (2) teaching resources conducting full-time or part-time, group or individual language training for adults in English or French as a second language, using one or more Canada School of Public Service (CSPS)* programs or any other language training program in English or in French as a second language.</p> <p>For evaluation purposes:</p> <ul style="list-style-type: none"> one full-time course is equivalent to a minimum of 16 consecutive weeks and a minimum of 30 hours per week. one part-time course is equivalent to a minimum of 3 hours per week, a maximum of 14 hours per week and a minimum of 12 consecutive weeks. <p>*CSPS programs are PBFT or PFL₂A and B or PFL₂C or CEWP.</p> <p>The Bidder should include the following information for each of the courses managed by the pedagogical advisor:</p> <ol style="list-style-type: none"> the group course, including the number of learners per group, or individual course on a full-time or part-time basis; the duration (number of weeks) and the number of hours per week; the course start and end dates, i.e. from [month/year] to [month/year]; the language taught; the name of the program used;* and one reference, including the name of the client organization and the name and e-mail address of a contact person who may be contacted to verify the information provided in the proposal. <p>*If the program is one used by a recognized Canadian post-secondary institution, the Bidder must indicate the institution's name.</p>		<p>A) Number of courses supervised that meet criterion PR3</p> <p>2 points per:</p> <ul style="list-style-type: none"> - group full-time class - individual full-time class - group part-time class - individual part-time class <p>to a maximum of 28 points</p> <p>B) Language training program(s) used PFL₂A and B and/or PFL₂C and/or CEWP: 28 points PBFT: 20 points A program used by a recognized Canadian post-secondary institution: 15 points Any other adult English or French language learning program: 10 points</p> <p>If the Bidder has demonstrated that it has experience with more than one training program in response to B), points will be awarded for the program earning the highest number of points but not for a combination of programs.</p>
	OR		
	<p>The proposed pedagogical advisor is an experienced teacher with <u>more than</u> 3,600 hours of experience in teaching, since January 2010, delivering language training in English or French as a second language for adults on a</p>		<p>A) Number of hours taught: 3,601 to 5,400 hours: 11 points 5,401 to 7,200 hours: 17 points</p>



<p>full-time* or part-time** basis in groups of at least three (2) learners or on an individual basis, using one or more of the CSPS*** programs or any other language training program.</p> <p>*A full-time course is equivalent to a minimum of 16 consecutive weeks and a minimum of 30 hours per week.</p> <p>** A part-time course is equivalent to a minimum of 3 hours per week, a maximum of 14 hours per week and a minimum of 12 consecutive weeks.</p> <p>***CSPS refers to the Canada School of Public Service. The programs are PBFT or PFL₂A and B or PFL₂C or CEWP.</p> <p>The Bidder should include the following information:</p> <ol style="list-style-type: none"> the number of teaching hours accumulated by the proposed pedagogical advisor since January 2010; the number of groups taught by the teaching resource, including the number of learners per group; the duration of the training (number of weeks) and the number of hours of training per week for each course; the language taught; start and end dates of the teaching for each group identified in b), i.e. from [month/year] to [month/year]; the name of the program(s) used* for each group identified in b); one reference per group identified in b), to a maximum of three references, including the name of the client organization, the name and current e-mail address of a contact person who may be contacted to verify the information provided in the proposal. <p>*If the program is one used by a recognized Canadian post-secondary institution, the Bidder must indicate the institution's name.</p>		<p>7,201 to 9,000 hours: 23 points 9,001 hours or more: 28 points</p> <p>B) Language training program(s) used PFL₂ A and B or PFL₂ C or CEWP: 28 points PBFT: 20 points</p> <p>A program used by a recognized Canadian post-secondary institution: 15 points Any other adult English or French language learning program: 10 points</p> <p>If the Bidder has demonstrated that it has experience with more than one training program in response to B), points will be awarded for the program earning the highest number of points but not for a combination of programs.</p>
<p>OR</p>		
<p>The proposed pedagogical advisor is an experienced teacher with <u>more than 8,400 hours</u> of experience in teaching since January 2000 in language training for adults in English or French as a second language, using one or more CSPS* program or any other language training program.</p> <p>For evaluation purposes only, one year of experience is equivalent to at least 1,200 hours over a maximum period of 12 consecutive months for teaching groups or individual learners.</p> <p>*CSPS programs are PBFT or PFL₂ A and B or PFL₂ C or CEWP.</p>		<p>A) Number of years of experience: 7 to 10 years: 12 points 10 to 15 years: 18 points Over 15 years: 28 points</p> <p>B) Language training program(s) used: PFL₂ A and B or PFL₂ C or CEWP: 28 points</p>



	<p>The Bidder should include the following information: <u>For demonstrated experience in teaching:</u></p> <ul style="list-style-type: none"> a) the number of years of experience in language training for adults; b) the number of teaching hours for each year identified in a); c) the start and end dates of the training services delivered for each year identified in a), i.e. from [month/year] to [month/year]; d) the language(s) taught as well as the modality of the courses taught by the teaching resource, i.e. full-time or part-time; e) the language training programs used; f) one reference per year of experience to a maximum of three references, including the name of the client organization and the name and current telephone number and/or e-mail address of a contact person who will be able to corroborate the information provided in the proposal. <p><u>For demonstrated experience in providing supervision to teaching resources:</u></p> <ul style="list-style-type: none"> a) the number of years of experience in providing supervision to teaching resources; b) the number of teaching resources supervised at the same time for each of the periods listed in a); c) the number of supervision hours for each year identified in a); d) the start and end dates of the training services delivered for each year identified in a), i.e. from [month/year] to [month/year]; e) the language(s) taught as well as the modality of the courses taught by the teaching resources, i.e. full-time or part-time; f) the language training programs used; g) one reference per year of experience to a maximum of three references, including the name of the client organization and the name and current telephone number and/or e-mail address of a contact person who will be able to corroborate the information provided in the proposal. 		<p>PBFT: 20 points A program used by a recognized Canadian post-secondary institution: 15 points Any other adult English or French language learning program: 10 points If the Bidder has demonstrated that it has experience with more than one training program in response to B, points will be awarded for the program earning the highest number of points but not for a combination of programs.</p>
PR4	Computers	8 points	



A)	The Bidder should provide details of its facilities. Including the number of computers with Internet access per classroom (e.g. one computer per learner)	4 points	1 point per classroom equipped with one computer per Learner (minimum of 6 learners per classroom), to a maximum of 4 points
B)	WIFI access at the Bidder's facilities. The Bidder should identify the number and location its facilities that provide learners with WIFI access. The Bidder should demonstrate all its facilities have WIFI access to learners.	4 points	WIFI access to learners at all facilities: 4 Points No WIFI access to learners at all facilities: 0 Points
PR5	Teaching resource recruitment and retention program	45 points	
	The Bidder should describe the Bidder's proposed methodology for ensuring the recruitment and retention of trained and qualified teaching resources. The Bidder's proposed methodology should demonstrate, but not be limited to, the following items: 1) How the Bidder will ensure that a sufficient number of teaching resources will be available to meet CRA requirements in a timely manner. 2) How successful the Bidder's retention program is. 3) The Bidder's plan to secure teaching resources dedicated specifically to this CRA requirement. 4) How the Bidder will ensure the same teaching resources are assigned to the same classes through the entirety of the course or session.		If the methodology is unsatisfactory (only 1 item is addressed*), the Bidder will be awarded 15 points for this criterion. If the methodology is satisfactory (2 items are addressed*), the Bidder will be awarded 25 points for this criterion. If the methodology is well addressed (3 items are addressed*), the Bidder will be awarded 35 points for this criterion. If the methodology is outstanding and/or exceptional (all four items are addressed*), the Bidder will be awarded 45 points for this criterion. *addressed – The Bidder should provide sufficient detail for each listed element for it to be deemed clear, sound and comprehensive. If the methodology does not address* any of the items, the Bidder will be awarded 0 points for this criterion.
PR6	Placement test	16 points	
	The Bidder should explain how placement tests for part-time language training will be administered to meet the requirements stated at section 5.1.3 Placement tests, Annex A: Statement of Work. The Bidder will receive points if the placement test is administered online, via email, or in paper format but without requiring the learner to go to the Bidder's facilities (e.g. the Bidder arranges for the placement test to be done via mail, without any additional cost to the CRA).		16 points if the Bidder administers the placement test online. 14 points if the Bidder administers the placement test via email. 10 points if the Bidder administers the placement text in paper format but without requiring the learner to go to the Bidder's facilities (i.e. mail in tests).
PR7	Implementation plan	36 points	



	<p>The Bidder should describe the implementation plan it will use to ensure that the Bidder will be able to deliver language training services as described in Annex A by the service effective date of the Contract.</p> <p>The implementation plan should include:</p> <ol style="list-style-type: none"> 1. Details on the proposed steps; 2. Associated schedules and timeframes; 3. Start-up requirements; 4. The number of the Bidder's resources required and any related responsibilities of such resources; 5. Contingency plans; 6. A description of similar implementation plans that the Bidder has executed, including the name of the client organization, start date. 		<p>If one of the listed elements is addressed*, the Bidder will be awarded 6 points for this criterion.</p> <p>If two of the listed elements are addressed*, the Bidder will be awarded 12 points for this criterion.</p> <p>If three of the listed elements are addressed*, the Bidder will be awarded 18 points for this criterion.</p> <p>If four of the listed elements are addressed*, the Bidder will be awarded 24 points for this criterion.</p> <p>If five of the listed elements are addressed*, the Bidder will be awarded 30 points for this criterion.</p> <p>If six of the listed elements are addressed*, the Bidder will be awarded 36 points for this criterion.</p> <p>*addressed – The Bidder should provide sufficient detail for each listed element for it to be deemed clear, sound and comprehensive.</p> <p>If the implementation plan is not addressed*, the Bidder receives 0 points for this criterion.</p>
PR8	Complaint resolution	16 points	
	<p>The Bidder should describe their complaint resolution mechanisms and procedures including, but not limited to:</p> <ol style="list-style-type: none"> a) Receiving and addressing complaints from learners receiving language training services. b) Receiving and addressing complaints from a representative of the client organization concerning client service issues. <p>The Bidder should demonstrate its step-by-step complaint resolution process indicating mechanisms and procedures to receive and address complaints from either a client directly or the representative of the client organization. The Bidder should provide their complaint resolution policy, directive or guidelines which may include, but is not limited to the following elements:</p> <ol style="list-style-type: none"> 1. Complaint follow-up process. 2. Identification of unit mandated with complaint resolution. 3. Identification of levels within Bidder's organization tasked to address/resolve complaints. 		<p>If the Bidder's complaint resolution policy, directive or guidelines is not addressed in the Bidder's proposal the Bidder will receive 0 points.</p> <p>The Bidder's complaint resolution policy, directive or guidelines include:</p> <p>One of the listed elements: 2 points</p> <p>Two of the listed elements: 4 points</p> <p>Three of the listed elements: 6 points</p> <p>Four of the listed elements: 8 points</p> <p>Five of the listed elements: 10 points</p> <p>Six of the listed elements: 12 points</p> <p>Seven of the listed elements: 14 points</p> <p>Any additional relevant elements not listed under this criterion of the listed elements: additional 2 points</p>



	<p>4. Options for resolution. 5. Reports documenting complaints and resolutions. 6. Measures to address complaints (including additional training for teaching resources). 7. Disciplinary process.</p>		
PR9	Sustainable development	17 points	
	<p>Environmental strategy The Bidder proposal should describe its environmental strategy and demonstrate the ways in which its products, services, and operations reduce negative impacts on the environment. The Bidder should include its waste reduction strategies, degree of ISO 14001 (or similar environmental management system) compliance, operational best practices and other initiatives that the Bidder is involved in that either eliminate or reduce negative impacts on the environment.</p>		<p>A total of 17 points are available as follows: 4 points – The Bidder describes its organization’s environmental strategy. 4 points – The Bidder identifies ways in which its products and services reduce negative impacts on the environment. 3 points – The Bidder describes its organization’s operational best practices and/or operational initiatives that reduce the negative impacts on the environment. 3 points – The Bidder clearly demonstrates that it has an environmental management system in place to reduce environmental impacts and that the organization systematically measures and reports on its organization’s environmental performance. 3 points – The Bidder has an environmental management system in place that has third party certification (e.g., ISO 14001 or similar).</p>
PR10	Bidder’s facilities	35 points	
A)	<p>The facilities proposed by the Bidder are served by a parking lot (free parking or paid parking), which is located no more than 500 metres walking distance from each proposed facility. The parking lot(s) must not have a waiting list or if a parking permit is required, it may be obtained within one month prior to the start date of the training. For evaluation purposes, on-street parking will not be considered as an acceptable parking lot. The proposal should include the following information: a) address(es) of the identified parking lot(s); b) the distance(s) between the parking lot(s) and the proposed facilities;</p>	15 points	<p>If the Bidder has proposed more than one facility, each facility will be evaluated separately. The score for this criterion will be obtained by adding together the individual scores obtained and dividing the total score by the number of proposed facilities. For free parking: 15 points For pay parking: 12 points No parking: 0 points</p>



	c) whether there is a charge for parking and/or parking is free; and d) for parking lots where a permit is required, whether the permit may be obtained within one month prior to the start of training.		
B)	The Bidder facility or facilities proposed should be located at a maximum distance of 0.5 km from a public transit stop. The proposal should include the following information: The distance from the public transit stop nearest to facilities proposed.	10 points	10 points per facility that meets the criterion. If the Bidder has more than one facility, each of the facilities will be evaluated, and the sum of the points obtained will be divided by the number of facilities.
C)	The Bidder should identify the number of classrooms that have direct access to daylight and include a description of their location.	6 points	100% of the classes have direct access to daylight: 6 points between 50% and 99% of the classes have direct access to daylight: 5 points
D)	The Bidder should demonstrate its proposed facility(ies) is/are equipped with additional amenities such as, but not limited to: vending machines, food services (either belonging to the Bidder or a 3 rd party), coffee.	4 points	4 points per facility that have all additional amenities. If the Bidder has more than one facility, each of the facilities will be evaluated, and the sum of the points obtained will be divided by the number of facilities.



Point rated criteria applicable to Bidders submitting a bid for REGION 2, REGION 3, REGION 4 and REGION 5

	CRITERIA	AVAIL. POINTS	SECTION 1 EVALUATION FACTORS
PR1	Bidder's approach	45 points	
A)	The Bidder is to indicate their normal approach that will be utilized in the provision of language training services to the CRA employees The Bidder is to include a description of its approach regarding the preparation of teaching resources, prior to the delivery of training sessions. The Bidder's approach to preparation should also address logistics and classroom preparation.	21 points	Up to 21 points will be awarded for the Bidder's approach regarding teaching resource preparation, based on the following factors: i) Approach to understanding of course objectives, content and structure and how these relate to the specific context of the CRA: 7 points ii) Logistics: 7 points iii) Classroom preparation: 7 points
B)	The Bidder is to provide its approach regarding the delivery and quality assurance of all language training services.	24 points	Up to 24 points will be awarded for the Bidder's approach regarding language training delivery and quality assurance, based on the following factors: i) Approach to language training delivery: 12 points ii) Quality Assurance methods, practices and processes: 12 points
PR2	Bidder's experience	70 points	
A)	The Bidder's number of years of experience since January 2010 in delivering language training services to adults in English or French as a second language using at least one language training program. For evaluation purposes only, one year of experience is equivalent to at least 1,200 hours over a maximum period of 12 consecutive months for teaching groups and/or individuals. The proposal should include, as a minimum, the following information: a) the number of years of experience in language training for adults; b) the start and end dates of the training services delivered for each year, i.e. from [month/year] to [month/year]; c) the number of hours of teaching for each year identified in b); d) the language training program(s) used;	30 points	a) Number of years of experience: 2 points per year of experience that meets PR2A, to a maximum of 24 points b) Language training program(s) used: PFL ₂ A and B and/or PFL ₂ C and/or CEWP: 6 points PBFT: 4 points A program used by a recognized Canadian post-secondary institution: 3 points Any other adult English or French language learning program: 2 points



	<p>e) the language taught;</p> <p>f) one reference per year of experience to a maximum of three references, including the name of the client organization and the name and current telephone number and/or e-mail address of a contact person who will be able to corroborate the information provided in the proposal.</p>		<p>If the Bidder has demonstrated that it has experience with more than one training program in response to b), points will be awarded for the program earning the highest number of points but not for a combination of programs.</p>
B)	<p>The Bidder's number of years of experience since January 2010 in delivering language training in English or French as a second language to:</p> <p>a) learners in groups of at least three (2) on a full-time basis.</p> <p>b) learners in groups of at least three (2) on a part-time basis.</p> <p>c) learners individually on a full-time basis.</p> <p>d) learners individually on a part-time basis.</p> <p>For evaluation purposes only, one (1) year of experience in full-time training is the equivalent of at least 30 hours per week, over a period of at least 40 weeks within a period no greater than 12 consecutive months; and one (1) year of experience in par-time training is the equivalent of less than 30 hours per week, over a period of at least 40 weeks within a period no greater than 12 consecutive months.</p> <p>The proposal should include at least the following information for each demonstrated year of experience:</p> <p>i) Start and end dates for each of a), b), c) and d); i.e. from [month/year] to [month/year];</p> <p>ii) the number of teaching hours per week for each year of experience listed in a);</p> <p>iii) the number of learners in each group for a) and b);</p> <p>iv) the language taught; and</p> <p>v) the name of the client organization and the name and current telephone number and/or e-mail address of a contact person who will be able to corroborate the information provided in the proposal.</p>	24 points	<p>1 point per year of experience that meets PR2B a), to a maximum of 6 points</p> <p>1 point per year of experience that meets PR2B b), to a maximum of 6 points</p> <p>1 point per year of experience that meets PR2B c), to a maximum of 6 points</p> <p>1 point per year of experience that meets PR2B d), to a maximum of 6 points</p>
C)	<p>The client organizations that the Bidder provided as references in response to PR2B) will be asked about the success rate of the Bidder's language training delivery.</p> <p>Success rate is defined as the learners' success in reaching their objectives established prior to starting language training (e.g. pass or fail, reaching desired proficiency level, etc.). If the client organization had 100 learners on language training with the Bidder and 75 of the learners reached their objectives, the success rate is 75%.</p>	16 points	<p>Each client reference will be evaluated separately. The score for this criterion will be obtained by adding together the individual scores obtained and dividing the total score by the number of all client references.</p> <p>16 points if success rate is 76% or higher</p> <p>9 points if success rate is between 50% - 75%</p> <p>0 points if less than 50%</p>



<p>PR3</p>	<p>Proposed pedagogical advisors' experience Only the pedagogical advisors proposed under Mandatory Criterion M4 will be considered for evaluation under this point rated criterion. No other pedagogical advisors will be taken into consideration under this criterion.</p>	<p>56 points</p>	<p>Each pedagogical advisor will be evaluated separately. The score for this criterion will be obtained by adding together the individual scores obtained and dividing the total score by the number of all proposed pedagogical advisors.</p>
	<p>Since January 2010, the proposed pedagogical advisor has gained knowledge of and demonstrable experience in the <u>supervision</u> of a group of two (2) teaching resources conducting full-time or part-time, group or individual language training for adults in English and/or French as a second language, using one or more CSPS* programs or any other language training program in English and/or in French as a second language. For evaluation purposes, one full-time course is equivalent to a minimum of 16 consecutive weeks and a minimum of 30 hours per week. For evaluation purposes, one part-time course is equivalent to a minimum of 3 hours per week, a maximum of 14 hours per week and a minimum of 12 consecutive weeks. *CSPS refers to the Canada School of Public Service. The programs are PBFT or PFL₂ A and B or PFL₂ C or CEWP. The proposal should include at least the following information for each of the courses managed by the pedagogical advisor: a) the mode, that is, group course, including the number of learners per group, or individual course on a full-time or part-time basis; b) the duration (number of weeks) and the number of hours per week; c) the course start and end dates, i.e. from [month/year] to [month/year]; d) the language taught; e) the name of the program used;* and f) one reference, including the name of the client organization and the name and current telephone number and/or e-mail address of a contact person who will be able to corroborate the information provided in the proposal. *If the program is one used by a recognized Canadian post-secondary institution, the Bidder must indicate the institution's name.</p>		<p>A) Number of courses supervised that meet criterion PR3 2 points per: - group full-time class - individual full-time class - group part-time class - individual part-time class to a maximum of 28 points</p> <p>B) Language training program(s) used PFL₂ A and B and/or PFL₂ C and/or CEWP: 28 points PBFT: 20 points A program used by a recognized Canadian post-secondary institution: 15 points Any other adult English or French language learning program: 10 points If the Bidder has demonstrated that it has experience with more than one training program in response to B), points will be awarded for the program earning the highest number of points but not for a combination of programs.</p>
	<p>OR</p>		
	<p>The proposed pedagogical advisor is an experienced teacher with <u>more than 3,600</u> hours of teaching, since January 2010, delivering language training in English or French as a second language for adults on a full-time*</p>		<p>A) Number of hours taught: 3,601 to 5,400 hours: 11 points</p>



