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PART 1 - GENERAL INFORMATION

1.1 Introduction

The Request for Standing Offers (RFSO) is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;
- Part 3 Offer Preparation Instructions: provides offerors with instructions on how to prepare their offer to address the evaluation criteria specified;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security Requirements: includes specific requirements that must be addressed by offerors; and
- Part 7 7A, Standing Offer, and 7B, Resulting Contract Clauses:
 - 7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;
 - 7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

The Annexes include the Statement of Work, the Basis of Payment, and Mandatory Technical Criteria and Mandatory Rated Criteria.

1.2 Summary

The purpose of this Request for Standing Offer (RFSO) is to establish Departmental Individual Standing Offers (DISO) for real-time Transcription Services (CART), integrating CART into all learning activities offered by the College@ESDC. CART service herein refers to a transcription of speech to text in real-time (virtually or on site).

Separate Standing Offers will be issued to qualified offerors with the capacity to deliver virtually CART service in English and/or French. The CART transcription must be done in the same language as the language of the session.

The period of the standing offer is from April 1, 2021 to March 31, 2022 with optional two (2) additional one year periods.

- 1.2.2 The requirement is subject to the provisions of the Canadian Free Trade Agreement (CFTA).
- 1.2.3 The requirement is limited to Canadian services.
- 1.2.4 The Request for Standing Offers (RFSO) is to establish Departmental Individual Standing Offers



for the requirement detailed in the RFSO, to the Identified Users across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries to locations within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside of the resulting standing offers.

1.3 Security Requirements

There are no security requirements associated with the requirement of the Standing Offer.

1.4 Debriefings

Offerors may request a debriefing on the results of the request for standing offers process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for standing offers process. The debriefing may be in writing, by telephone or virtually.

1.5 Key Terms

Standing offer	A Standing Offer is not a contract. It is an offer from a supplier to provide goods and/or services to clients at prearranged prices or pricing basis and under set terms and conditions for a specified period on an as-and-when requested basis. A separate contract is entered into each time a call-up is made against a Standing Offer. When a call-up is made, the terms and conditions are already in place and acceptance by Canada of the supplier's offer is unconditional. Canada's liability shall be limited to the actual value of the call-ups made within the period specified in the Standing Offer
Call-up Against a Standing Offer	An order issued under the authority of a duly authorized user against a particular standing offer. Communication of a call-up against a standing offer to the Offeror constitutes acceptance of the standing offer to the extent of the goods, services, or both, being ordered and causes a contract to come into effect. The parties to the contract that comes into effect when a call-up against a standing offer is made by Canada, as represented by the Minister of Public Works and Government Services and the Offeror
Departmental Individual Standing Offer (DISO)	A Departmental Individual Standing Offer is used by EDSC as a method of supply to: <ul style="list-style-type: none"> Analyze customer demand, determine quantities and quality, standardize products used by government, manage complex requirements and satisfy requirements for data collection for reports to Treasury Board and the Auditor General's Office.

1.6 Anticipated migration to an e-Procurement Solution (EPS)

Canada is currently developing an online EPS for faster and more convenient ordering of goods and services. In support of the anticipated transition to this system and how it may impact any resulting Standing Offer that is issued under this solicitation, refer to 7.15 Transition to an e-Procurement Solution (EPS).

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



PART 2 - OFFEROR INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The [2006](#) (2020-05-28) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

Subsection 5.4 of [2006](#), Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days
Insert: 120 days

2.1.1 SACC Manual Clauses

M0019T 2007-05-25 The Offeror is required to submit firm prices, rates or both that will apply for the entire period of the Standing Offer.

2.2 Submission of Offers

Offers must be submitted only to Employment and Social Development Canada via e-mail as indicated on page 1 of the RFSO. **Bidders should ensure e-mails do not exceed 13MB to avoid problems with transmission.**

Due to the nature of the Request for Standing Offers, transmission of offers by facsimile to ESDC will not be accepted.

2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, offerors must provide the information required below before the issuance of a standing offer. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror 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 offer 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 Offeror a FPS in receipt of a pension? **YES () NO ()**

If so, the Offeror must provide the following information, for all FPS 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, Offerors agree that the successful Offeror's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2019-01](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

Is the Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **YES () NO ()**

If so, the Offeror 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.

2.4 Enquiries - Request for Standing Offers

All enquiries must be submitted in writing to the Standing Offer Authority no later than five (5) calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by offerors 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 offerors do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all offerors. Enquiries not submitted in a form that can be distributed to all offerors may not be answered by Canada.

2.5 Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

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

2.6 Bid Challenge and Recourse Mechanisms

Several mechanisms are available to potential offerors to challenge aspects of the procurement process up to and including contract award.

- (a) Canada encourages offerors to first bring their concerns to the attention of the Contracting Authority. Canada's [Buy and Sell](#) website, under the heading "[Bid Challenge and Recourse Mechanisms](#)" contains information on potential complaint bodies such as:
 - Office of the Procurement Ombudsman (OPO)
 - Canadian International Trade Tribunal (CITT)
- (b) Offerors should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Offerors should therefore act quickly when they want to challenge any aspect of the procurement process



PART 3 - OFFER PREPARATION INSTRUCTIONS

3.1 Offer Preparation Instructions

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

Section I: Technical Bid: One (1) soft copy via e-mail,

Section II: Financial Bid: One (1) soft copy via e-mail,

Section III: Certifications: One (1) soft copy via e-mail,

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

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

- (a) use 8.5 x 11 inch (216 mm x 279 mm) size page;
- (b) use a numbering system that corresponds to the RFSO.

Section I: Technical Offer

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

The technical bid shall address all mandatory technical criteria specified herein **and** indicate the page number(s) of the bid where the information is located.

Section II: Financial Offer

Offerors must submit their financial offer in accordance with Annex B, Basis of Payment. The total amount of Applicable Taxes must be shown separately.

Section III: Certifications

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



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.

4.1.1 Technical Evaluation

The Offeror must meet the mandatory technical and rated criteria specified in Annex C. Any bid which fails to meet the mandatory technical criteria and the mandatory rated criteria will be declared non-responsive. Each mandatory technical criterion will be addressed separately and a passing mark as been determined for each, this mark must be met to be determined as responsive.

The Offeror must provide the necessary documentation to clearly demonstrate compliance with this requirement.

Simply repeating the statement contained in the bid solicitation is not sufficient.

See Annex C – Mandatory Technical Criteria and Mandatory Rated Criteria

4.1.2 Financial Evaluation

4.1.2.1 Evaluation of Price - Offer

SACC Manual Clause [MO220T](#) 2016-01-28, Evaluation of Price-Bid

The price of the offer will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included.

4.2 Basis of Selection

To be declared responsive, an offer must:

- (a) Comply with all the requirements of the Request for Standing Offers (RFSO);
- (b) Meet all mandatory technical and financial evaluation criteria; and
- (c) Obtain the required minimum of 119 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 170 points.

Offers not meeting (a) or (b) or (c) will be declared non-responsive. All responsive offers will be recommended for issuance of a standing offer and will be ranked based on the lowest price per point.



PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Offerors must provide the required certifications and additional information to be issued a standing offer.

The certifications provided by offerors to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a contractor in default if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Standing Offer Authority will render the offer non-responsive, result in the setting aside of the Standing Offer or constitute a default under the Contract.

5.1 Certifications Required with the Offer

Offerors must submit the following duly completed certifications as part of their offer.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

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

5.2 Certifications Precedent to the Issuance of a Standing Offer and Additional Information

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

5.2.1 Additional Certifications Required with the Offer

5.2.1.1 Canadian Content Certification

This procurement is limited to Canadian goods. Offerors should submit this certification completed with their offer

The Offeror certifies that:

() the service(s) offered are Canadian services as defined in paragraph 2 of clause [A3050T](#).

5.2.1.2 SACC Manual clause

[A3050T](#) (2020-07-01) Canadian Content Definition



5.2.2 Federal Contractors Program for Employment Equity - Standing Offer Certification

By submitting an offer, the Offeror certifies that the Offeror, and any of the Offeror's members if the Offeror is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list) available at the bottom of the page of the [Employment and Social Development Canada-Labour's](https://www.canada.ca/en/employment-socialdevelopment/programs/employment-equity/federal-contractor-program.html#s4) website (<https://www.canada.ca/en/employment-socialdevelopment/programs/employment-equity/federal-contractor-program.html#s4>).