<p>or part-time** basis in groups of at least three (2) learners or on an individual basis, using one or more of the CSPS*** programs or any other language training program.</p> <p>*A full-time course is equivalent to a minimum of 16 consecutive weeks and a minimum of 30 hours per week.</p> <p>** A part-time course is equivalent to a minimum of 3 hours per week, a maximum of 14 hours per week and a minimum of 12 consecutive weeks.</p> <p>***CSPS refers to the Canada School of Public Service. The programs are PBFT or PFL₂ A and B or PFL₂ C or CEWP.</p> <p>The proposal should include at least the following information:</p> <p>a) the number of teaching hours accumulated by the proposed pedagogical advisor since January 2010;</p> <p>b) the number of groups taught by the teaching resource, including the number of learners per group;</p> <p>c) the duration of the training (number of weeks) and the number of hours of training per week for each course;</p> <p>d) the language taught;</p> <p>e) start and end dates of the teaching for each group identified in b), i.e. from [month/year] to [month/year];</p> <p>f) the name of the program(s) used* for each group identified in b);</p> <p>g) one reference per group identified in b), to a maximum of three references, including the name of the client organization and the name and current telephone number and/or e-mail address of a contact person who will be able to corroborate the information provided in the proposal.</p> <p>*If the program is one used by a recognized Canadian post-secondary institution, the Bidder must indicate the institution's name.</p>		<p>5,401 to 7,200 hours: 17 points</p> <p>7,201 to 9,000 hours: 23 points</p> <p>9,001 hours or more: 28 points</p> <p>B) Language training program(s) used</p> <p>PFL₂ A and B and/or PFL₂ C and/or CEWP: 28 points</p> <p>PBFT: 20 points</p> <p>A program used by a recognized Canadian post-secondary institution: 15 points</p> <p>Any other adult English or French language learning program: 10 points</p> <p>If the Bidder has demonstrated that it has experience with more than one training program in response to B), points will be awarded for the program earning the highest number of points but not for a combination of programs.</p>
<p>OR</p>		
<p>The proposed pedagogical advisor is an experienced teacher with <u>more than</u> 8,400 hours of experience in teaching since January 2000 in language training for adults in English and/or French as a second language using one or more CSPS* programs or any other language training program.</p> <p>For evaluation purposes only, one year of experience is equivalent to at least 1,200 hours over a maximum period of 12 consecutive months for teaching groups and/or individual learners.</p>		<p>A) Number of years of experience:</p> <p>7 to 10 years: 12 points</p> <p>10 to 15 years: 18 points</p> <p>Over 15 years: 28 points</p> <p>B) Language training program(s) used:</p> <p>PFL₂ A and B and/or PFL₂ C and/or CEWP: 28 points</p>



<p>*CSPS refers to the Canada School of Public Service. The programs are PBFT or PFL₂ A and B or PFL₂ C or CEWP.</p> <p>The proposal should include at least the following information:</p> <p><u>For demonstrated experience in teaching:</u></p> <ul style="list-style-type: none"> a) the number of years of experience in language training for adults; b) the number of teaching hours for each year identified in a); c) the start and end dates of the training services delivered for each year identified in a), i.e. from [month/year] to [month/year]; d) the language(s) taught as well as the modality of the courses taught by the teaching resource, i.e. full-time or part-time; e) the language training programs used; f) one reference per year of experience to a maximum of three references, including the name of the client organization and the name and current telephone number and/or e-mail address of a contact person who will be able to corroborate the information provided in the proposal. <p><u>For demonstrated experience in providing supervision to teachers:</u></p> <ul style="list-style-type: none"> a) the number of years of experience in providing supervision to teaching resources; b) the number of supervised at the same time for each of teaching resources the periods listed in a); c) the number of supervision hours for each year identified in a); d) the start and end dates of the training services delivered for each year identified in a), i.e. from [month/year] to [month/year]; e) the language(s) taught as well as the modality of the courses taught by the teachers, i.e. full-time or part-time; f) the language training programs used; g) one reference per year of experience to a maximum of three references, including the name of the client organization and the name and current telephone number and/or e-mail address of a contact person who will be able to corroborate the information provided in the proposal. 	<p>PBFT: 20 points</p> <p>A program used by a recognized Canadian post-secondary institution: 15 points</p> <p>Any other adult English or French language learning program: 10 points</p> <p>If the Bidder has demonstrated that it has experience with more than one training program in response to B, points will be awarded for the program earning the highest number of points but not for a combination of programs.</p>
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PR4	Teaching resource recruitment and retention program	45 points	
	<p>The Bidder's proposal should describe the Bidder's proposed methodology for ensuring the recruitment and retention of trained and qualified teaching resources.</p> <p>The Bidder's proposed methodology should demonstrate, but not be limited to, the following items:</p> <ol style="list-style-type: none"> 1) How the Bidder will ensure that a sufficient number of teaching resources will be available to meet CRA requirements in a timely manner. 2) How successful the Bidder's retention program is. 3) The Bidder's plan to secure teaching resources dedicated specifically to this requirement. 4) How the Bidder will ensure the same teaching resources are assigned to the same classes through the entirety of the course or session. 		<p>If the methodology is unsatisfactory (only 1 item is addressed*), the Bidder will be awarded 15 points for this criterion.</p> <p>If the methodology is satisfactory (2 items are addressed*), the Bidder will be awarded 25 points for this criterion.</p> <p>If the methodology is well addressed (3 items are addressed*), the Bidder will be awarded 35 points for this criterion.</p> <p>If the methodology is outstanding and/or exceptional (all four items are addressed*), the Bidder will be awarded 45 points for this criterion.</p> <p>*addressed – The Bidder should provide sufficient detail for each listed element for it to be deemed clear, sound and comprehensive.</p> <p>If the methodology does not address* any of the items, the Bidder will be awarded 0 points for this criterion.</p>
PR5	Placement test	16 points	
	<p>For part-time language training the Bidder will be required to administer placement tests as per section 5.1.3 Placement Tests, Annex A: Statement of Work.</p> <p>The Bidder will receive points if the placement test is administered online, via email, or in paper format but without requiring the learner to go to the Bidder's facilities (e.g. the Bidder arranges for the placement test to be done via mail, without any additional cost to the CRA).</p>		<p>16 points if the Bidder administers the placement test online.</p> <p>14 points if the Bidder administers the placement test via email.</p> <p>10 points if the Bidder administers the placement text in paper format but without requiring the learner to go to the Bidder's facilities.</p>
PR6	Implementation plan	36 points	
	<p>The Bidder should describe the Bidder's implementation plan that will be utilized to ensure that the Bidder would be operational in delivering language training services at the start date of the contract.</p> <p>This implementation plan should include:</p> <ol style="list-style-type: none"> 1. Details on the proposed steps; 2. Associated schedules and timeframes; 3. Start-up requirements; 		<p>If one of the listed elements is addressed*, the Bidder will be awarded 6 points for this criterion.</p> <p>If two of the listed elements are addressed*, the Bidder will be awarded 12 points for this criterion.</p> <p>If three of the listed elements are addressed*, the Bidder will be awarded 18 points for this criterion.</p> <p>If four of the listed elements are addressed*, the Bidder will be awarded 24 points for this criterion.</p>



	<p>4. The number of the Bidder's resources required and any related responsibilities of such resources;</p> <p>5. Contingency plans;</p> <p>6. Description of similar implementation plans that the Bidder has executed.</p>		<p>If five of the listed elements are addressed*, the Bidder will be awarded 30 points for this criterion.</p> <p>If six of the listed elements are addressed*, the Bidder will be awarded 36 points for this criterion.</p> <p>*addressed – The Bidder should provide sufficient detail for each listed element for it to be deemed clear, sound and comprehensive.</p> <p>If the implementation plan is not addressed*, the Bidder receives 0 points for this criterion.</p>
PR7	Complaint resolution	16 points	
	<p>The Bidder should describe their complaint resolution mechanisms and procedures including, but not limited to:</p> <p>a) Receiving and addressing complaints to the Bidder from learners receiving language training services.</p> <p>b) Receiving and addressing complaints to the Bidder from a representative of the client organization concerning client service issues.</p> <p>The Bidder should have a step-by-step complaint resolution process indicating mechanisms and procedures to receive and address complaints from either a Client directly or the representative of the client organization. The Bidder should provide their complaint resolution policy, directive or guidelines which may include, but is not limited to the following elements:</p> <ol style="list-style-type: none"> 1. Complaint follow-up process. 2. Identification of unit mandated with complaint resolution. 3. Identification of levels within Bidder's organization tasked to address/resolve complaints. 4. Options for resolution. 5. Reports documenting complaints and resolutions. 6. Measures to address complaints (including additional training for teaching resources). 7. Disciplinary process. 		<p>If the Bidder's complaint resolution policy, directive or guidelines is not addressed in the Bidder's proposal the Bidder will receive 0 points.</p> <p>The Bidder's complaint resolution policy, directive or guidelines include:</p> <p>One of the listed elements: 2 points</p> <p>Two of the listed elements: 4 points</p> <p>Three of the listed elements: 6 points</p> <p>Four of the listed elements: 8 points</p> <p>Five of the listed elements: 10 points</p> <p>Six of the listed elements: 12 points</p> <p>Seven of the listed elements: 14 points</p> <p>Any additional relevant elements not listed under this criterion of the listed elements: additional 2 points</p>
PR8	Sustainable development	17 points	
	<p>Environmental strategy</p> <p>The Bidder's proposal should describe its environmental strategy and demonstrate the ways in which its products, services, and operations</p>		<p>A total of 17 points are available as follows:</p>



	<p>reduce negative impacts on the environment. The Bidder should include in its description – waste reduction strategies, degree of ISO 14001 (or similar environmental management system) compliance, operational best practices and other initiatives that the Bidder is involved in that either eliminate or reduce negative impacts on the environment.</p>	<p>4 points – The Bidder describes its organization’s environmental strategy.</p> <p>4 points – The Bidder identifies ways in which its products and services reduce negative impacts on the environment.</p> <p>3 points – The Bidder describes its organization’s operational best practices and/or operational initiatives that reduce the negative impacts on the environment.</p> <p>3 points – The Bidder clearly demonstrates that it is has an environmental management system in place to reduce environmental impacts and that the organization systematically measures and reports on its organization’s environmental performance.</p> <p>3 points – The Bidder has an environmental management system in place that has third party certification (e.g., ISO 14001 or similar).</p>
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Appendix 3: Financial Proposal

The Bidder must propose firm all-inclusive hourly rates per learner and unit rates per placement test, GST/HST excluded, for each region for which the Bidder is submitting a proposal.

No other charges will be accepted under the resulting contract(s).

The Bidder propose its firm all-inclusive hourly rates per learner and unit rates per placement test for the initial period and each option period of the contract.

The volumetric data included in the pricing tables below are provided solely to calculate the evaluation price of each bid. They are not to be considered a contract guarantee.

Each region will be evaluated separately. The bid evaluation price will be calculated by summing the Total Evaluation Price of years one to seven.

The prices specified include all of the requirements defined in Annex A, "Statement of Work".



REGION 1 - NCR and Ontario – Contract Year 1

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities	Estimated Number of Learners Annually at the CRA's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities	Total (A x B) + (C x D)
	(A)	(B)	(C)	(D)	
Full-Time Group (3-6 learners per group)	150	\$	5	\$	\$
Full-Time Individual	110	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	300	\$	758	\$	\$
Part-Time Individual	30	\$	50	\$	\$
Training Format	Estimated Numbers of Learners Annually		Firm All-Inclusive Hourly Rate per Learner by Telephone		Total (E x F)
	(E)		(F)		
Part-Time Individual by Telephone	20		\$		\$
Training Format	Estimated Number of Placement Tests Annually		Firm All-Inclusive Unit Rate per Placement Test		Total (G x H)
	(G)		(H)		
Placement Test for Part-Time Training)	500		\$		\$
Total Evaluation Price for REGION 1 – Year 1					\$



REGION 1 - NCR and Ontario – Contract Year 2

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities	Estimated Number of Learners Annually at the CRA's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities	Total (A x B) + (C x D)
	(A)	(B)	(C)	(D)	
Full-Time Group (3-6 learners per group)	150	\$	5	\$	\$
Full-Time Individual	110	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	300	\$	758	\$	\$
Part-Time Individual	30	\$	50	\$	\$
Training Format	Estimated Numbers of Learners Annually		Firm All-Inclusive Hourly Rate per Learner by Telephone		Total (E x F)
	(E)		(F)		
Part-Time Individual by Telephone	20		\$		\$
Training Format	Estimated Number of Placement Tests Annually		Firm All-Inclusive Unit Rate per Placement Test		Total (G x H)
	(G)		(H)		
Placement Test for Part-Time Training)	500		\$		\$
Total Evaluation Price for REGION 1 – Year 2					\$



REGION 1 - NCR and Ontario – Option Year 1

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities	Estimated Number of Learners Annually at the CRA's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities	Total (A x B) + (C x D)
	(A)	(B)	(C)	(D)	
Full-Time Group (3-6 learners per group)	150	\$	5	\$	\$
Full-Time Individual	110	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	300	\$	758	\$	\$
Part-Time Individual	30	\$	50	\$	\$
Training Format	Estimated Numbers of Learners Annually		Firm All-Inclusive Hourly Rate per Learner by Telephone		Total (E x F)
	(E)		(F)		
Part-Time Individual by Telephone	20		\$		\$
Training Format	Estimated Number of Placement Tests Annually		Firm All-Inclusive Unit Rate per Placement Test		Total (G x H)
	(G)		(H)		
Placement Test for Part-Time Training)	500		\$		\$
Total Evaluation Price for REGION 1 – Option Year 1					\$



REGION 1 - NCR and Ontario – Option Year 2

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities	Estimated Number of Learners Annually at the CRA's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities	Total (A x B) + (C x D)
	(A)	(B)	(C)	(D)	
Full-Time Group (3-6 learners per group)	150	\$	5	\$	\$
Full-Time Individual	110	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	300	\$	758	\$	\$
Part-Time Individual	30	\$	50	\$	\$
Training Format	Estimated Numbers of Learners Annually		Firm All-Inclusive Hourly Rate per Learner by Telephone		Total (E x F)
	(E)		(F)		
Part-Time Individual by Telephone	20		\$		\$
Training Format	Estimated Number of Placement Tests Annually		Firm All-Inclusive Unit Rate per Placement Test		Total (G x H)
	(G)		(H)		
Placement Test for Part-Time Training)	500		\$		\$
Total Evaluation Price for REGION 1 – Option Year 2					\$



REGION 1 - NCR and Ontario – Option Year 3

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities (A)	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities (B)	Estimated Number of Learners Annually at the CRA's Facilities (C)	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities (D)	Total (A x B) + (C x D)
Full-Time Group (3-6 learners per group)	150	\$	5	\$	\$
Full-Time Individual	110	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	300	\$	758	\$	\$
Part-Time Individual	30	\$	50	\$	\$
Training Format	Estimated Numbers of Learners Annually (E)		Firm All-Inclusive Hourly Rate per Learner by Telephone (F)		Total (E x F)
Part-Time Individual by Telephone	20		\$		\$
Training Format	Estimated Number of Placement Tests Annually (G)		Firm All-Inclusive Unit Rate per Placement Test (H)		Total (G x H)
Placement Test for Part-Time Training)	500		\$		\$
Total Evaluation Price for REGION 1 – Option Year 3					\$

Total Evaluation Price for REGION 1:

Contract Year 1 + Contract Year 2 + Option Year 1 + Option Year 2 + Option Year 3



REGION 2 - Atlantic – Contract Year 1

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities (A)	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities (B)	Estimated Number of Learners Annually at the CRA's Facilities (C)	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities (D)	Total (A x B) + (C x D)
Full-Time Group (3-6 learners per group)	20	\$	5	\$	\$
Full-Time Individual	8	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	150	\$	50	\$	\$
Part-Time Individual	30	\$	1	\$	\$
Training Format	Estimated Numbers of Learners Annually (E)		Firm All-Inclusive Hourly Rate per Learner by Telephone (F)		Total (E x F)
Part-Time Individual by Telephone	10		\$		\$
Training Format	Estimated Number of Placement Tests Annually (G)		Firm All-Inclusive Unit Rate per Placement Test (H)		Total (G x H)
Placement Test for Part-Time Training)	100		\$		\$
Total Evaluation Price for REGION 2 – Contract Year 1					\$



REGION 2 - Atlantic- Contract Year 2

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities	Estimated Number of Learners Annually at the CRA's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities	Total (A x B) + (C x D)
	(A)	(B)	(C)	(D)	
Full-Time Group (3-6 learners per group)	20	\$	5	\$	\$
Full-Time Individual	8	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	150	\$	50	\$	\$
Part-Time Individual	30	\$	1	\$	\$
Training Format	Estimated Numbers of Learners Annually		Firm All-Inclusive Hourly Rate per Learner by Telephone		Total (E x F)
	(E)		(F)		
Part-Time Individual by Telephone	10		\$		\$
Training Format	Estimated Number of Placement Tests Annually		Firm All-Inclusive Unit Rate per Placement Test		Total (G x H)
	(G)		(H)		
Placement Test for Part-Time Training)	100		\$		\$
Total Evaluation Price for REGION 2 – Contract Year 2					\$



REGION 2 – Atlantic – Option Year 1

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities (A)	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities (B)	Estimated Number of Learners Annually at the CRA's Facilities (C)	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities (D)	Total (A x B) + (C x D)
Full-Time Group (3-6 learners per group)	20	\$	5	\$	\$
Full-Time Individual	8	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	150	\$	50	\$	\$
Part-Time Individual	30	\$	1	\$	\$
Training Format	Estimated Numbers of Learners Annually (E)		Firm All-Inclusive Hourly Rate per Learner by Telephone (F)		Total (E x F)
Part-Time Individual by Telephone	10		\$		\$
Training Format	Estimated Number of Placement Tests Annually (G)		Firm All-Inclusive Unit Rate per Placement Test (H)		Total (G x H)
Placement Test for Part-Time Training)	100		\$		\$
Total Evaluation Price for REGION 2 – Option Year 1					\$



REGION 2 – Atlantic – Option Year 2

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities	Estimated Number of Learners Annually at the CRA's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities	Total (A x B) + (C x D)
	(A)	(B)	(C)	(D)	
Full-Time Group (3-6 learners per group)	20	\$	5	\$	\$
Full-Time Individual	8	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	150	\$	50	\$	\$
Part-Time Individual	30	\$	1	\$	\$
Training Format	Estimated Numbers of Learners Annually		Firm All-Inclusive Hourly Rate per Learner by Telephone		Total (E x F)
	(E)		(F)		
Part-Time Individual by Telephone	10		\$		\$
Training Format	Estimated Number of Placement Tests Annually		Firm All-Inclusive Unit Rate per Placement Test		Total (G x H)
	(G)		(H)		
Placement Test for Part-Time Training)	100		\$		\$
Total Evaluation Price for REGION 2 – Option Year 2					\$



REGION 2 - Atlantic – Option Year 3

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities (A)	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities (B)	Estimated Number of Learners Annually at the CRA's Facilities (C)	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities (D)	Total (A x B) + (C x D)
Full-Time Group (3-6 learners per group)	20	\$	5	\$	\$
Full-Time Individual	8	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	150	\$	50	\$	\$
Part-Time Individual	30	\$	1	\$	\$
Training Format	Estimated Numbers of Learners Annually (E)		Firm All-Inclusive Hourly Rate per Learner by Telephone (F)		Total (E x F)
Part-Time Individual by Telephone	10		\$		\$
Training Format	Estimated Number of Placement Tests Annually (G)		Firm All-Inclusive Unit Rate per Placement Test (H)		Total (G x H)
Placement Test for Part-Time Training)	100		\$		\$
Total Evaluation Price for REGION 2 – Option Year 3					\$

Total Evaluation Price for REGION 2:

Contract Year 1 + Contract Year 2 + Option Year 1 + Option Year 2 + Option Year 3



REGION 3 - Quebec – Contract Year 1

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities	Estimated Number of Learners Annually at the CRA's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities	Total (A x B) + (C x D)
	(A)	(B)	(C)	(D)	
Full-Time Group (3-6 learners per group)	20	\$	5	\$	\$
Full-Time Individual	8	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	300	\$	220	\$	\$
Part-Time Individual	10	\$	5	\$	\$
Training Format	Estimated Numbers of Learners Annually		Firm All-Inclusive Hourly Rate per Learner by Telephone		Total (E x F)
	(E)		(F)		
Part-Time Individual by Telephone	10		\$		\$
Training Format	Estimated Number of Placement Tests Annually		Firm All-Inclusive Unit Rate per Placement Test		Total (G x H)
	(G)		(H)		
Placement Test for Part-Time Training)	250		\$		\$
Total Evaluation Price for REGION 3 – Contract Year 1					\$



REGION 3 - Quebec – Contract Year 2

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities (A)	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities (B)	Estimated Number of Learners Annually at the CRA's Facilities (C)	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities (D)	Total (A x B) + (C x D)
Full-Time Group (3-6 learners per group)	20	\$	5	\$	\$
Full-Time Individual	8	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	300	\$	220	\$	\$
Part-Time Individual	10	\$	5	\$	\$
Training Format	Estimated Numbers of Learners Annually (E)		Firm All-Inclusive Hourly Rate per Learner by Telephone (F)		Total (E x F)
Part-Time Individual by Telephone	10		\$		\$
Training Format	Estimated Number of Placement Tests Annually (G)		Firm All-Inclusive Unit Rate per Placement Test (H)		Total (G x H)
Placement Test for Part-Time Training)	250		\$		\$
Total Evaluation Price for REGION 3 – Contract Year 2					\$



REGION 3 - Quebec – Option Year 1

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities (A)	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities (B)	Estimated Number of Learners Annually at the CRA's Facilities (C)	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities (D)	Total (A x B) + (C x D)
Full-Time Group (3-6 learners per group)	20	\$	5	\$	\$
Full-Time Individual	8	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	300	\$	220	\$	\$
Part-Time Individual	10	\$	5	\$	\$
Training Format	Estimated Numbers of Learners Annually (E)		Firm All-Inclusive Hourly Rate per Learner by Telephone (F)		Total (E x F)
Part-Time Individual by Telephone	10		\$		\$
Training Format	Estimated Number of Placement Tests Annually (G)		Firm All-Inclusive Unit Rate per Placement Test (H)		Total (G x H)
Placement Test for Part-Time Training)	250		\$		\$
Total Evaluation Price for REGION 3 – Option Year 1					\$