Canada will have the right to declare an offer non-responsive, or to set-aside a Standing Offer, if the Offeror, or any member of the Offeror if the Offeror is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list at the time of issuing of a Standing Offer or during the period of the Standing Offer. Canada will also have the right to terminate the Call-up for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list during the period of the Contract.

The Offeror must provide the Standing Offer Authority with a completed annex titled Federal Contractors Program for Employment Equity - Certification, before the issuance of a Standing Offer. If the Offeror is a Joint Venture, the Offeror must provide the Standing Offer Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

Signature

Date

Title

5.2.3 Status and Availability of Resources

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

If the Offeror has proposed any individual who is not an employee of the Offeror, the Offeror certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Offeror must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Offeror and of his/her availability. Failure to comply with the request may result in the offer being declared non-responsive.

Signature

Date



5.2.4 Education and Experience

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

Signature

Date

Title



PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS

6.1 Security Requirements

There are no security requirements associated with this request.

6.2 Insurance Requirements

The contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the contractor is at its own expense and for its own benefit and protection. It does not release the contractor from or reduce its liability under the contract.



PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

1. Offer

The Offeror offers to perform the Work in accordance with the Statement of Work at Annex "A".

2. Security Requirements

There is no security requirement applicable to the Contract.

3. Standard Clauses and Conditions

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

3.1 General Conditions

[2005](#) (2017-06-21) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

4. Term of Standing Offer

4.1 Period of the Standing Offer (To be completed at contract award)

The period for making call-ups against the Standing Offer is from _____ to _____.

4.2 Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for an additional two (2) one (1) year periods, under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority 15 days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

5. Authorities

5.1 Standing Offer Authority

The Standing Offer Authority is: (To be completed at contract award)

Name: Linda Handregan
Title: Senior Procurement Specialist
Organization: Employment and Social Development Canada
Address: 140 Promenade du Portage, Gatineau, Qc K1A 0J9
Telephone: ____-____-____
E-mail address: _____

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, they are responsible



for any contractual issues relating to individual call-ups made against the Standing Offer.

5.2 Project Authority

The Project Authority for the Standing Offer is: (To be completed at contract award)

Name:

Title:

Organization:

Address:

Telephone: - -

E-mail address:

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up against the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.

5.3 Offeror's Representative (To be completed at contract award)

Name:

Title:

Organization:

Address:

Telephone: - -

E-mail address:



6. Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2019-2](#) of the Treasury Board Secretariat of Canada.

7. Identified Users

The Identified User authorized to make call-ups against the Standing Offer is Employment and Social Development Canada.

8. Call-up Procedures

a. Multiple Standing Offers

8.1.1 Call-up Process

Right of first refusal basis: The call-up procedures require that when a requirement is identified, the Identified User will contact the highest-ranked offeror to determine if the requirement can be satisfied by that offeror. If the highest-ranked offeror is able to meet the requirement, a call-up is made against its standing offer. If that offeror is unable to meet the requirement, the Identified User will contact the next ranked offeror. The Identified User will continue and proceed as above until one offeror indicates that it can meet the requirement of the call-up. In other words, call-ups are made based on the "right of first refusal" basis. When the highest-ranked offeror is unable to fulfill the need, the Identified User is required to document its file appropriately. The resulting call-ups are considered competitive and the competitive call-up authorities can be used.

The first right of refusal will be exercised by the offeror within 48hrs via email. If the offeror does not reply within 48hrs to the email, the first right of refusal will be automatically applied.

The Standing Offer Holder will be authorized by the Contracting Authority to proceed with the Work by the issuance of a call-up against the Standing Offer, or as indicated in 9. below.

The Standing Offer Holder will not undertake any of the specified Work unless and until the Contracting Authority issues a call-up against a Standing Offer. Any work commenced prior to the receipt of a call-up will be the sole responsibility of the Standing Offer Holder.

a) Should the Standing Offer Holder be unable to carry out the proposed services or unable to finalize the requirement, as agreed upon, the Project Authority will be authorized to select another Standing Offer Holder by using the Selection Methodology and the Call-up Process specified in 8.1.1 above.