REGION 3 - Quebec – Option Year 2

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities (A)	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities (B)	Estimated Number of Learners Annually at the CRA's Facilities (C)	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities (D)	Total (A x B) + (C x D)
Full-Time Group (3-6 learners per group)	20	\$	5	\$	\$
Full-Time Individual	8	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	300	\$	220	\$	\$
Part-Time Individual	10	\$	5	\$	\$
Training Format	Estimated Numbers of Learners Annually (E)		Firm All-Inclusive Hourly Rate per Learner by Telephone (F)		Total (E x F)
Part-Time Individual by Telephone	10		\$		\$
Training Format	Estimated Number of Placement Tests Annually (G)		Firm All-Inclusive Unit Rate per Placement Test (H)		Total (G x H)
Placement Test for Part-Time Training)	250		\$		\$
Total Evaluation Price for REGION 3 – Option Year 2					\$



REGION 3 - Quebec – Option Year 3

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities (A)	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities (B)	Estimated Number of Learners Annually at the CRA's Facilities (C)	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities (D)	Total (A x B) + (C x D)
Full-Time Group (3-6 learners per group)	20	\$	5	\$	\$
Full-Time Individual	8	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	300	\$	220	\$	\$
Part-Time Individual	10	\$	5	\$	\$
Training Format	Estimated Numbers of Learners Annually (E)		Firm All-Inclusive Hourly Rate per Learner by Telephone (F)		Total (E x F)
Part-Time Individual by Telephone	10		\$		\$
Training Format	Estimated Number of Placement Tests Annually (G)		Firm All-Inclusive Unit Rate per Placement Test (H)		Total (G x H)
Placement Test for Part-Time Training)	250		\$		\$
Total Evaluation Price for REGION 3 – Option Year 3					\$

Total Evaluation Price for REGION 3:

Contract Year 1 + Contract Year 2 + Option Year 1 + Option Year 2 + Option Year 3



REGION 4 – Prairies – Contract Year 1

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities (A)	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities (B)	Estimated Number of Learners Annually at the CRA's Facilities (C)	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities (D)	Total (A x B) + (C x D)
Full-Time Group (3-6 learners per group)	4	\$	4	\$	\$
Full-Time Individual	2	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	40	\$	40	\$	\$
Part-Time Individual	1	\$	1	\$	\$
Training Format	Estimated Numbers of Learners Annually (E)		Firm All-Inclusive Hourly Rate per Learner by Telephone (F)		Total (E x F)
Part-Time Individual by Telephone	10		\$		\$
Training Format	Estimated Number of Placement Tests Annually (G)		Firm All-Inclusive Unit Rate per Placement Test (H)		Total (G x H)
Placement Test for Part-Time Training)	40		\$		\$
Total Evaluation Price for REGION 4 – Contract Year 1					\$



REGION 4 – Prairies – Contract Year 2

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities	Estimated Number of Learners Annually at the CRA's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities	Total (A x B) + (C x D)
	(A)	(B)	(C)	(D)	
Full-Time Group (3-6 learners per group)	4	\$	4	\$	\$
Full-Time Individual	2	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	40	\$	40	\$	\$
Part-Time Individual	1	\$	1	\$	\$
Training Format	Estimated Numbers of Learners Annually		Firm All-Inclusive Hourly Rate per Learner by Telephone		Total (E x F)
	(E)		(F)		
Part-Time Individual by Telephone	10		\$		\$
Training Format	Estimated Number of Placement Tests Annually		Firm All-Inclusive Unit Rate per Placement Test		Total (G x H)
	(G)		(H)		
Placement Test for Part-Time Training)	40		\$		\$
Total Evaluation Price for REGION 4 – Contract Year 2					\$



REGION 4 – Prairies – Option Year 1

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities	Estimated Number of Learners Annually at the CRA's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities	Total (A x B) + (C x D)
	(A)	(B)	(C)	(D)	
Full-Time Group (3-6 learners per group)	4	\$	4	\$	\$
Full-Time Individual	2	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	40	\$	40	\$	\$
Part-Time Individual	1	\$	1	\$	\$
Training Format	Estimated Numbers of Learners Annually		Firm All-Inclusive Hourly Rate per Learner by Telephone		Total (E x F)
	(E)		(F)		
Part-Time Individual by Telephone	10		\$		\$
Training Format	Estimated Number of Placement Tests Annually		Firm All-Inclusive Unit Rate per Placement Test		Total (G x H)
	(G)		(H)		
Placement Test for Part-Time Training)	40		\$		\$
Total Evaluation Price for REGION 4 – Option Year 1					\$



REGION 4 – Prairies – Option Year 2

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities (A)	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities (B)	Estimated Number of Learners Annually at the CRA's Facilities (C)	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities (D)	Total (A x B) + (C x D)
Full-Time Group (3-6 learners per group)	4	\$	4	\$	\$
Full-Time Individual	2	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	40	\$	40	\$	\$
Part-Time Individual	1	\$	1	\$	\$
Training Format	Estimated Numbers of Learners Annually (E)		Firm All-Inclusive Hourly Rate per Learner by Telephone (F)		Total (E x F)
Part-Time Individual by Telephone	10		\$		\$
Training Format	Estimated Number of Placement Tests Annually (G)		Firm All-Inclusive Unit Rate per Placement Test (H)		Total (G x H)
Placement Test for Part-Time Training)	40		\$		\$
Total Evaluation Price for REGION 4 – Option Year 2					\$



REGION 4 – Prairies – Option Year 3

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities (A)	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities (B)	Estimated Number of Learners Annually at the CRA's Facilities (C)	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities (D)	Total (A x B) + (C x D)
Full-Time Group (3-6 learners per group)	4	\$	4	\$	\$
Full-Time Individual	2	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	40	\$	40	\$	\$
Part-Time Individual	1	\$	1	\$	\$
Training Format	Estimated Numbers of Learners Annually (E)		Firm All-Inclusive Hourly Rate per Learner by Telephone (F)		Total (E x F)
Part-Time Individual by Telephone	10		\$		\$
Training Format	Estimated Number of Placement Tests Annually (G)		Firm All-Inclusive Unit Rate per Placement Test (H)		Total (G x H)
Placement Test for Part-Time Training)	40		\$		\$
Total Evaluation Price for REGION 4 – Option Year 3					\$

Total Evaluation Price for REGION 4:

Contract Year 1 + Contract Year 2 + Option Year 1 + Option Year 2 + Option Year 3



REGION 5 – Pacific – Contract Year 1

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities	Estimated Number of Learners Annually at the CRA's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities	Total (A x B) + (C x D)
	(A)	(B)	(C)	(D)	
Full-Time Group (3-6 learners per group)	6	\$	6	\$	\$
Full-Time Individual	2	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	45	\$	45	\$	\$
Part-Time Individual	1	\$	1	\$	\$
Training Format	Estimated Numbers of Learners Annually		Firm All-Inclusive Hourly Rate per Learner by Telephone		Total (E x F)
	(E)		(F)		
Part-Time Individual by Telephone	10		\$		\$
Training Format	Estimated Number of Placement Tests Annually		Firm All-Inclusive Unit Rate per Placement Test		Total (G x H)
	(G)		(H)		
Placement Test for Part-Time Training)	40		\$		\$
Total Evaluation Price for REGION 5 – Contract Year 1					\$



REGION 5 – Pacific – Contract Year 2

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities	Estimated Number of Learners Annually at the CRA's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities	Total (A x B) + (C x D)
	(A)	(B)	(C)	(D)	
Full-Time Group (3-6 learners per group)	6	\$	6	\$	\$
Full-Time Individual	2	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	45	\$	45	\$	\$
Part-Time Individual	1	\$	1	\$	\$
Training Format	Estimated Numbers of Learners Annually		Firm All-Inclusive Hourly Rate per Learner by Telephone		Total (E x F)
	(E)		(F)		
Part-Time Individual by Telephone	10		\$		\$
Training Format	Estimated Number of Placement Tests Annually		Firm All-Inclusive Unit Rate per Placement Test		Total (G x H)
	(G)		(H)		
Placement Test for Part-Time Training)	40		\$		\$
Total Evaluation Price for REGION 5 – Contract Year 2					\$



REGION 5 – Pacific – Option Year 1

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities	Estimated Number of Learners Annually at the CRA's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities	Total (A x B) + (C x D)
	(A)	(B)	(C)	(D)	
Full-Time Group (3-6 learners per group)	6	\$	6	\$	\$
Full-Time Individual	2	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	45	\$	45	\$	\$
Part-Time Individual	1	\$	1	\$	\$
Training Format	Estimated Numbers of Learners Annually		Firm All-Inclusive Hourly Rate per Learner by Telephone		Total (E x F)
	(E)		(F)		
Part-Time Individual by Telephone	10		\$		\$
Training Format	Estimated Number of Placement Tests Annually		Firm All-Inclusive Unit Rate per Placement Test		Total (G x H)
	(G)		(H)		
Placement Test for Part-Time Training)	40		\$		\$
Total Evaluation Price for REGION 5 – Option Year 1					\$



REGION 5 – Pacific – Option Year 2

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities (A)	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities (B)	Estimated Number of Learners Annually at the CRA's Facilities (C)	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities (D)	Total (A x B) + (C x D)
Full-Time Group (3-6 learners per group)	6	\$	6	\$	\$
Full-Time Individual	2	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	45	\$	45	\$	\$
Part-Time Individual	1	\$	1	\$	\$
Training Format	Estimated Numbers of Learners Annually (E)		Firm All-Inclusive Hourly Rate per Learner by Telephone (F)		Total (E x F)
Part-Time Individual by Telephone	10		\$		\$
Training Format	Estimated Number of Placement Tests Annually (G)		Firm All-Inclusive Unit Rate per Placement Test (H)		Total (G x H)
Placement Test for Part-Time Training)	40		\$		\$
Total Evaluation Price for REGION 5 – Option Year 2					\$



REGION 5 – Pacific – Option Year 3

Training Format	Estimated Number of Learners Annually at the Contractor's Facilities (A)	Firm All-Inclusive Hourly Rate per Learner at the Contractor's Facilities (B)	Estimated Number of Learners Annually at the CRA's Facilities (C)	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities (D)	Total (A x B) + (C x D)
Full-Time Group (3-6 learners per group)	6	\$	6	\$	\$
Full-Time Individual	2	\$	2	\$	\$
Part-Time Group (3-7 learners per group)	45	\$	45	\$	\$
Part-Time Individual	1	\$	1	\$	\$
Training Format	Estimated Numbers of Learners Annually (E)		Firm All-Inclusive Hourly Rate per Learner by Telephone (F)		Total (E x F)
Part-Time Individual by Telephone	10		\$		\$
Training Format	Estimated Number of Placement Tests Annually (G)		Firm All-Inclusive Unit Rate per Placement Test (H)		Total (G x H)
Placement Test for Part-Time Training)	40		\$		\$
Total Evaluation Price for REGION 5 – Option Year 3					\$

Total Evaluation Price for REGION 5:

Contract Year 1 + Contract Year 2 + Option Year 1 + Option Year 2 + Option Year 3



Part 7 Model Contract

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

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

7.1 Revision of Departmental Name

Reference to the Minister of Public Works and Government Services or to Public Works and Government Services Canada contained in any term, condition or clause of the contract shall be interpreted as a reference to the Commissioner of Revenue or the Canada Revenue Agency, as the case may be, with the exception of the following clauses:

- a) Standard Clauses and Conditions; and
- b) Security Requirements.

7.2 Agency Restructuring

In cases where the Contracting Authority's department or agency is being reconfigured, absorbed by another government department or agency, or disbanded entirely, the Commissioner may, by giving notice to the Contractor, designate another Contracting Authority for all or part of the Contract.

7.3 Requirement

The Contractor must perform the Work in accordance with the Statement of Work (SOW) at Annex A, attached hereto and forming part of the Contract.

7.3.1 Period of Contract

The period of the Contract is from date of contract award to _____ inclusive. *(date to be inserted at time of contract award)*

The service effective date is _____, 2020. *(date to be inserted at time of contract award)*

7.3.2 Option to Extend the Contract

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

The option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment. The Contracting Authority may exercise an option at any time before the expiry of the Contract by sending a written notice to the Contractor.

7.3.3 Option to Add, Remove or Modify Locations

The Contractor grants to Canada the irrevocable option to add or remove office locations described at Annex A of the Contract under the same terms and conditions and at the prices and/or rates stated in the Contract.



The option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment. The Contracting Authority may exercise an option at any time before the expiry of the Contract by sending a written notice to the Contractor.

7.3.4 Requirement to implement CRA E-Procurement Solution

The Canada Revenue Agency’s (CRA) intends to implement and use an e-procurement solution to expedite the ordering, receiving and reconciling goods and services under any resulting contract. This end-to-end e-procurement system is based on the Ariba suite of products and has been branded internally as “Synergy”.

7.4 Standard Clauses and Conditions SACC A0000C (2012-07-16)

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual issued by Public Works and Government Services Canada (PWGSC).

The Manual is available on the PWGSC Website: <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>

The following Clauses are incorporated by reference:

SACC Reference	Clause Title	Date
A2000C Or A2001C	Foreign Nationals (Canadian Contractor) Foreign Nationals (Foreign Contractor)	2006-06-16 2006-06-16
A3015C	Certifications	2014-06-26
A9065C	Identification Badge	2006-06-16
A9068C	Site Regulations	2010-01-11
A9113C	Handling of Personal Information	2014-11-27
A9117C	T1204 – Direct Request by Customer Department	2007-11-30
B9028C	Access to Facilities and Equipment	2007-05-25
C6000C	Limitation of Price	2011-05-16
C0711C	Time Verification	2008-05-12
C2000C	Taxes-Foreign-based Contractor	2007-11-30
C2605C	Canadian Customs Duties & Sales Tax –Foreign-based Contractor	2008-05-12
G1005C	Insurance	2008-05-12
H1001C	Multiple Payments	2008-05-12

7.5 General Conditions

2035 (2016-04-04) General Conditions – Higher Complexity - Services, apply to and form part of the Contract.

Section 01 titled “Interpretation” the definition of "Canada", "Crown", "Her Majesty" or "the Government" is hereby amended to read: "Canada", "Crown", "Her Majesty" or "the Government" means Her Majesty the Queen in right of Canada as represented by the Canada Revenue Agency (CRA).



Section 02 titled “Standard Clauses and Conditions” is hereby amended to delete the phrase “Pursuant to the Department of Public Works and Government Services Act, S.C. 1996, c. 16,” The remainder of Section 02 remains unchanged.

Section 16 titled “Payment Period” will not apply to payment made by credit cards.

Section 17 titled “Interest on Overdue Accounts” will not apply to payment made by credit cards.

Section 22 titled “Confidentiality”,

Subsection 5 is hereby amended to delete Public Works and Government Services (PWGSC) and insert Canada Revenue Agency (CRA).

Subsection 6 is hereby amended to delete “PWGSC Industrial Security Manual and its supplements”, and insert “Security Requirements for the Protection of Sensitive Information” issued by the CRA, Security and Internal Affairs Directorate (SIAD). The remainder of Section 22 remains unchanged.

Section 41 titled “Integrity Provisions- Contract” is hereby deleted in its entirety and replaced with:

The Supplier Integrity Directive (SID) incorporated by reference into the bid solicitation is incorporated into, and forms a binding part of the Contract. The Contractor must comply with the provisions of the SID, which can be found on the Canada Revenue Agency’s website at <https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/supplier-integrity-directive.html>

Section 45 titled “Code of Conduct for Procurement—Contract” is hereby deleted in its entirety.

7.6 Security Requirements

The following security requirement (SRCL and related clauses) applies and forms part of the Contract.

Document Safeguarding and/or Production Capabilities – with Computer Systems

1. The Contractor personnel and/or subcontractor personnel requiring access to Protected information, assets or sensitive work site(s) must each hold a valid Reliability screening, granted by the Security and Internal Affairs Directorate (SIAD) of the Canada Revenue Agency (CRA) or the Canadian Industrial Security Directorate (CISD) of Public Works and Government Services Canada (PWGSC).
2. The Contractor must not remove any Protected information or assets from the identified and approved work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
3. Processing of material only at the Protected (B) level is permitted under this contract. The work must be done either on a separate stand-alone computer system at the Contractor’s site or on a restricted directory that is only accessible to Contractor personnel who have the need-to-know for the performance of the Contract.
4. Notwithstanding paragraph 1, Subcontracts which contain security requirements are not to be awarded without the prior written permission of CRA.
5. The Contractor must comply with the provisions of the:
 - Security Requirement Check List (SRCL), attached as Annex C of the Contract; and
 - Security Requirements for Protection of Sensitive Information issued by CRA, Security and Internal Affairs Directorate.

These may be viewed at: [Security Requirements](#).



7.7 Authorities

7.7.1 Contracting Authority A1024C (2007-05-25)

The Contracting Authority for the Contract is:

Name: Henrique Carrera

Telephone Number: (613) 219-8406

Fax Number: (613) 948-2459

E-mail address: henrique.carrera@cra-arc.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.

7.7.2 Project Authority A1022C (2007-05-25)

To be completed at the time of Contract award.

Name: _____

Address: _____

Telephone Number: _____

Fax Number: _____

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.

7.7.3 Contractor's Representative

To be completed at the time of Contract award.

Name: _____

Address: _____

Telephone Number: _____

Fax Number: _____

E-mail Address: _____



7.8 Contractor Identification Protocol

The Contractor must be responsible for ensuring that each of its employees, officers, directors, agents, and subcontractors (hereinafter referred to as "Contractor Representative") complies with the following self-identification requirements:

A Contractor Representative who attends a Government of Canada meeting whether internal or external must identify themselves as being a representative of the Contractor prior to the commencement of the meeting to ensure that each meeting participant is aware of the fact that the individual is not a government employee;

During the performance of any Work at a Government of Canada site, each Contractor Representative must be clearly identified at all times as being a Contractor Representative; and

If a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify themselves as a non-government employee in all electronic mail in the signature block as well as under "Properties".

This identification protocol must also be used in all other correspondence, communication and documentation.

7.9 Travel and Living Expenses

The CRA will not cover any travel and living expenses.

7.10 Delivery

Deliverables must be received by the Project Authority at the place and time specified herein.

7.11 Work Location

The work location may be at any of the locations identified in Attachment 1 to Annex A: List of CRA Facilities in Canada or at the Contractor's facilities, as identified in each order or Task Authorization.

7.12 Task Authorization

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

7.12.1 Task Authorization Process

The Contractor shall not commence any Work described in the Contract until the Contractor receives authorization from the CRA to proceed with the Work.

The CRA will authorize the Work with the Contractor, at the CRA's discretion, by submitting a Task Authorization in the form of either of the following, at CRA's sole discretion:

- Submitting a Purchase Card Order (PCO) to the Contractor using the Synergy ordering system, as described at Annex C: Requirements for CRA Synergy Solution;



- Submitting a Task Authorization form, signed by the Contracting Authority and sent to the Contractor via facsimile or email. The content of each Task Authorization is found at Attachment 5 and Attachment 6 to Annex: Statement of Work.

The CRA reserves the right to issue a cancellation of any Task Authorization within 48 hours of the issuance of the Task Authorization. Returns and Change Orders will not be issued under the Contract.

The Contractor shall not commence Work until a completed Task Authorization has been received from CRA. The Contractor acknowledges that any and all Work performed in the absence of the aforementioned approved Task Authorization will be done at the Contractor's own risk, and the Crown shall not be liable for payment therefore, unless or until an approved Task Authorization is provided by CRA.

All Work carried out under the Task Authorization is to be performed to the satisfaction of the CRA, in accordance with the terms and conditions of the Contract and Task Authorization.

The Contractor agrees to provide to the CRA, upon request, any information and estimates that may be required to prepare the Task Authorization.

7.12.2 Minimum Work Guarantee - All the Work - Task Authorizations

1. In this clause

"Maximum Contract Value" means the amount specified in the "Limitation of Expenditure" clause set out in the Contract; and

"Minimum Contract Value" means:

\$430,000.00 for Region 1: Ontario and National Capital Region (as defined at section 5.0 of Annex A: Statement of Work) *(to be deleted at contract award if not applicable)*

\$82,000.00 for Region 2: Atlantic (as defined at section 5.0 of Annex A: Statement of Work) *(to be deleted at contract award if not applicable)*

\$82,000.00 for Region 3: Quebec (as defined at section 5.0 of Annex A: Statement of Work) *(to be deleted at contract award if not applicable)*

\$1,000.00 for Region 4: Prairies (as defined at section 5.0 of Annex A: Statement of Work) *(to be deleted at contract award if not applicable)*

\$11,200.00 for Region 5: Pacific (as defined at section 5.0 of Annex A: Statement of Work) *(to be deleted at contract award if not applicable)*

2. Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with paragraph 3. In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.
3. In the event that Canada does not request work in the amount of the Minimum Contract Value during the period of the Contract, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.



4. Canada will have no obligation to the Contractor under this clause if Canada terminates the Contract in whole or in part for default.

7.12.3 Periodic Usage Reports - Contracts with Task Authorizations

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

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

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

The quarterly periods are defined as follows:

- 1st quarter: April 1 to June 30;
- 2nd quarter: July 1 to September 30;
- 3rd quarter: October 1 to December 31; and
- 4th quarter: January 1 to March 31.

The data must be submitted to the Contracting Authority no later than 15 calendar days after the end of the reporting period.

Reporting Requirement- Details

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

For Each Authorized Task:

- i. a title or a brief description of each authorized task;
- ii. the total estimated cost specified in the authorized Task Authorization (TA) of each task, GST or HST extra;
- iii. the total amount, GST or HST extra, expended to date against each authorized task;
- iv. the start and completion date for each authorized task; and
- v. the active status of each authorized task, as applicable.