9. Call-up Instrument

The Work will be authorized or confirmed by the Identified User using the duly completed forms or their equivalents as identified in paragraphs 2 and 3 below, or by using Canada acquisition cards (Visa or MasterCard) for low dollar value requirements.

Call-ups must be made by Identified Users' authorized representatives under the Standing Offer and must be for goods or services or combination of goods and services included in the Standing Offer at the prices and in accordance with the terms and conditions specified in the Standing Offer.

Any of the following forms could be used which are available through [PWGSC Forms Catalogue](#) website:

- PWGSC-TPSGC 942 Call-up Against a Standing Offer
- PWGSC-TPGSC 942-2 Call-up Against a Standing Offer - Multiple Delivery

or



An equivalent form or electronic call-up document which contains at a minimum the following information:

- standing offer number;
- statement that incorporates the terms and conditions of the Standing Offer;
- description and unit price for each line item;
- total value of the call-up;
- point of delivery;
- confirmation that funds are available under section 32 of the Financial Administration Act;
- confirmation that the user is an Identified User under the Standing Offer with authority to enter into a contract

10. Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$100,000.00 (Applicable Taxes included).

11. Priority of Documents

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

- a) the call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions [2005](#) (2017-06-21), General Conditions - Standing Offers - Goods or Services
- d) Annex A, Statement of Work;
- e) Annex B, Basis of Payment;
- f) Annex C, Mandatory Technical Criteria and Mandatory Rated Criteria
- g) the Offeror's offer dated _____ (to be completed at contract award).

12. Certifications and Additional Information

12.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Offeror with its offer or precedent to issuance of the Standing Offer (SO), and the ongoing cooperation in providing additional information are conditions of issuance of the SO and failure to comply will constitute the Offeror in default. Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO.

13. Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

14. Transition to an e-Procurement Solution (EPS)

During the period of the Standing Offer, Canada may transition to an EPS for more efficient processing and management of individual call-ups for any or all of the SO's applicable goods and services. Canada reserves the right, at its sole discretion, to make the use of the new e-procurement solution mandatory.

Canada agrees to provide the Offeror with at least a three-month notice to allow for any measures necessary for the integration of the Offer into the EPS. The notice will include a detailed information package indicating the requirements, as well as any applicable guidance and support.



If the Offeror chooses not to offer their goods or services through the e-procurement solution, the Standing Offer may be set aside by Canada.



B. RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

1. Statement of Work

The Contractor must perform the Work described in the call-up against the Standing Offer.

2. Standard Clauses and Conditions

2.1 General Conditions

[2035](#) (2020-05-28), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

Section 17 (2008-12-12) Interest on Overdue Accounts, of [2035](#) (2020-05-28) will not apply to payments made by credit cards.

3. Security Requirement

There is no security requirement for this contract.

4. Term of Contract

4.1 Period of the Contract

Delivery must be completed in accordance with the call-up against the Standing Offer.

5. Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2019-2](#) of the Treasury Board Secretariat of Canada.

6. Payment

6.1 Basis of Payment

The Contractor will be paid in accordance with the attached Annex "B" – Basis of Payment. Customs duties are included and the applicable taxes are extra.

6.2 Limitation of Expenditure

Canada's total liability to the Contractor under the Contract must not exceed \$450,000.00. Customs duties are included and Applicable Taxes are extra.



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

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

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

6.3 Payments

SACC manual clause [H1001C](#) Multiple Payments (2008-05-12)

6.4 Electronic Payment of Invoices – Call-up

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

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);

7. Invoicing Instructions

The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Each invoice must be supported by:

- a. a copy of time sheets to support the time claimed;
- b. a copy of the release document and any other documents as specified in the Contract;
- c. a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
- d. a copy of the monthly progress report.

Invoices must be distributed as follows:

- a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.
- b. One (1) copy must be forwarded to the Project Authority identified under the section entitled "Authorities" of the Contract.

8. Insurance

SACC Manual clause [G1005C](#) (2016-01-28) Insurance



9. Copyright

In this section, "Material" means anything that is created by the Contractor as part of the Work under the Contract, that is required by the Contract to be delivered to Canada and in which copyright subsists.

"Material" does not include anything created by the Contractor before the date of the Contract.

Copyright in the Material belongs to Canada and the Contractor must include the copyright symbol and either of the following notice on the Material: © Her Majesty the Queen in right of Canada (year) or © Sa Majesté la Reine du chef du Canada (année).

The Contractor must not use, copy, divulge or publish any Material except as is necessary to perform the Contract. The Contractor must execute any conveyance and other documents relating to copyright in the Material as Canada may require.

The Contractor must provide at the request of Canada a written permanent waiver of moral rights, in a form acceptable to Canada, from every author that contributed to the Material. If the Contractor is the author of the Material, the Contractor permanently waives its moral rights in the Material.



10. Termination on Thirty Days' Notice

Canada reserves the right to terminate the Contract at any time in whole or in part by giving thirty (30) calendar days written notice to the Contractor.

In the event of such termination, Canada will only pay for costs incurred for services rendered and accepted by Canada up to the date of the termination. Despite any other provision of the Contract, there will be no other costs that will be paid to the Contractor as a result of the termination.



ANNEX "A"

STATEMENT OF WORK

1. Objective

The purpose of this Request for Standing Offer is to provide simultaneous transcription services (CART) in all learning activities offered by the College@ESDC to make them more inclusive so that a greater number of employees can benefit from these activities. CART service here refers to a transcription of speech to text in real-time (virtually or on site).

2.0 Background Statement

The College@ESDC provides departmental learning services to support Employment and Social Development of Canada’s (ESDC) employees gain the knowledge and skills they need to best serve Canadians and internal clients. Since the Accessible Canada Act came into force, the College@ESDC faces the challenge to take the necessary steps to make its learning activities accessible to all ESDC employees. By including real-time transcription services (CART) in all its learning activities, the College@ESDC is moving forward with an initiative that contributes to the development of a more inclusive and supportive work environment.

The College@ESDC would like to set up a Standing Offer with pre-qualified Contractors for real-time transcription services (CART).

3.0 Scope

The following data is provided for information purposes. While the data contain the best information currently available, College@ESDC does not warrant that the data are complete or fully accurate. The following data represents the estimated need for the College@ESDC over the next three years.

Estimated number of hours for virtual CART service

	English CART	French CART	Total
April 1, 2021 to March 31, 2022	500 hours	500 hours	1000 hours
April 1, 2022 to March 31, 2023	500 hours	500 hours	1000 hours
April 1, 2023 to March 31, 2024	500 hours	500 hours	1000 hours

The content of the College@ESDC’s learning activities covers a wide range of topics, which can be general or specialized in nature. The learning activities are offered in both official languages, in English or in French. All learning activities on our current calendar will be delivered virtually. However, it is possible in the future that we have in-person learning activities. So our need for CART service is for virtual activities, with the possibility of in-person activities in the future. Different collaboration platforms (webinars, Zoom, Skype, Microsoft Teams, etc.) and devices (computers, projector screens, tablets, etc.) are used for the delivery. Although learning activities are usually planned several weeks in advance, there are times when learning activities need to be organized on short notice.



For these reasons, Contractor must have:

- Capacity to deliver virtually CART service in English and/or French. The CART transcription must be done in the same language as the language of the session.
- Capacity to deliver virtually to computers, projector screens, tablets or handheld device.
- Capacity to connect to phone calls, webinars, Zoom, Skype, Microsoft Teams and other collaboration platforms. Note: Google Doc cannot be used for transcription since it is not secured.
- Capacity to deliver CART service through reader-friendly fonts and formats.
- Capacity to accommodate Short-notice requests (less than five business days before the delivery date).

The contractor cannot use only an automated transcription system for the delivery of CART service. A CART resource must be present at all times throughout the delivery of CART service to make the required corrections and thus ensure the quality of the transcription.

The contractor is responsible for ensuring that the CART transcription is done according to the standard: 180 words per minute with a 96% verbatim accuracy rate

The College@ESDC will be responsible for covering all travel related expenses for onsite CART service according to the National Joint Council Travel Directive. No on-site sessions are planned in our schedule at the moment. However, it is possible in the future that we have in-person learning activities.

4.0 Tasks

The College@ESDC will request CART service at least five business days prior to the date of service delivery. When the College@ESDC has a short-notice request (less than five business days before the delivery date) the Contractor should consider the request and try to meet the demand for service.