For All Authorized Tasks:

- i. the amount (GST or HST extra) specified in the contract (as last amended, as applicable) as Canada's total liability to the contractor for all authorized TAs; and
- ii. the total amount, GST or HST extra, expended to date against all authorized TAs.

7.12.4 Limitation of Expenditure - Cumulative Total of all Task Authorizations

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



No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- a. when it is 75 percent committed, or
- b. four (4) months before the contract expiry date, or
- c. as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions,

whichever comes first.

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.

7.13 Invoicing Instructions

7.13.1 For orders submitted via a Task Authorization Form:

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the General Conditions. Claims cannot be submitted until all work identified in the claim is completed. Each claim must be supported by a copy of the release document and any other documents as specified in the Contract;
2. Claims must be distributed as follows: The original and one (1) copy must be forwarded to the Technical Authority for certification and payment.

7.13.2 For orders submitted via Synergy:

A packing slip and/or invoice must be submitted on the Contractor's own form and must be included with the shipment and provide the following information:

1. Contractor's name and address
2. GST registration number,
3. CRA Purchaser / Consignee's name and address;
4. Synergy PCO number
5. date the goods were shipped or services delivered,
6. description of the goods and/or services,
7. Item or reference number;
8. cost (before tax),
9. amount charged to the acquisition card (exclusive of the Goods and Services Tax (GST) or Harmonized Sales Tax (HST), if applicable) and
10. amount of GST or HST, if applicable, shown separately
11. total amount to be charged to the CRA

7.14 Inspection and Acceptance

All deliverables under the Contract shall be subject to inspection and acceptance by the Project Authority at destination.



7.15 Synergy Non-Compliance

Failure to respect the delivery timelines as per the Contract or the problem resolution timelines set out under Attachment 8 to Annex A paragraph 3.5 Support, Table 1: Technical Support Response Definitions will result in an escalation by the CRA Contracting Authority with the Contractor. In that event, the Contractor agrees to pay to the CRA, liquidated damages for each hour of delay, or any part thereof, for the time spent by the CRA addressing any issues that occur due to the failure of the Contractor to meet the CRA's Synergy requirements, based on the following calculation:

Hourly rate based on the current salary of a SP-06, Increment 4 and a 20% premium representing benefits. The annual salary for this occupation group is found at <http://www.cra-arc.gc.ca/crrs/wrknng/pyrts/sp-eng.html>.

The total amount of the liquidated damages must not exceed 10% of the Contract's value.

The CRA and the Contractor agree that the amount stated above is their best pre-estimate of the loss to the CRA in the event of such a failure, and that it is not intended to be, nor is it to be interpreted as a penalty.

The CRA will have the right to hold back, drawback, deduct or set off from and against the amounts of any monies owing at any time by CRA to the Contractor, any liquidated damages owing and unpaid under this section.

Nothing in this section must be interpreted as limiting the rights and remedies which CRA may otherwise have under the Contract.

7.16 Basis of Payment

The Contractor will be paid in accordance with the schedule of payment provided at Annex B: Basis of Payment.

7.17 Payment Process

At Canada's discretion the Contractor will be paid using direct deposit, credit card or cheque. All communications regarding the specific method of payment, including changes thereto, will be in writing via email as it's not Canada's desire to formally amend the Contract if the payment method is changed.

At its sole discretion Canada may change the method of payment at any time during the period of the Contract, including any extension thereto, to one of the other two payment methods stated above.

It is the sole responsibility of the Contractor to ensure that their organization is entitled to receive payment from the Government of Canada.

7.17.1 Payment by Direct Deposit

The Contractor shall accept Direct Deposit for payment of the goods and/or services described herein. Payments by direct deposit will be subject to Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2016-04-04) forming part of the Contract.

To complete or amend a direct deposit registration, the Contractor must complete the Vendor Electronic Payment Registration form accessible at: <http://www.cra-arc.gc.ca/E/pbg/tf/rc231/rc231-14e.pdf>

It is the sole responsibility of the Contractor to ensure that the information and account number submitted to Canada via their Vendor Electronic Payment Registration form is up to date. Should the Contractor's information



within the Vendor Electronic Payment Registration form not be accurate or up to date, the provisions identified herein under Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2016-04-04) forming part of the Contract will not apply, until the Contractor corrects the matter.

7.17.2 Payment by Credit Card

The Contractor shall accept Government of Canada Acquisition Cards (credit cards) for payment of the goods and/or services described herein. Payments by credit card will not be subject to Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2016-04-04) forming part of the Contract.

The CRA Acquisition Card is currently a MasterCard provided by Bank of Montreal. At any time during the period of the Contract, including any exercised option period(s), the CRA reserves the right to change its acquisition card type or provider.

7.17.3 Payment by Cheque

The Contractor shall accept Government of Canada cheques for the payment of goods and/or services described herein.

7.18 Certifications

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing associated information are conditions of the Contract. Certifications are subject to verification by Canada during the entire period of the contract. If the Contractor does not comply with any certification, fails to provide the associated information, or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

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

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

7.19 Joint Venture (NOTE to bidders: to be deleted at contract award if not applicable)

If the Contract is awarded to a joint venture, all members of the joint venture will be jointly and severally or solidarily liable for the performance of the Contract.

In the case of a contractual joint venture, no dispute, claim or action for damages, whether based in contract, or in tort, or any other theory of law, howsoever arising from the Request for Proposal, Contract, or any other related or subsequently issued documents including without limitation Task Authorizations, Contract Amendments, may be commenced, or brought against the CRA, including without limitation any of its officers, employees or agents unless each member of the joint venture is a party to such dispute, claim, or action (as the case may be).



The Contractor shall obtain the prior written approval of the Contracting Authority to any change in the membership of a contractual joint venture after Contract Award. Any change in the membership of a contractual joint venture after Contract Award without the prior written approval of the Contracting Authority shall be deemed to be default under the Contract.

The joint venture represents and warrants that it has appointed and granted full authority to (name to be inserted at Contract Award), the "Lead Member", to act on behalf of all members as its representative for the purposes of executing documentation relating to the Contract, including but not limited to Contract Amendments and Task Authorizations.

In the event of a contractual joint venture, all payments due and owing to the joint venture shall be made by the Canada Revenue Agency to the Lead Member of the joint venture. Any such payment to the Lead Member of the joint venture shall be deemed to be payment to the joint venture and shall act as a release from all the members of the joint venture.

By giving notice to the Lead Member the Canada Revenue Agency will be deemed to have given notice to all the members of the joint venture.

7.20 Proactive Disclosure of Contracts with Former Public Servants CRA Mod A3025C 2013-03-21

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.

7.21 Applicable Laws SACC A9070C (2014-06-26)

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

7.22 Priority of Documents SACC A9140C (2007-05-25)

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.

1. the Articles of Agreement;
2. the general conditions 2035 (2016-04-04) General Conditions – Higher Complexity - Services;
3. Annex A: Statement of Work;
4. Annex B: Basis of Payment;
5. Annex C: Security Requirements Check List (if applicable);
6. The Contractor's proposal dated (insert date of bid), as amended on (insert date(s) of amendment(s), if applicable).

7.23 Training and Familiarization of Contractor Personnel

7.23.1 Training of Contractor Personnel

Any training required by a new or replacement resource will be the responsibility of the Contractor, including training the resource for newly implemented software. The Contractor will assume all associated costs, including training pertaining to familiarization during the start-up of the Contract and Contract period for staff



replacements. Training of the resource during the start-up period must take place without a reduction in service level. Time spent on such training will not be billed to, nor paid by, CRA.

7.23.2 Familiarization Period

Prior to the completion of the Contract, it may be necessary for another resource to undertake a period of familiarization and training before the completion date. The Contractor will be required to familiarize the incoming resource according to the process described above or through the use of another approach negotiated with and acceptable to CRA.

7.24 Alternative Dispute Resolution

NEGOTIATION FOLLOWED BY MANDATORY MEDIATION, THEN, IF NECESSARY BY ARBITRATION OR LITIGATION

The parties agree to meet, negotiate in good faith, and attempt to resolve, amicably, any dispute arising out of or related to the contract or any breach thereof.

If the parties are unable to resolve the dispute through negotiations within 10 working days, the parties agree to attempt to resolve the dispute through mediation by submitting the dispute to a sole mediator selected jointly by the parties. All costs shall be shared equally between the disputing parties.

If a dispute cannot be settled with a 15 calendar day period after the mediator has been appointed, or if the parties are unable to select a mediator within 15 calendar days of the date of provision of notice by one party to the other of the intention to proceed to mediation, or such longer period as agreed to by the parties, the parties shall have the right to resort to any remedies permitted by law, including but not limited to arbitration or litigation.

All defences based on the passage of time shall be tolled pending the termination of the mediation.

7.24.1 Office of the Procurement Ombudsman (OPO)

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1 (l) of the Department of Public Works and Government Services Act will, on request and consent of the parties, participate in these meetings to resolve any such dispute, and subject to their consent to bear the cost of such process, provide to the parties a proposal for an alternative dispute resolution process to resolve their dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at boa.opo@boa.opo.gc.ca.

7.24.2 Contract Administration

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1 (l) of the Department of Public Works and Government Services Act will review a complaint filed by [the supplier or the contractor or the name the entity awarded the contract] respecting administration of the contract if the requirements of Subsection 22.2(1) of the Department of Public Works and Government Services Act and Sections 15 and 16 of the Procurement Ombudsman Regulations have been met, and the interpretation and application of the terms and conditions and the scope of the work of the contract are not in dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at boa.opo@boa.opo.gc.ca.



Annexes

The following Annexes apply to and form part of the Contract:

ANNEX A: STATEMENT OF WORK

ANNEX B: BASIS OF PAYMENT

ANNEX C: SECURITY REQUIREMENTS CHECK LIST (SRCL)



Annex A - Statement of Work

1.0 TITLE

Language Training Services

2.0 CONTEXT

The Canada Revenue Agency (CRA) is fully committed to meet its obligations under the *Official Languages Act (Act)*, to comply with the spirit of the Act in all its business activities, and to take a proactive approach to implementing the Act.

In support of its obligations under the Act, the CRA provides its employees and managers with access to both French and English language training, on a full-time and part-time, group and individual basis.

The CRA offers language training services to its employees and managers to:

- Enable CRA employees to provide services of equal quality in both official languages to internal and external clients.
- Enable employees to communicate effectively in both official languages with other employees.
- Enable bilingual managers to provide supervision in their employees' official language of choice.

3.0 OBJECTIVE

To provide full-time and part-time French and English in-person classroom language training on an "as and when requested" either in group or individually to CRA employees in order to: (1) attain Level A, Level B and Level C (as required per employee) in their second official language; (2) maintain their second official language; or (3) improve their second official language. The Contractor must also provide telephone tutoring on an "as and when requested" basis.

3.1 Official Languages Act

The objectives in section 3.0 above are defined in order to support and comply with the following elements of the Act:

English: http://www.ocol-clo.gc.ca/html/act_loi_e.php

French: http://www.ocol-clo.gc.ca/html/act_loi_f.php

3.1.1 Part IV (Communications with and services to the public)

Members of the public have the right to communicate with and to obtain services from federal institutions in the official language of their choice and to receive an active offer of service in both official languages.

3.1.2 PART V (Language of work)

In bilingual regions, employees of federal institutions have the right to work in the official language of their choice, subject to requirements to serve the public and other employees.

3.1.3 PART VI (Participation of English-speaking and French-speaking Canadians)

English- and French-speaking Canadians have equal opportunities to obtain employment and advancement in federal institutions.



3.1.4 PART VII (Advancement of English and French)

English and French linguistic minority communities in Canada have the right to expect that federal institutions take positive measures to enhance the vitality of these communities, support and assist their development, and foster the full recognition and use of both English and French in Canadian society.

3.2 Qualifications standards in relation to Official Languages

The qualification standards in relation to Official Languages define the proficiency levels for each of the three language skills:

- Written comprehension;
- Written expression;
- Oral proficiency.

This Treasury Board document can be accessed at the following link:

English: <http://www.tbs-sct.gc.ca/gui/squn03-eng.asp>

French: <http://www.tbs-sct.gc.ca/gui/squn03-fra.asp>

4.0 ACRONYMS AND DEFINITIONS

CEWP - Interface Canada - Communicative English at Work Program is a communication-based program focusing on English in the workplace. It was developed by the CSPS and is used to teach English as a second language at the beginner and intermediate levels (levels A and B) and at the advanced level (level C).

CSPS - Canada School of Public Service

PFL₂ - Programme de français langue seconde is a communication-based training program, developed by the CSPS, focusing on French in the workplace. This program has been used for teaching French as a second language at the beginner and intermediate levels (levels A and B) and at the advanced level (level C).

PSC - Public Service Commission

SLE - Second Language Evaluation

TO - Training Objective

In the event of a discrepancy between the definitions in this section and those in subsequent sections of the SOW, the definitions in the subsequent sections of the SOW will take precedence.

CRA representative

Responsible for administrative tasks pertaining to learners on full-time or part-time language training. The CRA representative will act as the point of contact for managers whose employees require language training and the Contractor.

Diagnostic test

Evaluation to determine the level of proficiency in the second official language of full-time learners, the required number of hours needed to attain the target level(s) and to develop a language learning plan. The process consists of a written test to assess reading, writing skills and an oral evaluation to assess oral proficiency.

Full-time language training

Language training provided 37.5 hours per week. Of the 37.5 hours, 35 hours will be teacher-led setting and 2.5 hours will be for self-study time at a rate of a half an hour per day.



Language learning plan

Based on the results of the diagnostic test, a language learning plan will be created. The plan includes: a starting lesson, the results of the diagnostic test and an estimated number training hours needed to reach the target level(s) of written and oral proficiency.

My Account

CSPS integrated learning management system. A secure IT platform that provides access to various online language training products.

Placement test

Evaluation to identify the level of proficiency in the second official language of part-time learners for the purpose of assignment to the appropriate course module. The process consist of a written test to assess reading and writing skills.

Part-time language training

Language training provided less than 35 hours per week.

End-of-session assessment

Evaluation of the proficiency level in the second official language of the learner once they have completed their scheduled training session. The assessment must determine if the learner succeeded or did not succeed in attaining their training objective.

Second language evaluation (SLE)

The SLE is developed and administered by the Public Service Commission (PSC), and is divided into the following three tests:

- Test of Reading Comprehension: Assesses the ability to understand texts written in their second official language.
- Test of Written Expression: Assesses knowledge of grammar, vocabulary and other aspects of written expression that are necessary to perform writing tasks dealing with work-related situations.
- Test of Oral Proficiency: Evaluates the ability to communicate verbally in their second official language in work-related situations.

Starting lesson

The starting lesson, in one of the Programs used (PLF2 or CEWP) is determined by the knowledge of French or English that the employee has demonstrated during the diagnostic test.

Training objectives(TO)

Training objectives are learning goals that the employee is expected to achieve during the language training session.

Tutoring

Tutoring is the process of supporting and guiding learners by providing personalized coaching. Tutor-led sessions enhance motivation and support to attain targeted proficiency levels. Tutoring is usually for short duration and focuses on specific aspect of oral proficiency but it can also be used for grammar activities.

5.0 SCOPE

The Contractor must provide full-time and part-time in-person classroom language training (English and French), on an "as and when requested" basis, to CRA employees either in groups or individually in order for the employees to: (1) obtain Level A, Level B or Level C, as required per employee, in the second official language; (2) maintain their second official language; (3) improve their second official language. The Contractor must also provide telephone tutoring on an "as and when requested" basis.



The Contractor must provide language training services in the region(s) for which the contract has been awarded. This Statement of Work outlines the CRA's requirements for language training across the country but in certain sections of this Statement of Work, different needs are identified for different regions. At the time of contract award, this Statement of Work may be modified so that only parts relevant to each region remain. The regions are as follows (see complete list of locations in each region in Attachment 1 to Annex A: List of CRA Facilities in Canada):

Region 1: Ontario and National Capital Region

This region comprises the province of Ontario and the National Capital Region as defined in the *National Capital Act* (R.S.C. 1985, c. N-4), which may be accessed at the following site: <http://laws-lois.justice.gc.ca/eng/acts/N-4/page-9.html>

Region 2: Atlantic

This region comprises the provinces of Nova Scotia, New Brunswick, Prince Edward Island and Newfoundland.

Region 3: Quebec

This region comprises the province of Quebec (with the exception of areas covered by the National Capital Region).

Region 4: Prairies

This region comprises the provinces of Manitoba, Saskatchewan and Alberta.

Region 5: Pacific

This region comprises the province of British Columbia.

In delivering language training services, the Contractor is responsible for, but not limited to, the provision of the following services:

- Develop course outlines, course planning and preparation;
- Provide training material to learners as well as its own resources;
- Evaluate the learners second language proficiency using a diagnostic test (see section 5.2.1) and a placement test (see section 5.1.3);
- Provide full-time language training as per the results of the diagnostic test and the learning plan (see sections 5.2.1 and 5.2.2);
- Provide part-time language training as per the results of the placement test (see section 5.1.3);
- Develop or adapt training aids (see section 5.5);
- Evaluate the progress of all learners (see Attachment 4 to Annex A);
- Provide recommendations for program improvement and various reports identified herein.
- Provide telephone tutoring.

Communication with a learner should take place in the target language to avoid the use of the learner's first official language as much as possible, as every situation is considered a learning opportunity. However, if a learner wishes to speak in his or her first official language on a personal matter, their request must be respected.

The Contractor must ensure that the requirements identified herein are not modified due to a request from learners or any other party, except by the Contracting Authority through a formal contract amendment, as necessary.

The Contractor must confirm receipt of a task authorization for language training and acknowledge its understanding of the orders, within two business days of the orders being placed. If, for whatever reason, the Contractor cannot provide the requested services, the CRA reserves the right to obtain the required services through alternate means, outside of this contract.



The CRA, may at its sole discretion, opt not to use the Contractor services in order to participate in pilot projects developed by other government departments pertaining to language training or pilot projects developed by the CRA pertaining to language training on an ad hoc basis.

5.1 Requirements specific to part-time language training

As stated at section 5.9, part-time language training has historically been delivered by Contractor resources at CRA facilities. This trend is expected to continue, however, the Contractor may be required to provide group or individual part-time training at its own facilities upon CRA request.

5.1.1 Group training delivery options

Group part-time language training must be delivered according to one of the following five options (A, B, C, D or E) listed below. The CRA, at its sole discretion, will select one of the options best suited to its learners at the time an order is placed. In exceptional circumstances, another option not listed below may be determined by the CRA to be more suitable based on a given situation at a given time. The CRA will consult with the Contractor when such situations arise and only upon the agreement of both the CRA and the Contractor would another option not listed below be implemented.

Option A:

Three consecutive hours in one day per week for 20 weeks (total of 60 hours) delivered in sessions as follows:

- September to January
- February to June

Option B:

Three hours per week (1.5 hours twice a week) for 20 weeks (total of 60 hours) delivered in sessions as follows:

- September to January
- February to June

Option C:

Seven and half hours per week (7.5 hours in one day once a week) for 12 weeks (total of 90 hours) delivered in sessions as follows:

- September to November
- January to March
- April to June

Option D:

Fifteen hours per week (7.5 hours in one day twice a week) for 12 weeks (total of 180 hours) delivered in sessions as follows:

- September to November
- January to March
- April to June

Option E:

Six hours per week (3 hours in one day twice a week) for 20 weeks (120 hours) delivered in sessions as follows:

- September to January
- February to June



5.1.2 Ordering process for group part-time language training

The following process will be followed when the CRA requests group part-time language training:

- i. The CRA will submit requests for group part-time language training to the Contractor at least ten weeks prior to the start of the session.
- ii. Each part-time language training request will be initiated via task authorization (TA) using the template form set out under Attachment 6 to Annex A.
- iii. The CRA request will identify where the training is to be provided (i.e. at the Contractor's facility or at a CRA facility).
- iv. Upon receiving the requests for group part-time training, the Contractor must complete the following to place learners in suitable training groups based on the learner's proficiency level:
 - a. Administer placement tests for new learners (as described in section 5.1.5);
 - b. Review the last placement test and end-of-session assessment for returning learners.
- v. When the training is to be delivered at CRA facilities:
 - a. The Contractor must finalize the details of each group (in accordance with section 5.6) and provide the group information to the CRA representative within **four weeks** of the original training request;
 - b. The CRA representative will use the group details to:
 - i. Reserve a location and schedule the classes based on the availability of learners in the group; and
 - ii. Provide the Contractor with all relevant details **at least three weeks** prior to the start of the session. This information will include, at a minimum, the following:
 - Group proficiency level;
 - Number of learners;
 - Schedule of classes;
 - Location of training;
 - Name of learners.
- vi. When the training is to be delivered at the Contractor's facilities:
 - a. The Contractor must finalize the details of each group (in accordance with section 5.6) and the training schedule and provide the information to the CRA representative **at least four weeks** prior to the start of the group part-time language training session.
 - b. Group composition details and schedules must include, as a minimum, the following information when submitted to the :
 - Group proficiency level;
 - Number of learners;
 - Schedule of classes;
 - Location of training;
 - Name of teacher;
 - Number of hours;
 - Name of learners.

5.1.3 Additional requirements for group part-time language training

The Contractor must ensure that a teaching resource is available to deliver the training and submit the name(s) of teacher(s) to the responsible CRA representative **at least one week prior** to the start of the session. The CRA representative will ensure the teacher(s) has access to the CRA facility in which the training will take place.



The CRA reserves the right to replace a learner with another learner up to five business days prior to the start of the part-time training session. If after language training has begun, a learner is found to be at a lower or higher proficiency level than the rest of the group, the Contractor must attempt to transfer the learner to a group more appropriate for the learner's proficiency level or explore other options, in consultation with a CRA representatives.

Alternatively, if a suitable option is not reached, the CRA may remove the learner from group language training and request individual language training or wait for an available group. If the Contractor can not transfer the learner to a group in accordance to the learner's proficiency level then the CRA will not be liable for any language training hours that remain on the order to the Contractor.