The College@ESDC will provide the following information:

- Name and contact information of the person making the request.
- The date, time (CART stream must start 15 minutes prior to requested start time).
- Language required: English or French.
- If the request is for virtual CART service or on-site.
- For virtual CART service: how the audio will be transmitted to the Contractor's resource and which collaboration platform will be used.
- Whether an unedited transcript is required.
- Whether a dry run is required.
- Name and contact information for technical support during the virtual delivery of service.
- The details of the activity requiring CART service.
- Whether the session has a breakout room activity.

The Contractor will acknowledge all requests within 24 hours.



The Contractor will send a confirmation if it is able to deliver the requested services 48 hours after receipt of the request.

The Contractor will notify if the CART service requested need more than one resource.

The Contractor will ensure the CART resource stays connected to the platform in the event that a breakout room activity takes place where the CART resource isn't required to transcribe.

The Contractor will provide an emergency contact in case a problem occurs just before the start of a session.

The Contractor will ensure the CART resource joins the virtual platform 15 minutes prior to the start of the session to ensure connection and manage technical requirements.

5 business days prior to the training session, the Contractor will send to the College@ESDC the CART link that will enable the virtual delivery of services and the name of the CART resource.

At the request of the Contractor, the College@ESDC will provide all information and material that can help the Contractor to prepare for delivering the service. This material could include, for example, the presentation used during the training, job aids, etc. All materials will remain confidential and will be destroyed or returned.

It is the responsibility of the Contractor to ensure that the CART resource has the capacity to connect to the collaboration platform chosen by the College@ESDC to deliver the training session. In the event that the CART resource fails to connect to the collaboration platform and no service is received, no fee will be paid to the Contractor.

Invoicing

- For virtual CART Service, service time is considered to begin at the time CART stream become active, 15 minutes prior to requested start time.
- The invoice should reflect the exact service time.
- Invoices will contain the date, time and a detailed breakdown of fees.

Cancellations

The College@ESDC can cancel a CART service request at any time by contacting the Contractor.

5 business days' or more prior to the date scheduled	No cancellation fee
3 of 4 business days' prior to the date scheduled	Cancellation fee: 50% of the cost of the services requested for this date
2 business days' or less prior to the date scheduled	Cancellation fee: 100% of the cost of the services requested for this date

5.0 Constraints

All materials shared by the College@ESDC to assist the Contractor in the delivery CART service will remain confidential. The shared materials will be destroyed or returned.



6.0 Deliverables, milestones and schedule

The Contractor must ensure the virtual delivery of CART service according to the following standards:

- Provide the CART link that will enable the virtual delivery of services and the name of the CART resource 5 business days prior to the training session.
- Provide an emergency contact in case a problem occurs just before the start of a session.
- Connect to the audio source and start CART stream 15 minutes prior to requested start time.
- Stay connected to the virtual platform for the agreed time.
- Transcribe at a speed of at least 180 words per minute.
- Transcribe with a 96% verbatim accuracy rate.
- Ensure understanding of participants by adding explanatory notes when subtleties, nuances or exchanges need to be explained.
- Transcribe while ensuring the quality of the language: spelling, grammar, punctuation.

7.0 Work Location

Simultaneous transcription services (CART) will be delivered virtually or on-site, depending on the request.

8.0 Performance and Monitoring

The Contractor's service delivery performance will be done according to the following criteria:

- Respect of deadlines.
- Delivery of services according to timelines and service standards.
- Speed of transcription (at least 180 words per minute).
- Transcription accuracy rate of 96%.
- Language quality.
- Addition of explanatory notes that help understanding.

In the event that the College@ESDC is dissatisfied with the performance of a resource, the Contractor undertakes to find a substitute resource whose professional qualifications meet those set out in the Statement of Work to deliver the other CART service requests awarded.

ANNEX "B"

BASIS OF PAYMENT

Financial Bid Submission Requirements

- (a) Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.
- (b) The Bidder must submit their financial bid in accordance with the Basis of Payment.
- (c) All prices are in Canadian dollars.
- (d) Applicable Taxes are extra.

Firm Unit Prices

	Unit of Measurement	Firm Unit Price(s)
Contract Award to one year following contract award	Per hour	\$
Option Year 1	Per hour	\$
Option Year 2	Per hour	\$

It is mandatory that all blocks of the Basis of Payment be completed by indicating a price or by indicating 'not applicable' for requirements not included in the offer.

The offerors MUST provide unit prices in the unit requested. If the offeror's offer contains pricing in a unit other than the ones requested, their offer will be found non-compliant and no further evaluation will be done.

The offeror is required to submit firm, all-inclusive unit rates, as detailed above, GST/HST extra if applicable. All prices are inclusive of all expenses incurred in the performance of the work including, long distance calls, any direct costs, any other cost reimbursable items.

Travel and Living Expenses – National Joint Council Travel Directive

The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the *National Joint Council Travel Directive* and with the other provisions of the directive referring to "travelers", rather than those referring to "employees".

All payments are subject to government audit.

ANNEX "C"

MANDATORY TECHNICAL CRITERIA AND MANDATORY RATED CRITERIA

	MANDATORY CRITERIA	REFERENCED SECTION IN OFFEROR'S PROPOSAL	MET / NOT MET						
M1	<p>Experience The Offeror must demonstrate that they have at least three (3) years' experience in providing CART service in the indicated language(s), as outlined in the statement of work, within the last five (5) years from the closing date of this request for Standing Offer.</p>								
M2	<p>The Offeror must provide two (2) projects that aimed to deliver CART service <u>virtually</u> within the last three (3) years from the closing date of this request for Standing Offer. If submitting an offer for one language (English or French), both (2) projects must be for the language being offered. If submitting an offer for both English and French, one (1) of the projects submitted must be for English and one (1) project for French.</p> <p>For <u>each</u> of the projects, the Offeror must provide:</p> <ul style="list-style-type: none"> a) The name and contact information of the client. b) The start and end dates of the project. c) Description of the project and the work performed. d) Timelines for responding to the service request and confirming the availability of CART resource(s) to deliver the services. Also, a detailed explanation of how the timelines were managed to ensure that they were met. e) Timelines for the virtual delivery of CART services. This includes send the CART link for the virtual delivery of services in a timely manner, and connect to the audio source and start CART stream in a timely manner. Also, a detailed explanation of how timelines were managed to ensure that they were met for the virtual delivery of services. f) The means and resources used to deliver CART service according to the following standards: 180 words per minute with a 96% verbatim accuracy rate. The names and the professional qualifications of the CART resource(s) used to deliver services. g) Language 								
M3	<p>The Offeror must clearly indicate the language(s) they are submitting an offer for by selecting the appropriate options in the table below.</p> <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th></th> <th>LANGUAGE</th> </tr> </thead> <tbody> <tr> <td>ENGLISH</td> <td></td> </tr> <tr> <td>FRENCH</td> <td></td> </tr> </tbody> </table>		LANGUAGE	ENGLISH		FRENCH			
	LANGUAGE								
ENGLISH									
FRENCH									

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Point Rated Technical Criteria

Only offers that meet all of the Mandatory requirements will be considered in the evaluation of the Rated Requirements. To be considered responsive, an offer must obtain a minimum score of 70% for each of the point rated criteria.

The Offeror should describe the organizational approach, work and administrative processes, and methodology that will be used to meet the Statement of Work requirements listed in the table below. The approach, processes and methodology should demonstrate an understanding of the requirement and should clearly outline how the Offeror is organized to meet virtual CART service requests on an as-needed basis.

R.1 ORGANIZATIONAL CAPACITY AND PROCESSES (maximum 80 points / 56 points minimum)