Part-time language training must include an end-of-session assessment administered by the Contractor for each learner. The Contractor will then provide the results to the learner and the responsible CRA representative no later than two weeks after the end of the training session.

5.1.4 Individual part-time training

Individual part-time language training will be delivered on an ad-hoc basis as required, either in person or by telephone. The CRA may also consider the use of other delivery methods, such as Web-Ex.

I. In person training:

When the CRA submits a request for in-person training, the Contractor must administer a placement test (as described in section 5.1.5) and schedule training for less than 35 hours a week in collaboration with the responsible CRA Representative.

II. Telephone tutoring:

When the CRA submits a request for telephone tutoring, the Contractor must administer a placement test (as described in section 5.1.5) and schedule tutoring sessions in collaboration with the responsible CRA representative. The duration of each tutoring session should be between 30 minutes and 2 hours as confirmed by the CRA. Telephone tutoring is usually for short duration (e.g. three 45 minute sessions per week for 4 weeks) and for targeted needs (e.g. focus on specific objectives for oral proficiency). When a request for telephone training is made, the responsible CRA representative will provide the Contractor with the learners name and telephone number as well as the schedule established with the learner. Teaching resources will be responsible for placing the call to the learner.

The Contractor will administer an end-of-session assessment once the scheduled language training is complete and will provide the results to the responsible CRA representative no later than two weeks after the end of the scheduled language training. The assessment must determine if the learner succeeded or did not succeed in meeting their language training objectives.

5.1.5 Placement test

A placement test must be administered to part-time learners within 2 weeks of the original request to gauge their proficiency level and determine a suitable group of similar proficiency to assign the learner to.

Placement tests may be administered in person, at the CRA's facilities, or at the Contractor's facilities, by telephone, email or online, if the Contractor has the capability to administer the tests online. Information about learners collected for the purposes of administering the test must be limited to the learners' name, and if additional information such as telephone number or email address is required, it must be the learners' work contact information and not personal contact information. If the Contractor administers the placement test online, the website through which the test is administered must be trusted and secured and must be approved by the CRA prior to implementation. Connections to the website must be secured using industry standard Transport Layer Security (TLS) v1.2 and the website's identity be trusted and verified using a website certificated signed by a trusted Certificate Authority (CA). Learners completing the test must log-in with a user ID and password combination, which can be created by the Contractor and provided to the learners prior to the test being administered.



Placement tests are not required for learners returning to training after a short break between sessions or when a learner's training is extended. A learner will be considered a returning learner when previous training session took place within 12 months. End-of-session assessment, progress reports and placement test from previous training session will be used to gauge proficiency level of returning learners.

5.2 Requirements specific to full-time language training

Full-time language training will be delivered primarily at the Contractor's facilities, unless there are extenuating circumstances that cause the Contractor's facilities to be unavailable. In such situations, the Contractor must collaborate with the CRA to determine a suitable location for training. Group full-time training can start at any time throughout the year, as soon as a group can be formed with learners of similar proficiency level.

5.2.1 Ordering process for full-time language training

When the Contractor receives a request for group full-time language training, the Contractor must administer a diagnostic test (see section 5.2.2.) and develop a language learning plan (see section 5.2.3) as soon as possible. The Contractor must provide the learning plan to the CRA representative 2 weeks before the commencement of training. The Contractor must then form a group as soon as possible (see section 5.6) and schedule training in collaboration with the responsible CRA representative (pedagogical advisor), while respecting the provisions of section 5.4 Training delivery days.

Once a group has been formed, the Contractor must submit group composition details to the CRA representative. The group composition details must include, as a minimum, the following information:

- Group proficiency level;
- Learning plan for each learner;
- Number of learners per group;
- Location of training;
- Start and end date of session;
- Name(s) of learner(s);
- Name of teacher.

If a group cannot be formed within four weeks of the availability date of the learner (as per the original group full-time language training request), the CRA may: amend the request to individual full-time language training; cancel the request; or agree to wait for a group to form. This will be determined on an ad-hoc basis. By availability date, the CRA means the date identified on the request on which the learner is available to start language training. The availability date may be several weeks after the date the request is submitted.

The Contractor must administer an end-of-session assessment for each learner at the end of the scheduled training. The assessment must determine if the learner succeeded or failed in meeting their training objectives. The results of the assessment must be provided to the responsible CRA representative no later than two weeks after the end of the training session.

Requests to add or remove a learner to or from an existing group full-time training session

The following guiding principles will apply to cases where a learner(s) is to be added to or removed from an existing group full-time training session:

- A learner with the same proficiency level as the established group, must be added to the group if it has not reached maximum capacity (regardless if the request was made before or after the start of training).
- A learner with a higher proficiency level than the established group, must be added to the group once the group has progressed to a similar proficiency level of the learner.
- If after language training has begun, a learner is found to be at a lower or higher proficiency level than the rest of the group, the Contractor must attempt to transfer the learner to a group more appropriate for the learner's proficiency level. If this is not possible, the Contractor must explore other options, in consultation with a CRA



representative. , if a suitable option is not reached, the CRA may remove the learner from group language training and request individual language training or wait for an available group to be formed.

It is common practice for full-time learners to have one teaching resource in the morning and another in the afternoon in order to expose the learners to different teaching methods and oral interactions. The Contractor should adhere to this practice under this contract.

5.2.2 Diagnostic test

A diagnostic test is a tool developed by the Contractor (or a third-party) to assess an employee's second official language proficiency. The diagnostic test is mandatory for learners who have registered to full-time language training but it can also be used, as required at the discretion of the CRA, for learners attending other types of language training.

The Contractor must administer diagnostic tests to new learners within 2 weeks of the original request for full-time language training. The diagnostic test must:

- i. Consist of an oral interview and one or more written tests in order to determine the starting point (based on the step of the curriculum).
- ii. Determine the learners' reading, writing and oral proficiency levels in their second official language.
- iii. Estimate the number of hours needed to attain the target objectives and provide further details, if any, regarding the specific needs of the learner in training.

Diagnostic tests will not be administered for learners already in full-time language training when a request is made by the CRA to continue language training for the learners. A learner will be considered a returning student if they have attended language training within the last year as the date of the language training request. Returning student proficiency levels and training needs will be determined based on their end-of-session assessment, progress reports and diagnostic test from their last training session.

Diagnostic tests may be administered in person at the CRA's facilities or at the Contractor's facilities, by telephone or online if the Contractor has the capability to do so. Information about learners collected for the purposes of administering the test must be limited to the learners' name, and if additional information is required, such as telephone number or email address, it must be the learners' work contact information. If the Contractor administers the diagnostic test online, the website through which the test is administered must be trusted and secured and must be approved by the CRA prior to implementation. Connections to the website must be secured using industry standard Transport Layer Security (TLS) v1.2 and the website's identity be trusted and verified using a website certificated signed by a trusted Certificate Authority (CA). Learners completing the test must log-in with a user ID and password combination, which can be created by the Contractor and provided to the learners prior to the test being administered.

The CRA reserves the right to review the results of each diagnostic test and may request the Contractor to re-evaluate a learner.

5.2.3 Language learning plan

A language learning plan (LLP) must be tailored for each learner enrolled in full-time training (group or individual). The LLP is subject to review by the CRA or a third party at the discretion of the CRA. LLPs will, at a minimum, consist of the following:

- learner's name;
- date of evaluation (diagnostic test);
- target language levels;
- learner's strengths;
- skills in need of improvement;
- evaluators specific comments;
- module/session/lesson recommended;
- recommended number of training hours;
- evaluators name.



5.2.4 Second language evaluation (SLE)

During the duration of full-time language training, if the learner goes for an SLE, the Contractor must adhere to the processes listed below:

- If the learner's objective was to reach certain proficiency levels in reading comprehension, written expression and oral proficiency, the Contractor will advise the responsible CRA representative when the learner is ready to take the SLE in reading comprehension and written expression only. While awaiting results, the learner will continue language training. If the learner passes the reading comprehension and written expression, the Contractor will continue with language training for the learner until the learner is ready to take the SLE in oral proficiency. While awaiting results, the learner will continue language training until the results become available.

OR

- If the learner's objective was to reach certain proficiency level in reading comprehension and written expression, the Contractor will advise the responsible CRA representative when the learner is ready to take the SLE in reading comprehension and written expression. While awaiting results, the learner will continue language training until the SLE results become available.

OR

- If the learner's objective was to reach a certain proficiency level in oral proficiency only, the Contractor will advise the responsible CRA representative when the learner is ready to take the SLE in oral proficiency. While awaiting results, the learner will continue language training until the SLE results become available.

If SLE results become available five business days or less after having taken the SLE, the CRA will compensate the Contractor for five business days of language training. If results become available more than five business days after having taken the SLE, the CRA will compensate the Contractor for the actual number of days it took for the results to become available. If the learner passes, the language training is complete. The cancellation policy does not apply to language training that is complete as a result of the learner passing their SLE, even if additional language training hours remain on the order to the Contractor.

If a learner is not successful at an SLE test, and the test was taken prior to all of the training hours for the learner being utilized, the learner will remain on language training until all of the training hours in the order are utilized, at which point the training will end.

If a learner is not successful at an SLE test, regardless of when the test occurs, the CRA may request that the Contractor provide a reassessment of the learner's learning needs and develop an updated LLP.

The SLE content is confidential, protected by the Public Service Commission (PSC), and is subject to Crown copyrights. Any infringement by the Contractor, such as the unauthorized collection, retention, use or disclosure of protected test content, is prohibited.

5.3 Training programs and curriculum objectives

The Contractor must use the following training programs in delivering language training to CRA employees and must ensure that teaching resources are trained on the curriculum and the training programs.

The use of Canada School of Public Service (CSPS) language training programs (Programme de français langue seconde (PFL2) and the Communicative English at Work Program (CEWP)) are no longer required and access to the online versions of the programs or any related products currently available on the CSPS website could be removed at any time. However, PDF versions of PFL2, CEWP and other training products will remain available on the Government of Canada Publications website.

The Contractor must provide feedback to learners on their results, strengths and areas to improve upon on a regular basis, related to the language objectives. For part-time training the Contractor must complete a progress report at the sessions halfway point (see Attachment 4 to Annex A). For full-time training the Contractor must complete a progress



report on monthly basis (see Attachment 4 to Annex A). For both full-time and part-time training the Contractor will notify the responsible CRA representative in writing when objectives covered are not achieved or achieved with difficulties and interferes with a learner's progress in the program or successful completion of the session. The Contractor must allocate the schedule and number of evaluation activities in a balanced manner according to the training mode and duration of the session.

The Contractor can use training materials of its choice. The CRA Contracting Authority reserves the right to verify the materials used by the Contractor and remove or request any changes to materials that are not in line with the language approach and objectives set out by TBS.

Programme de français langue seconde (PFL₂)

The PFL₂ – A, B and PFL₂ – C are the programs currently used for language training in French. They cover levels A, B and C and enable learners to acquire the skills necessary to interact in French in the workplace and in everyday situations.

The programs include self-learning material for developing listening, reading, writing and speaking skills. The training material is available on the CSPA MyAccount platform. Learners could use self-directed learning materials as needed outside training hours.

Communicative English at Work Program (CEWP)

The CEWP is the program currently used for language training in English. It covers levels A, B and C and enables learners to acquire the necessary skills to interact in English in the workplace and in everyday situations.

The program includes self-learning material for developing listening, reading, writing and speaking skills. Learners can use self-directed learning materials as needed outside training hours.

Teaching resources must use the manuals and related materials for the language training program offered - PFL₂ for French training and CEWP for English training.

The Contractor is responsible for acquiring all hard-copy materials for the training programs and any additional program material it deems necessary.

The Contractor must provide the training program materials in original hard-copy format to its teaching resources and pedagogical advisors. The Contractor must provide learners with the photocopies of the classroom activity materials.

The training material is available through the Government of Canada Publications website at <http://publications.gc.ca/site/eng/browse/specializedCatalogues.html> or alternatively may be available at local bookstores.

Required material for levels A and B in French:

- TOs 1 to 40 (40 workbooks)
- consolidations 1 to 4 (4 workbooks)
- self-assessments 1 to 4 (4 workbooks)

Required material for level C in French:

- Preparatory sessions 1 and 2 (2 workbooks)

Required material for levels A and B in English:

- Interface Canada, Student's Books 1 to 8

Required material for level C in English: none.

To reinforce the concepts and enrich the training material, teaching resources are encouraged to supplement, but not substitute, lessons using material and activities from other sources, if deemed beneficial to the language training at hand.

The Contractor must ensure its teaching resources use the Adult Education Principles, which include but not limited to the following practices:

- Provide plans for group activities and self-directed learning;
- For each activity, give instructions and describe the process by specifying:



- what the learners must do;
- the duration of the activity;
- the anticipated result; and
- the materials and tools to be used.
- For each activity, indicate the objective by specifying:
 - the knowledge or know-how that the activity is intended to develop; and
 - the link between the objective of the activity and the training objective.
- Provide learners with regular feedback on their strengths and the areas that need work in relation to the targeted objectives;
- Take into account the needs, interests and experience of learners, as well as different learning styles, while conducting the activities.

5.4 Training delivery days

The Contractor must be prepared to deliver training services up to 240 days per year.

Training must not be scheduled on federal government statutory holidays nor should it be scheduled on provincial statutory holidays (civic holidays). The following days are designated holidays for learners. When a holiday falls on a weekend, it is moved to the next business day:

- New Year's (January 1st)
- Good Friday
- Easter Monday
- Victoria Day
- June 24th (for services offered in Quebec)
- Canada Day (July 1st)
- Provincial Civic Holiday (first Monday in August for services offered in Ontario)
- Labour Day (first Monday in September)
- Thanksgiving (second Monday in October)
- Remembrance Day (November 11th)
- Christmas Day (December 25th)
- Boxing Day (December 26th)

It is the responsibility of the learner's manager and the CRA representative to coordinate with the Contractor to address any potential scheduling issues regarding provincial statutory holidays. This must be done prior to the commencement of training and it must adhere to regulation outlined in Annex B: Basis of Payment – 1. Cancellation, removal of learner and postponement of language training prior to commencement of language training.

Full-time language training will take place between 7:30 AM and 4:30 PM. Learners must be given 30 minutes for lunch, as well as a 15 minute break in the morning and in the afternoon.

Part-time language training classes of three hours or less in one day must be taken between 9:00 AM and 12:00 PM and 1:00 PM and 4:00 PM. Classes of three hours in one day must include a 15 minute break. Part-time language training classes of 7.5 hours in one day must include 30 minutes for lunch one 15 minute break in the morning and one 15 minute break in the afternoon. These breaks will not be included in the hours of language training delivered. The training will take place between 7:30 AM and 4:30 PM. Individual language training can be taken any time between 7:30 AM and 4:30 PM.

5.5 Training material, course outlines and learning aids

The Contractor will provide full-time and part-time learner with the following:

- Training material in the language being taught;
- A course outline (including milestones);
- A course schedule



The Contractor will provide both full-time and part-time learners with access to current learning aids such as:

- Recent reference material and learning aids including, when deemed appropriate, dictionaries, thesaurus, grammar books.
- Videos and/or other audio-visual aids.

5.6 Group training class sizes

- Full-time language training: minimum 3 learners and maximum 6 learners;
- Part-time language training: minimum 3 learners and maximum 7 learners.

To facilitate the creation of groups, when necessary, the Contractor may place CRA employees with employees from other federal or provincial departments or agencies for which the Contractor provides language training services through other contracts. This shall only occur if a group composed of only CRA employees cannot be formed. All requirements of this contract must still be met if the Contractor groups CRA employees with employees from other federal or provincial departments or agencies. The Contractor must notify the CRA if they are placing employees from other federal or provincial departments or agencies. However, in such situations the group sizes may be larger if the Contractor's contracts or agreements with other federal or provincial departments or agencies allow for larger groups.

The Contractor must always create groups in a way that ensures all learners are a part of a group, whenever possible. For example, for full-time training, if the Contractor receives requests totalling 14 homogeneous learners, the Contractor must not create two groups of six learners and leave two learners waiting for one other learner to create a new group. In such a situation the Contractor must create two groups of five learners and one group of four learners. The Contractor must ensure groups are formed in a homogenous manner and that all learners have similar or the same proficiency level.

If the Contractor receives requests from some clients for group training for two learners at the Contractor's facilities and from other clients in close proximity geographically for group training for two learners at the CRA's facilities, the Contractor must contact the parties who placed the orders to determine if the four learners can be grouped together either at the Contractor's facilities or at the CRA's facilities. As a result of these discussions, amendments to the orders may be made to facilitate group formation.

5.7 Transfer of a learner between groups

The Contractor may transfer a learner from a group after training has begun as long as the ratio of learners per group is maintained. The change is usually based on observations made by teaching resources or assessment results. The Contractor must inform the CRA representative responsible for the learner before proceeding with a transfer.

If a change of group is not possible (e.g. no room in another group at the same proficiency level) the Contractor must provide the CRA with options or recommendations for how to continue language training delivery for learners in such situations.

The CRA, at its sole direction, may remove a learner from language training for any reason as necessary, if it is deemed in the best interest of the CRA.

5.8 Re-composition of groups

In order to have more homogenous groups, the Contractor may modify the composition of groups after the training has started but the minimum and maximum number of learners per group must be respected. The Contractor may decide to modify groups based on the teacher's observations in class and, if required, on an assessment of the learner's success in their language training. The Contractor must inform the responsible CRA representative before any modification.

Moreover, if, within the first two weeks of language training, it is observed that the level of a group is not adequate to the needs of a learner, the Contractor must inform the responsible CRA representative and the learner, no later than two business days after making the observation, if a change of group is possible. This decision will be based on the teacher's



observations in class and, if required, on an re-assessment of the learner's second language proficiency levels. If a change of group is not possible (e.g. no room in another group at the same proficiency level) the Contractor must provide the CRA with options or recommendations for how to continue language training delivery for learners in such situations.

5.9 Historical summary of language training services obtained

A summary of approximate demand for English and French language training can be found at Attachment 2 to Annex A: Approximate Historical Demand for Language Training.

It is expected that the trends of language training being delivered at the CRA's facilities and at the Contractor's facilities per region as indicated in Attachment 2 to Annex A will continue; however, there may be requirements for language training to be delivered at the Contractor's facilities in Region 2, Region 3, Region 4, Region 5 and part of Region 1 (Ontario) during the period of the contract.

The Contractor must be prepared to accept such requests and meet all requirements for training at the Contractor's facilities outlined throughout this Statement of Work. More detail can be found at section 9.0 Training Facilities.

5.10 Administrative responsibilities

The Contractor must have administrative procedures in place to address the following situations while ensuring the least possible disruption to the language training program:

- Unplanned absences of teachers;
- Teaching resource performance issues;
- Learner performance issues (including procedure for reporting these issues to the CRA representative or manager);
- Cancellation of language training for unforeseen reasons;
- Creation of homogenous training groups if language training is to be delivered at the Contractor's facilities (groups of learners with comparable proficiency levels);
- Emergency procedures for situations such as building evacuation. These procedures must be communicated to learners prior to any emergency situation.

If the Contractor has internal administrative procedures that could impede or have a negative impact on services provided to the CRA, the CRA may request that the Contractor rectify the situation. An example of this could be if the Contractor sets limits to the number of photocopies a teaching resource can make per month for language training purposes.

5.11 Reporting requirements

The Contractor will prepare and submit the following reports, in bilingual and electronic format, in either MS Word or MS Excel, as applicable:

- Progress reports must be conducted on a monthly basis for learners on full-time training and must be done mid-session for learners on part-time training. These reports must be sent to the responsible CRA representative and the learner, within the first two weeks of the following month. The Contractor must use the template provided in Attachment 4 to Annex A: Progress Report and End-of-session assessment. In addition to the information completed at Attachment 4 to Annex A, the report should also cover the following:
 - the overall progress of a learner;
 - If a learner is falling behind and why;
 - If absences are impacting the learner's progress;
- End-of-session assessments per learner must be sent to the responsible CRA Representative and the learner within two weeks after the end of the session (see Attachment 4 to Annex A: Progress report & End-of-session assessment).
- Monthly attendance reports, for all learners, including the number of hours of training and absences must be sent to the responsible CRA Representative within two weeks of the end of the month.



In addition to reports being sent to the responsible CRA Representative all reports listed above must also be sent to *(to be inserted at time of contract award)*.

6.0 Pedagogical advisor

The Contractor must provide pedagogical advisor(s) as follows:

- REGION 1:** A minimum of two pedagogical advisors for full-time language training and two pedagogical advisors for part-time language training for the National Capital Region; and a minimum of one pedagogical advisor for the remainder of Region 1. In total the Contractor must provide a minimum of four pedagogical Advisors for Region 1. For short term replacement needs (i.e. vacation), the Contractor may utilize one of the four pedagogical advisors to cover for any of the other four pedagogical advisors.
- REGION 2:** A minimum of one pedagogical advisor for full-time and part-time language training.
- REGION 3:** A minimum of one pedagogical advisor for full-time and part-time language training.
- REGION 4:** A minimum of one pedagogical advisor for full-time and part-time language training.
- REGION 5:** A minimum of one pedagogical advisor for full-time and part-time language training.

If, for whatever reason, any of the Contractor's pedagogical advisor(s) are not available, the Contractor must replace the unavailable pedagogical advisor(s) with pedagogical advisor(s) of equal or higher quality, while still respecting the minimum experience and education requirements. To facilitate this, the Contractor should have back-up pedagogical advisor(s) available to take over when necessary, or in the event the workload involved does not permit the primary pedagogical advisor(s) to adequately deliver the services required.

6.1 Pedagogical advisor responsibilities

The pedagogical advisor's responsibilities include, but are not limited to, the following:

- Act as the primary point of contact for CRA representative's and managers;
- Assume overall responsibility for the language training services provided to the CRA;
- Supervise, coach and guide the teaching resources and respond to any performance issues;
- Contact the CRA representative's immediately if any significant or recurrent learner-related issues arise;
- Provide language training when a replacement teaching resource cannot be found.

Supervision by the pedagogical advisor

The pedagogical advisor must conduct at least one in-class observation semi-annually of each teaching resource delivering training that falls under their responsibility to ensure that courses are being delivered in accordance with training program requirements and teaching methods are consistent with adult education principles. The pedagogical advisor may conduct additional observations if necessary. For each visit, the pedagogical advisor must record their observations in a written report and submit it to the Project authority, no more than three business days after the visit. The following items are to be addressed in each report:

- Effective use of training material;
- Clear presentation of the training objectives;
- Selection of activities meeting the requirements of the group;
- Clear, concise explanations;
- Corrections consistent with adult education principles;
- Group dynamics – conducive to learning;
- Learner participation;



- Corrective measures or an action plan to address teaching resources shortcomings.

When pedagogical shortcomings are observed or pointed out, the pedagogical advisor must follow up with the teacher(s) and note the following in a report:

- i. Feedback to the teaching resource(s) following in-class observation;
- ii. Implementation of an action plan to improve teaching techniques. The action plan could include training and coaching;
- iii. Verification that action plan objectives have been met.

The CRA may, at its sole discretion, request and review the pedagogical advisors written reports and ensure that the Contractor has taken appropriate corrective measures.

The CRA may require the Contractor to conduct more frequent observations of teaching resources if it appears that a teaching resource requires more supervision.

6.2 Pedagogical advisor's action in response to a complaint or for an intervention with learners

Pedagogical advisors must conduct all learner interventions, upon the request of a learner or the CRA Representative, or if a pedagogical advisor noticed a need for an intervention. Learner interventions may be required when a learner's behaviour disrupts the training. Examples of this would be absenteeism, tardiness, difficulty with other learners or difficulty with the teacher. Pedagogical advisors must provide an intervention report summarizing the situation, along with corrective measures, to the CRA representative and, when requested, the Project Authority, on the business day following the request from the learner or CRA representative, or following the pedagogical advisor's notice of the need for an intervention. The pedagogical advisor must also ensure that classroom pedagogical practices are suited to learners' needs.

Pedagogical advisors must conduct all teaching resource interventions following receipt of a complaint regarding a teacher. Pedagogical advisors will notify the CRA representative within two business days of receipt of a complaint regarding a teacher. In addition, the pedagogical advisor must provide the CRA representative, with a detailed written summary on the proposed teaching practices and interventions. The summary must be submitted no later than five business days after the pedagogical advisor becomes aware of a complaint, unless informed otherwise by the CRA representative or the Project Authority.

6.3 Training welcome session for new learners

The pedagogical advisor must prepare a welcome session for the learners at the beginning of their training, covering at least the training program delivery and the roles and responsibilities of the teaching resources and pedagogical advisors. This welcome session can be delivered by either the pedagogical advisors or by the teachers.

If the welcome session is delivered at the Contractor's facilities, it must also cover topics such as locations of bathrooms, telephone number at which learners can be reached if a message must be delivered to the learners, and any emergency preparedness procedures.

The welcome session will be delivered in the first language (English or French) of the learners.

7.0 TEACHING RESOURCES

7.1 Teaching resources responsibilities include, but are not limited to, the following teaching practices:

- Encourage the learner to communicate in the language being taught;
- Maximize the learners' speaking time;
- Choose varied activities relevant to the learners;
- Use authentic material whenever possible;
- Limit corrections on the basis of activity objectives and learners' needs;



- Evaluate the learners' progress on a monthly basis, based on the learners' predetermined objectives;
- Know and follow the requirements for levels A, B and C as specified in the Qualification Standards in Relation to Official Languages (see the links to this document in section 3.0 herein);
- Refrain from questioning second language evaluation (SLE), diagnostic or placement test results in front of other learners and from discussing results with anyone other than the learner due to the confidential nature of these tests, their content and results obtained;
- Deliver the course(s) using different instructional methods such as demonstrations, questions and answers, discussions, practical exercises, role-plays, visual supports and interactive discussions with the participants (2-way communication);
- Provide learners with regular feedback on their strengths and weaknesses in relation to the targeted objectives;
- Take into account the needs, interests and experience of learners, as well as different learning styles, while conducting learning activities;
- Demonstrate support for the CRA's values of integrity, professionalism, respect and co-operation. Teaching resources shall act professionally and avoid making offensive remarks. Comments and opinions shall be directly related to the topics covered, and shall not aim at blaming or degrading specific individuals or the CRA;
- Encourage participation and learning by asking questions and provide constructive feedback to the learner;
- Ensure balanced participation from all learners;
- Ensure a positive learning environment where all participants feel comfortable and are motivated to share their individual experience and expertise with each other;
- Provide one-on-one instruction for learners to address progress issues, in a manner that does not disrupt group instruction;
- Communicate with the learners in the official language (English or French) of the learners' choice when providing explanations and instructions in order to facilitate technical comprehension of the material being taught. For example, teaching resources must be able to clearly explain why certain grammar rules exist and must do so in the first language of the learners;

7.2 Teaching resource qualifications

The Contractor is responsible for providing teaching resources for the duration of the contract and ensuring that teaching resources meet the experience and education requirements outlined herein. The Contractor Representative must certify that each teaching resource providing services under this contract meet the experience and education requirements below. The certification found at Attachment 3 to Annex A: Teaching Resource Qualifications Certification must be individually completed and signed by the Contractor Representative for every teaching resource providing services under this contract, prior to the teaching resource being engaged to provide said services to the CRA. The certification must be provided to the Project Authority and the Contracting Authority via email. The CRA requires that all teaching resources must meet the following experience and education requirements:

Education: One of the options below (a or b):

- a)** A bachelor's degree from a recognized Canadian university listed in the **Attachment 7 to Annex A**.
- OR**
- b)** A bachelor's degree from a recognized Canadian university not on the list of accepted degrees and a certificate from a recognized Canadian institution listed in **Attachment 7 to Annex A**.

In cases where the degree was obtained from an institution outside Canada, only an equivalency certificate from an accredited institution recognizing the credentials as Canadian equivalences will be accepted. These institutions include the credential assessment services of the federal or provincial governments and the International Credential Assessment Service of Canada, as well as others recognized as credential assessment services for comparing degrees and diplomas to Canadian standards and identified on the Canadian Information Centre for International Credentials Web site:

<http://www.cicic.ca/413/assessment-of-credentials-for-employment-in-canada.canada>

And



Experience: One of the options below (a or b):

a) Since January 2010, a minimum of 600 hour of experience teaching English or French second language to adults.

OR

b) A minimum of 2400 hours of experience teaching English or French as a second language to adults.

Each teaching resource must have received training on how to teach all levels of the Programme du français langue seconde (PFL2) or Communicative English at work (CEWP) depending on which official language they teach.

Every teaching resource engaged by the Contractor must be proficient in the language being taught. Proposed resources must also be sufficiently proficient in the other official language so that they can explain concepts related to the language being taught. Teaching resources must be able to discuss with learners on matters related to their training in the first official language of the learner. The CRA reserves the right to verify that each teaching resource proposed by the Contractor is sufficiently proficient in both official languages.

The CRA reserves the right to verify a teacher's qualifications at any time during the period of the contract. Should the CRA find that a teaching resource does not possess the minimum experience or education requirements identified herein, the CRA will notify the Contractor who must replace the teaching resource no later than within two business days of the notification. When a teaching resource is being replaced as a result of the CRA finding that the teaching resource does not meet the minimum experience or education requirements, the replacement teaching resource's education and experience must be provided to the Project Authority for verification.

If on two separate occasions during any six month period of the contract, starting with the contract start date, the CRA finds that a teaching resource does not meet the minimum experience or education requirements outlined herein, the CRA Contracting Authority may request a meeting with the Contractor within 30 calendar days of the second reported instance of a teaching resource not meeting the minimum requirements. If, after meeting with the Contractor, there continues to be instances of the Contractor utilizing teaching resources not meeting the minimum experience or education requirements, the CRA may consider pursuing other measures available, including termination of the contract for default by the Contractor, in accordance with the section titled Default by the Contractor of 2035 General Conditions – Higher Complexity – Services.

7.3 Teaching resource absences

- The Contractor must immediately notify the responsible CRA Representative when a teaching resource cannot be present for a scheduled class.
- The Contractor must have replacement teaching resources on standby. However, if more than one teaching resource is absent, replacement teaching resources are not available and the pedagogical advisor cannot step in as a temporary replacement, class time will have to be made up at no cost to the CRA.
 - When training is delivered at the Contractor's facilities, the Contractor must, within two business days of the cancelled class, inform the applicable CRA Representative (s) of the date and time of the make-up class.
 - When training is delivered at the CRA's facilities, the make-up class date and time will be discussed and mutually agreed upon between the Contractor and the responsible CRA Representative based on availability of learners and CRA facilities.
- Teaching resource absences must be reported to the Contracting Authority once a month. The report must at a minimum include the teaching resource's name and the date of absence.

The Contractor must have a back-up teaching resource available for the entire duration of any of the scheduled language training, in the event the primary teaching resource is not able to deliver the full class. The back-up teaching resource must continue to deliver the session until the primary teaching resource is able to return. Alternatively the Contractor may choose to keep the back-up teaching resource delivering the given session through to the end of the session.

If the number of absences or instances of lateness per teaching resource exceeds three per month the CRA may, at its sole discretion, request the Contractor to permanently replace the teaching resource.



7.4 Teaching resource replacement

The CRA will submit a written request to the Contractor to replace any teaching resource whose services are deemed unsatisfactory. For example, if the teaching resource's behaviour does not comply with the CRA's core values of professionalism, respect, integrity and co-operation, or if based on the satisfaction questionnaire administered internally by the CRA and completed by learners (see section 11.1), the teaching standards do not meet expectations.

The Contractor will have two business days to find a replacement teaching resource.

If a teaching resource has to be replaced due to circumstances beyond the Contractor's control, the Contractor must also replace him or her within two business days.

If the Contractor is at any time unable to provide the services of a teaching resource designated for this contract, the Contractor will provide the services of a replacement with equivalent or greater qualifications and experience, while at minimum meeting the experience and education requirements identified in section 7.2. The Contractor will bear the cost of any training required by the replacement teaching resource or to bring the teaching resource up to speed with the class they are taking over teaching.

In no case shall the Contractor have work performed by a teaching resource or pedagogical advisor not meeting the experience and education requirements set out herein.

8.0 Accommodations during language training

At a minimum, the Contractor's facilities must be wheelchair accessible and enable persons with limited mobility to access the premises. The Contractor must allow the CRA to accommodate learners with other physical disability if required, such as implementing adaptive technology, ergonomic furniture or training material in an alternate format. However, should certain accommodation requirements prove to difficult to implement at the Contractor's facilities, the CRA reserves the right to obtain language training services outside of this contract.

Should there be a need to implement adaptive technology, ergonomic furniture or training material in an alternate format, the CRA will provide and install these at its own cost.

9.0 TRAINING FACILITIES

Region 1: National Capital Region and Ontario

National Capital Region:

The CRA's Region 1 (National Capital Region) full-time language training requirements must be delivered by the Contractor at its training facilities. Each facility must be located within a 10 km radius from the center of the river behind the library of the Parliament on Wellington Street, Ottawa, Ontario, but preferably located within the following boundaries: between Wellington Street, Maclaren Street, Bay Street and Elgin Street in Ottawa, Ontario, and between Laurier Street, Sacré-Coeur Boulevard and St-Rédempteur Street in Gatineau, Quebec.

Part-time language training will be typically delivered at the Contractor's facility however, the Contractor must also accept and deliver part-time language training at CRA facilities, in accordance with the above geographical parameters, upon CRA request.

Ontario Region:

The Contractor should deliver language training at the Contractor's facilities in Region 1 (Ontario) upon CRA request. These facilities must be located within a distance of 10 km from the learners' work location and must meet all of the requirements for training at the Contractor's facilities outlined throughout this document.

Should the Contractor not have a training facility within 10 km of the learners' work location, the CRA may request the training be conducted at a CRA facility instead, or may procure the training from a different service provider, capable of meeting this requirement.



Region 2: Atlantic

For language training services delivered in Region 2, the Contractor should have facilities located within a distance of 10 km from the learners' work location and must meet all of the requirements for training at the Contractor's facilities outlined throughout this document.

Should the Contractor not have a training facility within 10 km from the learners' work location, the CRA may request the training be conducted at a CRA facility instead, or may procure the training from a different service provider, capable of meeting this requirement.

Region 3: Quebec

For language training services delivered in Region 3, the Contractor should have facilities located within a distance of 10 km from the learners' work location and must meet all of the requirements for training at the Contractor's facilities outlined throughout this document.

Should the Contractor not have a training facility within 10 km from the learners' work location, the CRA may request the training be conducted at a CRA facility instead, or may procure the training from a different service provider, capable of meeting this requirement.

Region 4: Prairies

For language training services delivered in Region 4, the Contractor should have facilities located within a distance of 10 km from the learners' work location and must meet all of the requirements for training at the Contractor's facilities outlined throughout this document.

Should the Contractor not have a training facility within 10 km from the learners' work location, the CRA may request the training be conducted at a CRA facility instead, or may procure the training from a different service provider, capable of meeting this requirement.

Region 5: Pacific

For language training services delivered in Region 5, the Contractor should have facilities located within a distance of 10 km from the learners' work location and must meet all of the requirements for training at the Contractor's facilities outlined throughout this document.

Should the Contractor not have a training facility within 10 km from the learners' work location, the CRA may request the training be conducted at a CRA facility instead, or may procure the training from a different service provider, capable of meeting this requirement.

9.1 Requirements of training facilities

All of the Contractor's training facilities must comply with the National Building Code of Canada, which was prepared by the Canadian Commission on Building and Fire Codes and is available for purchase in English or French from the National Research Council Virtual Store. In addition, training facilities must meet any other applicable municipal, provincial and federal building codes, statutes, policies and standards. The CRA, or a delegated party, may inspect the Contractor's facilities at any time during the period of the contract without prior notice.

The Contractor will provide classrooms that conform to the applicable legislation, policies and standards and have no health or safety deficiencies with respect to the use that is made of them.

The Contractor must respond to all complaints regarding the facilities or classrooms filed in writing by the Contracting Authority or the Project Authority, within one business day of receiving the written complaint.

The Contractor must provide training facilities that meet the following requirements:

- Facilities must be open to learners during the hours of 7:00 a.m. to 5:00 p.m. local time as applicable Monday to Friday except designated federal and provincial statutory holidays;



- Classrooms must be well lit and must contain a sufficient number of chairs and desks or tables in good condition to accommodate the number of learners in the course (any damaged furniture must be replaced immediately with furniture in good condition);
 - The Contractor must provide learners with access to the Internet;
 - The facilities must provide learners with access to a telephone;
 - The facilities must have a separate break/lunch room area with refrigerator(s) and microwave(s);
 - The facilities must be accessible to persons with physical disabilities;
 - The facilities must have good access to public transit (good access generally means that service is scheduled at least every half hour during peak hours and at least once an hour during non-peak hours, and is available within 500 metres of the nearest entrance of the building, measured by walking distance using sidewalks or pedestrian walkways);
 - The facilities must have up-to-date building emergency plans. The fire alarm and safety systems must be in accordance with requirements of the National Building Code and National Fire Code or applicable equivalents;
 - The facilities must have potable water that meets the criteria set out in the Guideline for Canadian Drinking Water Quality standards published by Health Canada. Hot and cold water must be provided to all washbasins;
 - The facilities must have electrical power sufficient for normal use, having regard to the age and planned general use of the facility;
 - Multi-floor facilities must have elevator service to meet normal demands of planned general use;
 - The facilities should provide learners with access to parking (either free or paid) within 500 metres walking distance of the facilities;
 - There must be at least one contact present who can provide services in both official languages during the period in which the facilities are open;
- The facilities must have the following indoor air quality standards (heating, ventilation and air conditioning) maintained during core hours of operation:

Temperature / Humidity Ranges for Comfort			
Conditions	Relative Humidity	Acceptable Operating Temperatures	
		°C	°F
Summer (light clothing)	If 30%, then If 60%, then	24.5 - 28 23 - 25.5	76 - 82 74 - 78
Winter (warm clothing)	If 30%, then If 60%, then	20.5 - 25.5 20 - 24	69 - 78 68 - 75

- The Contractor must ensure that building cleaning services are provided to a level of cleanliness consistent with the intended use of the facility, specific need of the occupants, and applicable regulatory requirements; and to ensure a clean, healthy and productive work environment. Washrooms will be cleaned and stocked daily with supplies;
- The Contractor is responsible for the removal of snow and ice from building entrances and exits, steps, ramps, sidewalks, driveways and parking areas to ensure the safety of learners;
- Maintenance activities must be scheduled to cause the least disruption to learners. Sufficient notice must be provided to allow time for contingency planning.



9.2 Computer lab for full-time language training

An area outside of the classrooms containing at least one computer per every three learners (including headphones) for the purpose of independent study must be available and reserved for all learners in full-time language training. The desks should be individually paneled to allow some privacy. These computers must have internet access.

9.3 Sustainable development

Each training facility must have a recycling program for paper and other products (i.e. plastic, glass and aluminum), where possible and practical. At the very least there should be recycling bins outside of the classrooms.

All course materials should be printed double-sided whenever feasible in order to minimize paper user. Paper with 30% recycled content is also strongly encouraged as well as use of recycled cartridges or vegetable/non-toxic ink. These requirements are keeping with the CRA's commitment to Sustainable Development.

Where possible, the Contractor should use cleaning products that are biodegradable and not harmful to the environment.

9.4 Site visits

The CRA reserves the right to visit the Contractor's training facilities prior to contract award, and during any period of the contract to verify that facilities comply with the standards and requirements defined herein as well as to ensure that services provided are in accordance with the terms and requirements of the contract.

The CRA may, at its sole direction conduct in-class observations of teaching resources delivering training to ensure they follow the teaching requirements set forth in this document and in accordance with the Contractor's proposal submitted in response to solicitation no. 1000347557. The CRA will provide a minimum of 2 weeks advance notification to the Contractor prior to conducting any in-class observation.

The visits may be performed by the Project Authority, Contracting Authority or any other individual(s) designated by the CRA.

10.0 Deliverables and associated schedules

Throughout this Statement of Work various deliverables and associated schedules are identified. The Contractor must provide the identified language training, reports, evaluations, assessments, summaries, observations, as applicable, within the timeframes established as applicable per each deliverable.

11.0 Client support

11.1 Program assessment

The CRA, in co-operation with the Contractor, will monitor and evaluate the effectiveness of the language training program on an ad-hoc basis to ensure that the learners' objectives are met. To that effect, the Contractor must allow regular visits during regular business hours from the Project Authority, or designated representative(s), and be ready to discuss issues should any arise.

Additionally the CRA and the Contractor Representative may meet on an ad-hoc basis to discuss other various matters related to language training. The meetings will enable the Contractor and the CRA Project Authority to convey ideas and suggestions on matters such as course changes, objectives, materials, the management of the program and emerging trends in the language training field.

After contract award, the CRA will organize an initial kick-off meeting with the Contractor within 10 business days of contract award, in Ottawa, ON. At a minimum, the Contractor's Representative must attend this meeting.

Before the end of their language training, learners may be asked to complete a questionnaire developed by the CRA concerning their satisfaction with their language training and services received from the Contractor. Respondents will give feedback with regard to the facilities, the administrative services and the teachers.



Upon the Contractor's request, the CRA may provide the Contractor with a summary of the responses received.

11.2 Additional responsibilities

The CRA will undertake the following responsibilities throughout the period of the Contract:

- Provide information about each learner (e.g. name and contact details) so that the Contractor can contact and schedule each learner for training;
- Address any issues with learners after being notified of an issue by the Contractor;
- Oversee the provision of language training programs against the terms of the Contract;
- Provide accommodation materials and furniture, if required, both at the Contractor's facilities and CRA's facilities.



Attachment 1 to Annex A: List of CRA Facilities in Canada

The CRA reserves the right to add, remove or modify the list of CRA facilities in Canada at any time.

REGION 1: National Capital Region and Ontario		Location located in the Region
Ottawa, ON	20 Fitzgerald Rd. K2H 8R6	National Capital
Ottawa, ON	21 Fitzgerald Rd. K2H 9J4	National Capital
Ottawa, ON	25 Fitzgerald Rd. K2H 1C3	National Capital
Ottawa, ON	35 Fitzgerald Rd. K2H 1E6	National Capital
Ottawa, ON	250 Albert St. K1P 6M1	National Capital
Ottawa, ON	750 Heron Road, K1V 1A7	National Capital
Ottawa, ON	875 Heron Road, K1A 1B1	National Capital
Ottawa, ON	112 Kent Street, K1P 5P2	National Capital
Ottawa, ON	150 Slater Street, K1P 5H6	National Capital
Ottawa, ON	427 Laurier Ave. W., K1R 7Y2	National Capital
Ottawa, ON	555 Mackenzie Ave., K1A 0L5	National Capital
Ottawa, ON	320 Queen Street, K1R 5A3	National Capital
Ottawa, ON	2277 Riverside Dr., K1H 7X6	National Capital
Ottawa, ON	2270 St. Laurent Blvd., K1G 4K1	National Capital
Ottawa, ON	2465 St. Laurent Blvd., K1G 6G8	National Capital
Ottawa, ON	344 Slater Street, K1R 7Y3	National Capital
Ottawa, ON	395 Terminal Ave., K1A 0L5	National Capital
Ottawa, ON	2215 Gladwin Cres., K1B 4X9	National Capital
Ottawa, ON	333 Laurier Ave. W., K1P 1C1	National Capital
Ottawa, ON	875 Heron Road, K1A 1B1	National Capital
Ottawa, ON	2204 Walkley Road, K1A 1L8	National Capital
Barrie, ON	81 Mulcaster Street, L4M 6J5	Ontario
Belleville, ON	11 Station Street, K8N 2S2	Ontario
Hamilton, ON	55 Bay St. N., L8R 3P7	Ontario
Hamilton, ON	120 King St. West, L8N 1B2	Ontario
Kingston, ON	1475 John Counter Blvd	Ontario
Kitchener, ON	166 Frederick St., N2H 2M4	Ontario
Kitchener, ON	50 Queen Street, N2H 6P4	Ontario



London, ON	451 Talbot Street, N6A 5C9	Ontario
Mississauga, ON	5800 Hurontario St., L5R 3T6	Ontario
North Bay, ON	180 Sheriff Avenue, P1B 7K9	Ontario
Oshawa, ON	55 Athol St., I1H 1J8	Ontario
Peterborough, ON	1161 Crawford Dr., K9J 6X6	Ontario
Sault Ste. Marie, ON	22 Bay Street, P6A 5S2	Ontario
St. Catharines, ON	32-46 Church St., L2R 3B0	Ontario
Sudbury, ON	1050 Notre Dame Ave, P3A 4Z2	Ontario
Thunder Bay, ON	130 S. Syndicate Ave., P7E 1C7	Ontario
Toronto, ON	1 Front St. W., M5J 2X6	Ontario
Toronto, ON	25 Sheppard Ave. W., M2N 6S6	Ontario
Toronto, ON	55 Town Centre Crt, M1P 4X4	Ontario
Toronto, ON	200 Town Centre Crt, (Scarborough)	Ontario
Toronto, ON	5001 Yonge Street (North York), M2N 5P1	Ontario
Windsor, ON	441 University Ave W, N9A 5P9	Ontario

REGION 2: Atlantic	
Bathurst, NB	285 King Avenue, E2A 1N9
Saint John, NB	126 Prince William St., E2L 2B6
Saint John, NB	555 McAllister Drive, E2J 2S8
Moncton, NB	770 Main St., E1C 1E3
Charlottetown, PE	161 St. Peters Rd., C1A 7K7
Summerside, PE	275 Pope Road, C1N 5C5
Halifax, NS	145 Hobson Lake Dr., B3S 0H9
Sydney, NS	49 Dorchester St., B1P 5Z2
Dartmouth, NS	40 Alderney Drive
Grand Falls-Windsor, NF	28C Cromer Avenue, A2A 1X2
St. John's, NF	165 Duckworth St., A1C 1G4
St. John's, NF	290 Empire, A1C 6L9
Mount Pearl, NF	132 Glencoe Dr., A1N 4R5



REGION 3: Quebec	
Gatineau, QC	85 de la Savane Rd
Montreal, QC	105 McGill, H2Y 2E7
Montreal, QC	800, rue de la Gauchetière Ouest, suite 7200
Jonquiere, QC	2251 René-Lévesque, G7X 6K0
Laval, QC	3400 Jean-Beraud, H7T 2Z2
Montreal, QC	305 René Lévesque W, H2Z 1A6
Chicoutimi, QC	100 Lafontaine Street, G7M 6X2
Montreal, QC	200 René Lévesques o., H2Z 1A6
Brossard, QC	3250 Lapinière Blvd., J4Z 3T8
Quebec, QC	2575 Sainte-Anne Blvd
Rimouski, QC	180 de la Cathédrale, G5L 5H9
Shawinigan-Sud, QC	4455, 12e avenue, G9N 6T6
Shawinigan-Sud, QC	4695, 12e avenue, G9N 7V9
Sherbrooke, QC	50 Place de la Cité, J1H 4G9
Trois-Rivières, QC	2250 Saint-Olivier, G8T 9X9

REGION 4: Prairies	
Brandon, MB	1039 Princess Avenue, R7A 4J5
Winnipeg, MB	325 Broadway Ave., R3C 3J7
Winnipeg, MB	360 Main Street, R3C 3Z3
Winnipeg, MB	66 Stapon Road, R3C 3M2
Regina, SK	1955 Smith St.
Saskatoon, SK	340-3rd Ave. North, S7K 0A8
Calgary, AB	1601 Airport Rd. NE, T2E 8W3
Calgary, AB	220 4th Ave SE, T2G 4X3
Lethbridge, AB	704-4th Ave. & 7th St. S., T1J 0N8
Red Deer, AB	4909-50th Street, T4N 1W5
Edmonton, AB	9700 Jasper Ave. NW, T5J 4E2



REGION 5: Pacific	
Kelowna, BC	471 Queensway Avenue., V1Y 6S5
Penticton, BC	187 Nanaimo, V2A 1N4
Penticton, BC	277 Winnipeg St., V2A 1N6
Prince George, BC	280 Victoria Street, V2L 4X3
Surrey, BC	13450-102nd Ave., V3T 5X3
Surrey, BC	9737 King George Blvd., V3T 5W6
Surrey, BC	9755 King George Blvd., V3T 5E6
Vancouver, BC	401 Burrad St., V6C 3R2
Vancouver, BC	1188 Georgia St. W., V6E 4A2
Vancouver, BC	300 Georgia St. W., V6B 4P4
Vancouver, BC	757 Hastings St.W., V6C 1A1
Vancouver, BC	1166 West Pender St., V6E 3H8
Vancouver, BC	300 Main St, V6A 2S9
Vancouver, BC	468 Terminal Avenue, V6A 0C1
Victoria, BC	1230 Government St., V8W 3M4
Victoria, BC	1415 Vancouver St., V8V 3W4



Attachment 2 to Annex A: Approximate Historical Demand for Language Training

Full-Time Language Training Statistics

Number of learners in full-time language training						
Year	National Capital	Ontario	Quebec	Atlantic	Prairies	Pacific
2016-2017	106	10	15	10	1	3
2017-2018	138	29	24	19	8	8
2018-2019	168	14	23	28	2	8

Number of learners in full-time language training - Individual						
Year	National Capital	Ontario	Quebec	Atlantic	Prairies	Pacific
2016-2017	42	1	7	4	0	0
2017-2018	138	2	13	11	0	0
2018-2019	168	0	5	10	3	4

Number of learners in full-time language training – by language												
Year	National Capital		Ontario		Quebec		Atlantic		Prairies		Pacific	
	English	French	English	French	English	French	English	French	English	French	English	French
2016-2017	8	98	1	9	12	3	0	10	1	0	1	2
2017-2018	10	128	7	22	8	16	0	19	0	8	2	6
2018-2019	19	149	2	12	9	14	3	25	0	2	2	6

Part-Time Language Training Statistics

Number of learners in part-time language training						
Year	National Capital	Ontario	Quebec	Atlantic	Prairies	Pacific
2016-2017	914	138	583	159	147	121
2017-2018	962	132	455	200	74	38
2018-2019	931	98	522	229	25	125

Number of learners in part-time language training - Individual						
Year	National Capital	Ontario	Quebec	Atlantic	Prairies	Pacific
2016-2017	115	42	15	25	0	0
2017-2018	1	42	28	25	0	0
2018-2019	4	44	3	42	3	4

Number of learners in part-time language training – by language												
Year	National Capital		Ontario		Quebec		Atlantic		Prairies		Pacific	
	English	French	English	French	English	French	English	French	English	French	English	French
2016-2017	168	746	19	119	526	57	5	154	2	145	0	73
2017-2018	166	796	22	110	400	55	36	164	8	66	9	64
2018-2019	161	770	28	70	843	39	42	185	10	18	4	64



Attachment 3 to Annex A: Teaching resource qualifications certification

The Contractor hereby certifies that the proposed Language Training teaching resource, _____ (*Contractor to insert name of teacher*) meets the experience and education requirements of contract number (*to be inserted at time of contract award*), as copied below.

The Contractor also certifies its understanding that if the Contractor employs any teacher resource(s) not meeting the minimum experience and education requirements of contract number (*to be inserted at time of contract award*), to provide Language Training services under said contract, the CRA reserves the right to enforce the procedures outlined in Appendix A: Statement of Work, section 7.2 Teaching Resource Experience and Education.

The CRA requires that all teaching resources meet the following experience and education requirements:

- A bachelor's degree from a recognized Canadian University listed in Attachment 7 Appendix A or a bachelor's degree from a recognized Canadian University that is not on the list of accepted degrees and a certificate from a recognized Canadian institution listed in Attachment 7 Appendix A.
- In cases where the degree was obtained from an institution outside Canada, only an equivalency certificate from an accredited institution recognizing the credentials as Canadian equivalences will be accepted. These institutions include the credential assessment services of the federal or provincial governments and the International Credential Assessment Service of Canada, as well as others recognized as credential assessment services for comparing degrees and diplomas to Canadian standards and identified on the Canadian Information Centre for International Credentials Web site:

<http://www.cicic.ca/413/assessment-of-credentials-for-employment-in-canada.canada>

- Since January 2010 a minimum of 600 hours of experience teaching English and/or French second language to adults or a minimum of 2400 hours of experience teaching English and/or French as a second language to adults.

Date: _____

Signature: _____

Name: _____

Title: _____

(Title of duly authorized representative of the Contractor)

For: _____

(Name of the Contractor)



Attachment 4 to Annex A: Progress reports & End-of-session assessment



Progress
Report_Full time_mc



Progress
Report_Part time_mi



End of session
assessment.docx



Attachment 5 to Annex A: Task Authorization Form Full-Time Language Training

AUTHORIZATION OF SERVICES TO BE PERFORMED ON AN AS AND WHEN REQUESTED BASIS

Contractor		Contract No.	
Date (dd-mm-yyyy)		Request type	
LEARNER'S INFORMATION / INFORMATION DE L'APPRENANT			
Learner's name		Email	
Availability date			
Branch or Region			
DESCRIPTION OF WORK TO BE PERFORMED			
Language of training		Type of Training	
Estimated number of hours		Hourly rate	
Location of training		Accommodations	
Accommodation details (if applicable)			
Diagnostic test results			
Starting lesson		Estimated Duration	
Learning Pace			
Comments			
CONTACT PERSONS			
Language Training Coordinator			
Name			
Telephone		Email	
Learner's Manager			
Name			
Telephone		Email	



Attachment 6 to Annex A: Task Authorization Form Part-Time Language Training

AUTHORIZATION OF SERVICES TO BE PERFORMED ON AN AS AND WHEN REQUESTED BASIS

Contractor		Contract No.	
Date (dd-mm-yyyy)		Request type	
Branch or Region			
DESCRIPTION OF WORK TO BE PERFORMED			
Language of training		Service requested	
Total hours and Session		# of hours per week	
If «other», please specify			
Hourly rate		Number of learners*	
Placement test rate		Placement tests required*	
Groups created by		Training location / lieu de formation	
If training on CRA site, please specify exact location, date and time			

*See second page for learner(s) information and placement test needs

CONTACT PERSON			
CRA Representative			
Name			
Telephone		Email	

	Name(s) of employee(s)	SLE Results	Placement test required	Telephone	E-mail
1					
2					
3					
4					
5					

**Attachment 7 to Annex A: List Accepted Bachelor's Degrees and Certificates****1.0 Bachelor's Degrees****1.1 Teaching and Education Sciences**

- Bachelor of Education with specialization in teaching of French at secondary school level
 - Bachelor of Education with specialization in teaching French as a second language
 - Bachelor of Education with specialization in teaching of English at secondary school level
 - Bachelor of Education with specialization in teaching English as a second language
 - Bachelor of Education with specialization in teaching at the preschool and elementary school level
 - Bachelor of Education with specialization in teaching at the secondary school level (Mathematics, History, Geography, etc.)
 - Bachelor of Education with specialization in special education
 - Bachelor of Education with specialization in educational administration
 - Bachelor of Education with specialization in adult education
 - Bachelor of Education with specialization in the art or science of teaching (didactics)
 - Bachelor of Education with specialization in remedial education
 - Bachelor of Education with specialization in orthodidactics and learning of French
 - Bachelor of Education with specialization in pedagogical psychology
 - Bachelor of Education with specialization in education intervention - Master's or PhD degree in Education
- Microprogram: Educational Integration of Information and Communication Technologies (ICT)

1.2 Communications

- Translation
- Professional Writing
- Public Communications and Journalism
- Communication

1.3 Languages and Literature

- Linguistics
- French Literature
- English Literature
- English Literature and Linguistics
- French Literature and Linguistics
- Literary Studies (French or English) | French Studies / English Studies
- Creative Writing (French or English)
- Language Didactics (French or English)
- Journalism
- Combined Bachelor's Degree in French Language Studies and Professional Editing

1.4 Other

- Philosophy
- Arts / theatre / performing arts
- History
- Political science
- Social sciences
- Theology
- Psychology
- Anthropology
- Sociology Law



2.0 Certificates

Note: for a certificate to be acceptable, it requires a minimum of 140 hours of classes.

- Certificate in Teaching French as a Second Language
- Certificate in Teaching English as a Second Language
- Certificate in Teaching French as a Foreign Language
- Certificate in Teaching English as a Foreign Language
- Certificate in Specialized Teaching of a Second Language
- Certificate in Journalism
- Certificate of Proficiency in Professional Writing
- Certificate in Adult Education
- Adult Teaching and Training Certificate
- Certificate in Education

**Attachment 8 to Annex A – Synergy Solution****Overview**

The Canada Revenue Agency's (CRA) e-procurement solution for ordering, receiving and reconciling goods and services is an end-to-end e-procurement system based on the Ariba suite of spend management software and has been branded internally as "Synergy".

Synergy is the primary system the CRA uses to purchase goods and services with an acquisition card, using CRA-hosted catalogues.

The Ariba Supplier Network (ASN) is an e-business solution that connects buyers and Contractors across different systems and processes. The CRA and the Contractor will use the ASN to communicate order-related information, including, and without limitation:

Purchase card orders, change orders, and cancelled orders from the CRA to the Contractor; and
Order confirmation and shipping notices from the Contractor to the CRA.

Glossary of Terms

Advance ship notice	An advance ship notice is a document that the Contractor transmits using the Ariba Supplier Network to Synergy, stating that the Contractor is shipping one or more items from a Synergy purchase order.
Ariba	Ariba is the name of a suite of spend management software. The term "Ariba" is often used to refer to the software or the system running their software.
Ariba Supplier Network	Ariba Supplier Network (ASN) is the network used to communicate between users of the Ariba software and the Contractors.
ASN	See Ariba Supplier Network.
Comma Separated Value	A comma separated value (CSV) format for exchanging data files between spreadsheet software.
Contracting Authority	The Contracting Authority (CA) is identified under the "Authorities" article of the Contract (see sub-article titled "Contracting Authority").
CA	See Contracting Authority
CSV	See Comma Separated Value
JPEG	A format for compressing electronic image files.
Purchase Card Order	A purchase card order (PCO) is the transaction generated by Synergy against any given catalogue.
PCO	See Purchase Card Order
Synergy	Synergy is the Canada Revenue Agency's branded implementation of the Ariba software suite. (See "Ariba" above).
UNSPSC	United Nations Standard Product and Services Classification.
Virtual acquisition card	Virtual credit card number with no associated physical copy that cannot be used for in-person point of sale (POS) transactions. It can only be used with a single merchant.



Operational Requirements

○ Ariba Supplier Network account

The Contractor must become a member of the Ariba Supplier Network (ASN) and maintain its membership for the period of the Contract, including any option period if exercised.

The ASN is an e-business solution that connects buyers and contractors across different systems and processes. The CRA and the Contractor will use the ASN to communicate order related information:

Communication of new orders, changed orders and cancelled orders from the CRA to the Contractor.

Communication of additional order information and comments.

Communication of order confirmation and shipping notices from the Contractor to the CRA.

The Contractor must establish a minimum of 1 production and 1 test account.

○ Synergy catalogue

The Contractor must provide the CRA with a catalogue in a CSV format as defined under [section 4 Technical Requirements](#) below. The catalogue must include all goods and services as identified in the Annex "A" SOW and in accordance with the terms of the Contract.

The catalogue must include:

The product names and descriptions in both official languages (English and French). Goods/services must be available for the duration of the Contract as well as any exercised option period(s) or be replaced with agreed upon substitutions.

An image file for each good under the Contract.

The Contractor must notify the CRA via email, within one (1) business day, when a product becomes discontinued or otherwise unavailable, or is backordered for longer than five (5) business days.

The CA must approve the catalogue before it will be made available in Synergy. All catalogue updates, scheduled or otherwise, will only go into effect after the CRA approves, tests and loads the revised catalogue.

○ Acquisition card

The CRA will create a Synergy profile and link a Master Card virtual credit card number.

Synergy orders must be charged to the virtual card number provided by the CRA (see [section 4.3](#) below).

The CRA acquisition card is currently a MasterCard provided by Bank of Montreal. The CRA reserves the right to change its acquisition card type or provider at any time during the period of the Contract, including any exercised option period(s).

It is the Contractor's responsibility to have a mechanism in place (usually through a third party provider) to transmit charges to the Bank of Montreal.

○ Processing requirements

The Contractor must:

Validate the contents of each order to ensure accuracy.

Error/discrepancy handling capability - In the case of a discrepancy between the CRA order information and the Contractor, the Contractor shall notify the CRA within thirty (30) minutes of occurrence and resolve the issue as per the timelines for Severity 3 in section 3.5 below.

Send an order confirmation within 30 minutes of receiving a purchase card order, a change or cancellation from the CRA and a shipping notice with the invoice attached when goods are shipped or services are rendered.

Charge the CRA virtual card issued for the Contract; partial orders may be charged, only for the goods that have been shipped and/or the services that have been rendered.

Obtain written authorization from the CRA before substituting items or rejecting an order.

Virus-scan attachments sent over the ASN, if any.

For goods: Include a packing slip with each shipment.

For services: Provide an invoice with the details of the services provided.



Both the packing slip and invoice must specify the Contractor’s name, address, and GST registration number, as well as the Synergy PCO number, CRA Purchaser, date the goods were shipped or services delivered, description of the goods and/or services, cost (before tax), applicable taxes, and total amount to be charged to the CRA.

○ Support

The Contractor must provide CRA with support:

Through a single point of contact to report issues regarding maintenance and support of the catalogue and ordering problems as well as problem resolution updates.

Coverage from 8:00AM to 5:00PM Eastern Time, Monday to Friday, excluding statutory holidays.

For all incidents identified by either the Contractor or the CRA, the Contractor must adhere to the response time requirements detailed below. Incidents are assigned a tracking number, which will be communicated via email to the Contractor. Upon resolution, the Contractor must reply to the initial email with problem resolution details.

Table 1: Response time requirements		
Severity level	Description	Response and resolution times
Severity 1	System outage - The Contractor can neither accept nor process orders.	The Contractor must immediately notify the CRA Contracting Authority. The Contractor must also issue progress reports and maintain communication (verbal and email) with the CRA every two (2) hours until problem resolution, within business hours (8AM to 5PM Eastern Time, Monday to Friday, excluding statutory holidays). The Contractor must make every attempt to resolve the issue within 24 hours.
Severity 2	The system is operational, but with severely restricted functionality or degradation. For example, the Contractor cannot process acquisition card charges.	The Contractor must notify the CRA Contracting Authority within thirty (30) minutes of occurrence. The Contractor must also issue a verbal and email progress report and maintain communication with the CRA every business day until problem resolution. The Contractor must make every attempt to resolve the issue within 48 hours.
Severity 3	The system is operational, but with functional limitations or restriction not critical to the overall operations. Examples include billing errors or spelling mistakes in item descriptions.	The Contractor must notify the CRA Contracting Authority within thirty (30) minutes of occurrence. The Contractor must also issue an email progress report and maintain communication when requested by the CRA. The Contractor must make every attempt to resolve the issue within 5 business days.

○ Contractor’s automated interface

The Contractor may automate their interface to the ASN. If they do, the Contractor must:

Notify the CRA Contracting Authority of any changes to their interface system(s) a minimum of forty (40) business days in advance to allow the CRA to assess their impact on Synergy.

Retest the ordering process and transmission credit card payments against the requirements set out in the Contract and successfully complete a new PoSC test before implementing the system changes.

**Technical Requirements**

○ Catalogue format

The catalogue must be created in a CSV format.

- The CRA requires that all catalogues be bilingual. The Contractor is required to enter two lines in their catalogue for each unique product: the first line will contain descriptions in English; the second line will contain descriptions in French.
- The Contractor must provide an image file for each unique good (if applicable). The image file must be in jpeg format with a maximum size of 1MB – 250X250 pixels. The image file must be named with the exact name and case as stated in the Image field of the catalogue format file described in section 4.2.
- The Contractor must provide the catalogue and the image files to the CRA Contracting Authority by email or on USB.

○ Catalogue content

The following table details the fields required from the Contractor in the catalogue.

Please note:

- Some content is case sensitive, as indicated.
- These fields form one line in the file. Each product must appear twice, one for the English descriptions and another for the French descriptions.

Table 2 – Catalogue technical requirements				
Field name	To be filled by	Maximum field size	Field type	Description
Contractor ID	CRA			Leave this field blank.
Contractor Part ID	Contractor	128	Characters, case-sensitive	The Contractor's part number. Special characters such as but not limited to , * ? and } are not supported.
Manufacturer Part ID	Contractor	128	Characters	The manufacturer's part number.
Item Description	Contractor	2,000	Characters	The product's long description in English or French; the language used must correspond to the language indicated in the Language field.
UNSPSC Code	Contractor	8	Integer number	The product commodity code in an eight digit UNSPSC format. For more information on UNSPSC codes and to search for UNSPSC code that best suits the product, refer to http://www.unspsc.org/ .
Unit Price	Contractor	10	Number with 2 decimal points	The CRA price for the product as per the contract.
Units of Measure	Contractor	2	Characters, case-sensitive	UN or ANSI X.12 standard unit of measure; the product's UOM (for example, BX for box and EA for each).
Lead Time	Contractor	3	Integer number	The number of business days between receipt of the order and delivery to purchaser.
Manufacturer Name	Contractor	50	Characters	Contractor's name or name of manufacturer.



Table 2 – Catalogue technical requirements				
Field name	To be filled by	Maximum field size	Field type	Description
Contractor URL	Contractor	100	Characters	Contractor's website address, in the format http://...
Manufacturer URL	Contractor	100	Characters	Contractor's manufacturer's website address, in the format http://...
Market Price	Contractor	10	Number with 2 decimal points	The list price or suggested retail price.
Short Name	Contractor	50	Characters	The product's short name in English or French; the language used must correspond to the language indicated in the Language field.
Expiration Date	CRA			Leave this field blank.
Effective Date	CRA			Leave this field blank.
Language	Contractor	5	Characters, case-sensitive	Use exactly: - en_CA if the line is for an English product description or - fr_CA for lines for a French product description.
Contractor Part Auxiliary ID	Contractor	5	Characters, case-sensitive	Use exactly: - en_CA if the line is for an English product description or - fr_CA for lines for a French product description.
Image	Contractor	50	Characters, case-sensitive	Name of the image file with jpeg extension. It may not contain special characters such as but not limited to , * ? and }. <i>Note: The image file sent to the CRA with the catalogue file must be named with the exact name stated in this column.</i>
Delete	CRA			Leave this field blank.
WHMIS	Contractor	3	Characters, case-sensitive	Identify hazardous materials. Use exactly: - Yes or No for English product descriptions or - Oui or Non for French product descriptions.
Green procurement	Contractor	3	Characters, case-sensitive	Identify product is certified Ecologo, is green or is an environmentally preferred product identified with a label. Use exactly: - Yes or No for English product descriptions or - Oui or Non for French product descriptions.
Strategically sourced	CRA			Leave this field blank.

- Acquisition card format

Synergy uses a unique virtual acquisition card for the payment of all orders under the Contract.

The acquisition card charge must include level 2 transaction details. Level 2 details the CRA requires are:

- PCO Number, which is passed by the CRA to the Contractor through the ASN, maximum of 25 characters.



- GST/HST amount. Note: The Contractor must not charge PST in applicable provinces, as the federal government is PST exempt.
- The value charge must use “Actual” rather than “Estimated” tax.

Your third party service provider who transmits charges to financial institutions on your behalf will assist you in doing level 2 transaction details using their automated systems.

**Proof of Synergy compliance test (PoSC)**

A Proof of Synergy Compliance test (PoSC) must be completed following written notification by the Contracting Authority to validate that the Synergy requirements outlined in this Attachment 8 to Annex A are met. The PoSC test will be requested in accordance with any RFP prior to contract award or during the contract period, at CRAs discretion by exercising its irrevocable option to implement Synergy, as applicable.

The PoSC test must commence within five (5) business days of the written notification and must be successfully finalized twenty (20) business days thereafter. The testing period may be extended at the CRA's sole discretion.

The PoSC test will validate the mandatory ASN relationship set-up, catalogue creation, order processing and charge transactions.

The CRA will appoint a coordinator as the Contractor's point of contact for the duration of the test. Detailed procedures, timelines and a description of roles and responsibilities will be provided to the Contractor at the onset of the PoSC test.

- Preparation for PoSC test

The Contractor must meet the following prerequisites to initiate the PoSC:

- Be a member of the ASN and have an ASN account.
- Be able to process level 2 acquisition card debits and credits.
- Identify a single point of contact for the duration of the test.

- Testing of Synergy solution

The following table outlines step-by-step events and milestones for the PoSC test.

Table 3: Step-by-step process			
Event	Description	Owner	Participants
Kick-off meeting	Meeting to discuss PoSC requirements and timelines.	Contracting Authority	Contractor Coordinator
Step 1: Register on the Ariba Supplier Network (ASN)			
ASN relationship	The CRA establishes a relationship with the Contractor in ASN.	Coordinator	Contractor
ASN test account	The Contractor creates a test account on ASN.	Contractor	Ariba technical support
Step 2: Prepare the catalogue			
Catalogue build	The Contractor provides a catalogue and pictures if applicable in the required format.	Contractor	Contracting Authority
Catalogue finalization	The CRA reviews catalogue to ensure it respects contracting terms and technical requirements and adds custom CRA data elements.	Contracting Authority	Coordinator
Step 3: Process a test order			
Acquisition card number	The CRA assigns a virtual card number to use during testing.	Coordinator	Contractor
Order testing	The CRA places a test order. Participants confirms receipt of notifications with the required information.	Coordinator	Contractor
Step 4: Test charging purchases			



Table 3: Step-by-step process			
Event	Description	Owner	Participants
Charge testing	The Contractor charges for test order using Level 2 data.	Contractor	Coordinator
Step 5: Test crediting purchases			
Credit testing	The Contractor credits the charge once confirmation of charging is sent.	Contractor	Coordinator
Step 6: Confirm completion of the test			
PoSC Testing Confirmation	Confirmation of success or failure of the proof of the compliance test with the Contractor.	Contracting Authority	Contractor Coordinator

- **Step 1 - Register on ASN**

An ASN test account must be created to proceed with the PoSC test. Instructions to complete this step can be found at: <http://Contractor.ariba.com>.

Note: It is recommended that the test account be created with a user name based on the production user name prefixed with "test-".

- **Step 2 – Prepare catalogue**

The Contractor must create the catalogue in a CSV format, as per section 4 [Technical Requirements](#) above. The catalogue must contain all the products and services under the Contract. For each good in the catalogue, an image in a JPEG format must be provided.

The Contractor must provide the catalogue and the image files to the CRA Contracting Authority by email or on USB.

The CRA will confirm:

- The catalogue can be loaded in Synergy.
- Descriptions and images comply with the format requested.

- **Step 3 – Process a test order**

The CRA will create and send a test order using the provided catalogue, through the ASN to the Contractor. The CRA Coordinator will be available to assist with questions that arise during the following processing steps:

- Contractor is receiving from the CRA the notifications of the new order, a change and a cancellation to the order.
- Contractor is able to send the order confirmations to the CRA upon receipt of the order, change orders or cancelled orders from the CRA.
- Contractor is able to send a shipping notice to the CRA with an attached invoice.

If collaboration for a proposal is involved to complete an order, the following will also be tested:

- Contractor is able to view the request for proposal.
- Contractor is able to ask questions regarding the request for proposal.
- Contractor is able to complete the proposal by adding or deleting items (if required).
- Contractor is able to submit a proposal to the CRA.

- **Step 4: Process a charge for the purchase**

The Contractor must charge for the test order completed in the above test. For this test:



- PCO Number is PCOX123.
- GST/HST is \$0.13.
- Value charge is \$1.

- **Step 5: Process a credit for the purchase**

Once the debit charge above has been received, the CRA Coordinator will inform the Contractor to proceed with the credit. The credit will reverse the above charge. The same information is required but dollar values are negative:

- PCO Number is PCOX123.
- GST/HST is - \$0.13.
- Value charge is - \$1.

- **Step 6: Confirm completion of the test**

The CA will inform the Contractor of the PoSC test results.

**Annex B - Basis of Payment**

For fulfilling all of its obligations as specified under the Contract, the Contractor will be paid firm, firm all-inclusive hourly rates per learner and unit rates per placement test for the Language Training Services as set out in the Tables below. Goods and Services Tax or Harmonized Sales Tax is extra, if applicable, in accordance with the Method of Payment and Invoicing clauses identified herein.

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

NOTE TO BIDDERS: TABLES TO BE COMPLETED AT TIME OF AWARD BASED ON THE SUCCESSFUL BIDDER'S PROPOSAL. Regional pricing tables that are not applicable will be deleted.

REGION 1 - NCR and Ontario – Contract Year 1 *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	

**REGION 1 - NCR and Ontario – Contract Year 2** *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	

REGION 1 - NCR and Ontario – Option Year 1 *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	

**REGION 1 - NCR and Ontario – Option Year 2** *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	

REGION 1 - NCR and Ontario – Option Year 3 *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	

NOTE TO BIDDERS: TABLES TO BE COMPLETED AT TIME OF AWARD BASED ON THE SUCCESSFUL BIDDER'S PROPOSAL.

ALL PAYMENTS ARE SUBJECT TO GOVERNMENT AUDIT.

**REGION 2 - Atlantic – Contract Year 1** *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	

REGION 2 - Atlantic – Contract Year 2 *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	

**REGION 2 - Atlantic – Option Year 1** *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	

REGION 2 - Atlantic – Option Year 2 *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	

**REGION 2 - Atlantic – Option Year 3** *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	

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ALL PAYMENTS ARE SUBJECT TO GOVERNMENT AUDIT.

**REGION 3 - Quebec – Contract Year 1** *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	

REGION 3 - Quebec – Contract Year 2 *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	

**REGION 3 - Quebec – Option Year 1** *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	

REGION 3 - Quebec – Option Year 2 *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	

**REGION 3 - Quebec – Option Year 3** *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	

NOTE TO BIDDERS: TABLES TO BE COMPLETED AT TIME OF AWARD BASED ON THE SUCCESSFUL BIDDER'S PROPOSAL.

ALL PAYMENTS ARE SUBJECT TO GOVERNMENT AUDIT.

**REGION 4 - Prairies – Contract Year 1** *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	

REGION 4 - Prairies – Contract Year 2 *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	

**REGION 4 - Prairies – Option Year 1** *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	

REGION 4 - Prairies – Option Year 2 *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	

**REGION 4 - Prairies – Option Year 3** *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	

NOTE TO BIDDERS: TABLES TO BE COMPLETED AT TIME OF AWARD BASED ON THE SUCCESSFUL BIDDER'S PROPOSAL.

ALL PAYMENTS ARE SUBJECT TO GOVERNMENT AUDIT.

**REGION 5 - Pacific – Contract Year 1** *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	

REGION 5 - Pacific – Contract Year 2 *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	

**REGION 5 - Pacific – Option Year 1** *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	

REGION 5 - Pacific – Option Year 2 *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor's Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA's Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	



REGION 5 - Pacific – Option Year 3 *(date to be inserted at time of contract award)*

Training Format	Firm All-Inclusive Hourly Rate per Learner at Contractor’s Facilities	Firm All-Inclusive Hourly Rate per Learner at the CRA’s Facilities
Full-Time Group (3-6 learners per group)	\$	\$
Full-Time Individual	\$	\$
Part-Time Group (3-7 learners per group)	\$	\$
Part-Time Individual	\$	\$
Training Format	Firm All-Inclusive Hourly Rate per Learner by Telephone	
Part-Time Individual by Telephone	\$	
Training Format	Firm All-Inclusive Unit Rate per Placement Test	
Placement Test for Part-Time Training)	\$	

NOTE TO BIDDERS: TABLES TO BE COMPLETED AT TIME OF AWARD BASED ON THE SUCCESSFUL BIDDER’S PROPOSAL.

ALL PAYMENTS ARE SUBJECT TO GOVERNMENT AUDIT.

**Applicable to all Regions****1. Cancellation, removal of learner and postponement of language training prior to commencement of language training.**

1.1 Without limiting the generality of the other terms and conditions of the Contract, the CRA may at any time before the start date of the training contemplated in an order cancel or postpone, in whole or in part, the training contemplated in the order by notifying the Contractor in writing. The cancellation or postponement may apply to one or more group sessions and/or one or more individuals.

1.2 Notice sent 10 or more business days before the start of the training: The CRA shall not be liable to the Contractor if the notice is sent to the Contractor 10 or more business days before the scheduled start date of the training. Under no circumstances shall the Contractor receive payment or be reimbursed for costs incurred after such notice has been sent. However, a training session that has been postponed is subject to the applicable terms and conditions, including those stemming from the Basis of Payment.

1.3 Notice sent less than 10 business days before the start for the training: If the notice is not sent to the Contractor at least 10 business days before the scheduled start date for the training, the Contractor shall be entitled to payment from the CRA for the cancelled training only (i.e. not postponed training) in accordance with section 3 "Cancellation and Postponement Fees".

2. Cancellation of language training following commencement of language training

2.1 With or without notice of at least 10 business days before the cancellation date, the CRA shall pay the Contractor cancellation fees in accordance with section 3 "Cancellation and Postponement Fees".

3. Cancellation and Postponement Fees

In accordance with sections 1 and 2 above, the following cancellation fees will be applied for each Learner for whom a cancellation or postponement of training is requested:

3.1. Group Full-Time**3.1.1 Prior to Commencement of Training**

Training Format	If notice of at least:	Contractor will be paid the equivalent of:
Full-Time Group	Greater than or equal to 10 business days.	\$0
	Less than 10 business days.	Number of planned teaching hours, as indicated in the order, equivalent to 10 business days, up to 70 hours.

3.1.2 Following Commencement of Training

Training Format	If notice of at least:	Contractor will be paid the equivalent of:
Full-Time Group	With or without notice.	The number of teaching hours equivalent to 70 hours of training, to a maximum of the initial value of the training for which the learner is registered; or The number of teaching hours remaining in the order. (whichever is less)

If the training is postponed, the CRA shall not pay the Contractor any fees or penalties. However, if training is postponed less than 10 business days before training starts, and after postponing the training, the CRA decides to cancel the training before it starts, the cancellation fees for notice of less than 10 business days will apply.



3.1.3 The Contractor must not add any learners to groups after the commencement of training unless the Contractor's capacity, group size, group proficiency level and the Basis of Payment are complied with. As specified in section 5.6 of Annex A: Statement of Work, group size may be exceeded if a group composed of only CRA employees cannot be formed, and the Contractor groups CRA employees with employees from other federal or provincial departments or agencies, and the Contractor's contracts or agreements with those departments or agencies allow for larger groups.

3.1.4 A substitute learner will be accepted following a cancellation after the commencement of training if the substitute learner is at the same level as the learner being replaced. In cases where a substitution was made, the CRA shall not pay the Contractor for the cancelled training of the learner who has been substituted with another learner if the substitution was immediate (no time break between the learner whose training was cancelled and the substitute learner). If the substitution was not immediate the CRA will pay the Contractor for the cancelled training of the learner who has been substituted with another learner, but only up until the time that a substitute learner is added to the group, and not exceeding the compensation described at 3.1.2 above.

3.2 Group Part-Time

3.2.1 Prior to Commencement of Training

Training Format	If notice of at least:	Contractor will be paid the equivalent of:
Part-Time Group	Greater than or equal to 10 business days.	\$0
	Less than 10 business days.	100% of the initial value of the order.

3.2.2 Following Commencement of Training

Training Format	If notice of at least:	Contractor will be paid the equivalent of:
Part-Time Group	With or without notice.	100% of the initial value of the order or the number of teaching hours remaining in the order (whichever is less).

3.2.3 The Contractor must not add any learners to groups after the commencement of training unless the Contractor's capacity, group size, group proficiency level and the Basis of Payment are complied with. As specified in section 5.6 of Annex A: Statement of Work, group size may be exceeded if a group composed of only CRA employees cannot be formed, and the Contractor groups CRA employees with employees from other federal or provincial departments or agencies, and the Contractor's contracts or agreements with those departments or agencies allow for larger groups.

3.2.4 A substitute learner will be accepted following a cancellation after the commencement of training if the substitute learner is at the same level as the learner being replaced. In cases where a substitution was made, the CRA shall not pay the Contractor for the cancelled training of the learner who has been substituted with another learner if the substitution was immediate (no time break between the learner whose training was cancelled and the substitute learner). If the substitution was not immediate the CRA will pay the Contractor for the cancelled training of the learner who has been substituted with another learner, but only up until the time that a substitute learner is added to the group, and not exceeding the compensation described at 3.2.2 above.

3.3 Individual Full-Time and Individual Part-Time

**3.3.1 Prior to commencement of Training**

Training Format	If notice of at least:	Contractor will be paid the equivalent of:
Full-Time Individual	Greater than or equal to 10 business days.	\$0
	Less than 10 business days.	Number of planned teaching hours, as indicated in the order, equivalent to 10 business days, up to 70 hours.
Part-Time Individual	Greater than or equal to 10 business days.	\$0
	Less than 10 business days.	The number of planned teaching hours, as indicated in the order, for the first 10 business days, up to the initial value of the order.

3.3.2 Following Commencement of Training

Training Format	If notice of at least:	Contractor will be paid the equivalent of:
Full-Time Individual	Greater than or equal to 10 business days.	\$0
	Less than 10 business days.	The number of teaching hours equivalent to 70 hours of training, to a maximum of the initial value of the training for which the learner is registered; or The number of teaching hours remaining in the order. (whichever is less)
Part-Time Individual	Greater than or equal to 10 business days.	\$0
	Less than 10 business days.	The number of planned teaching hours, as indicated in the order, for the first 10 business days, up to the initial value of the order.

4. If the training is postponed, the CRA shall not pay the Contractor any fees or penalties. However, if training is postponed less than 10 business days before training starts, and after postponing the training, the CRA decides to cancel the training before it starts, the cancellation fees for notice of less than 10 business days will apply.

5. No other fees or compensation of any kind shall be payable by the CRA.

All payments are subject to Government audit.



Annex C - Security Requirements Check List (SRCL)

Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

1000347577

Security Classification / Classification de sécurité

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 CRA	2. Branch or Directorate / Direction générale ou Direction Human Resources 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 The provision of full-time and part-time English and French language training services to CRA employees		
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"/>	
Not releasable / À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	
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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Security Classification / Classification de sécurité

Canada



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PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :

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

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

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

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

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

Special comments:
Commentaires spéciaux : _____

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

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No / Non Yes / Oui

If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? No / Non Yes / Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? No / Non Yes / Oui

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

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

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





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

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

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

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED? No Yes
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? Non 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? No Yes
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



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PART D - AUTHORIZATION / PARTIE D - AUTORISATION

13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date 2019-12-06
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date



Security Classification / Classification de sécurité



Information Security Requirements

The Contractor must ensure that:

- access to CRA Protected information and systems containing CRA Protected information is provided to cleared personnel and only on a need-to-know basis only;
- protected CRA information is not stored on cloud-based systems;
- computer systems have up-to-date anti-virus, anti-malware, anti-spyware, and security safeguards;
- computer systems storing CRA Protected information must be set with access control (as a minimum User Identification and password are to be used);
- screen savers pop-up after 15 minutes of session inactivity and require passwords to continue the session;
- all CRA Protected information is to be deleted or destroyed at the end of the Contract. Hard drives must be wiped, Portable Data Storage Devices (PDSD) such as USB/CD, must be sent back to CRA, and paper documents are to be shredded using a Cross cut shredder (2mm x 15mm)

Information Security Requirements for **Standalone workstation**:

Standalone dedicated equipment (such as laptop) can be used to store and perform work on CRA Protected information;

The Contractor must ensure that:

- equipment storing CRA Protected information is fully encrypted to CRA standards (MS BitLocker is the CRA standard to fully encrypt hard drive of the standalone equipment);
- CRA Protected information must be stored on encrypted PDSD (Portable Data Storage Device):
 - USB devices must use
 - MS BitLockerToGo (BTG) is the CRA standard to encrypt USB devices;
 - CD devices must use
 - McAfee File and Removable Media Protection is one of the CRA standard to encrypt CD devices or;
 - WinZip is the other CRA standard to encrypt CD devices;
- PDSDs may not contain a mix of CRA and non-CRA data;
- Protected information sent via email is contained in encrypted attachments (WinZip is one of CRA standard to encrypt attachments (using the CRA standard) – see below for additional security rules for using WinZip).

Information Security Requirements for **Network server**:

Use of a network server can be used to store and perform work on CRA Protected information;

The Contractor must ensure that:

- computer systems storing CRA Protected information is fully encrypted to CRA standards;
- network folder structure is created, permissions established, and access is restricted to only employees that has a need-to-know.
- network folder structure does not contain a mix of CRA and non-CRA data

Additional security rules for sending zipped (WinZip) files via email:

The Contractor must ensure that:

- email subject lines do not contain any Protected information;
- protected data is not in the body text (description) of the email but within attached Zipped and Encrypted documents (in MS Word, Excel, or PowerPoint);
- the name of the Zipped file does not contain any Protected information;
- the encryption method is set to 256-bit AES;
- the password is not a word of the dictionary or a name;
- the password length is a minimum of 8 characters long;
- the password contains:



- at least one lower case character (a-z),
 - at least one upper character (A-Z),
 - at least one numeric character (0-9), and
 - at least one symbol character (!, @, #, \$, %, ^, &, ...).
- the one time password is provided either via the telephone or within a second email message but only sent after receiving confirmation of reception of the message containing the Zipped/Encrypted file;
 - the email is sent to one destination only (one email address).

Additional security rules for McAfee File and Removable Media Protection:

The Contractor must follow the following process to decrypt a CD/DVD:

- insert the encrypted CD/DVD into the optical drive. McAfee File and Removable Media Protection – Removable Media window will come up. If it does not automatically come up, navigate to the CD drive and run **MfeEERM.exe**.

Physical Security Requirements

The Contractor must:

- store CRA protected information in a locked container located in a locked room when not in use;
- store CRA protected waste in a locked container until it is returned to CRA to be destroyed;
- immediately report any actual or suspected loss, or unauthorized disclosure of information to CRA security official;
- immediately report any theft of CRA asset (laptop) to the Agency Operations Centre (AOC) of the Security and Internal Affairs Directorate at 1-866-362-0192 and to the functional authority for the contract.

IN TRANSIT

The Contractor must:

- exercise good judgment and ensure that every reasonable effort has been made to minimize the risk to CRA protected information or asset (laptop) at all times;
- secure CRA protected information and asset (laptop) in a locked briefcase when transporting the information. The briefcase must be tagged with a forwarding or return address and/or phone number of the contractors' office. While travelling by vehicle, the briefcase must be placed in a locked trunk, or out of sight in a locked vehicle;
- maintain control of the briefcase containing CRA protected information and are not to expose the material to others, while on public transit systems.