Criteria	Criterion is not met 0%	Criterion is partially met 50%	Criterion is fully met 100%
a) Ability to provide CART service on an as-needed basis. (max 10 points)	The information provided was unsuitable, insufficient, or not present.	-is described but is unclear and does not fully demonstrate the ability to provide CART service on an as-needed basis.	-is complete and detailed and demonstrates the ability to provide CART service on an as-needed basis.
b) Ability to respond to a CART service request and confirm the availability of a CART resource according to timelines. (max 10 points)	The information provided was unsuitable, insufficient, or not present.	-is described but is unclear and does not fully demonstrate the ability to respond to a CART service request and confirm the availability of a CART resource according to timelines.	-is complete and detailed and demonstrates the ability to respond to a CART service request and confirm the availability of a CART resource according to timelines.
c) Ability to act in a timely manner in the delivery of CART service. More precisely: - send the CART link for the virtual delivery of service in a timely manner - connect to the audio source and start CART stream in a timely manner. (max 10 points)	The information provided was unsuitable, insufficient, or not present.	-is described but is unclear and does not fully demonstrate the ability to act in a timely manner in the delivery of CART service. More precisely: - send the CART link for the virtual delivery of service in a timely manner - connect to the audio source and start CART stream in a timely manner.	-is complete and detailed and demonstrates the ability to act in a timely manner in the delivery of CART service. More precisely: - send the CART link for the virtual delivery of service in a timely manner - connect to the audio source and start CART stream in a timely manner.
d) Ability to provide CART service on a flexible schedule to accommodate different time zones.	The information provided was unsuitable, insufficient, or not present.	-is described but is unclear and does not fully demonstrate the ability to provide CART service on a	-is complete and detailed and demonstrates the ability to provide CART service on a

(max 10 points)		flexible schedule to accommodate different time zones.	flexible schedule to accommodate different time zones.
e) Ability to meet urgent requests. (max 10 points)	The information provided was unsuitable, insufficient, or not present.	-is described but is unclear and does not fully demonstrate the ability to meet urgent requests.	-is complete and detailed and demonstrates the ability to meet urgent requests.
f) Ability to deliver CART service virtually according to the technological requirements described in the Statement of Work: • Capacity to deliver remotely to computers, projector screens, tablets or handheld device. (Max 10 points) • Capacity to connect to phone calls, webinars, Zoom, Skype, Microsoft Teams and other collaboration platforms. (Max 10 points) • Capacity to deliver CART service through reader-friendly fonts and formats. (Max 10 points) (max 30 points in total)	The information provided was unsuitable, insufficient, or not present.	-is described but is unclear and does not fully demonstrate the ability to deliver CART service virtually according to the technological requirements described in the Statement of Work. • Capacity to deliver remotely to computers, projector screens, tablets or handheld device. (Max 5 points) • Capacity to connect to phone calls, webinars, Zoom, Skype, Microsoft Teams and other collaboration platforms. (Max 5 points) • Capacity to deliver CART service through reader-friendly fonts and formats. (Max 5 points)	-is complete and detailed and demonstrates the ability to deliver CART service virtually according to the technological requirements described in the Statement of Work. • Capacity to deliver remotely to computers, projector screens, tablets or handheld device. (Max 10 points) • Capacity to connect to phone calls, webinars, Zoom, Skype, Microsoft Teams and other collaboration platforms. (Max 10 points) • Capacity to deliver CART service through reader-friendly fonts and formats. (Max 10 points)

R.2 QUALITY OF CART SERVICE (maximum 30 points / 21 points minimum)

The Offeror must demonstrate its ability to deliver CART service according to the following standards: 180 words per minute with a 96% verbatim accuracy rate. The contractor must demonstrate how it can ensure that CART services are delivered in accordance with this requirement.

The Offeror must demonstrate its ability to deliver CART service in a quality language in terms of spelling, grammar and punctuation.

The Offeror must demonstrate its ability to provide a substitute CART resource when the services received by a resource are deemed unsatisfactory.

Criteria	Criterion is not met 0%	Criterion is partially met 50%	Criterion is fully met 100%
a) Ability to provide	The information	-is described but is	-is described and

<p>CART service according to the following standards: 180 words per minute with a 96% verbatim accuracy rate. (max 10 points)</p>	<p>provided was unsuitable, insufficient, or not present.</p>	<p>unclear and does not fully demonstrate the ability to provide CART service according to the following standards: 180 words per minute with a 96% verbatim accuracy rate.</p>	<p>clearly demonstrates the ability to provide CART service according to the following standards: 180 words per minute with a 96% verbatim accuracy rate.</p>
<p>b) Ability to deliver CART service in quality language in terms of spelling, grammar and punctuation. (max 10 points)</p>	<p>The information provided was unsuitable, insufficient, or not present.</p>	<p>-is described but is unclear and does not fully demonstrate the ability to provide CART service in quality language in terms of spelling, grammar and punctuation.</p>	<p>-is described and clearly demonstrates the ability to provide CART service in quality language in terms of spelling, grammar and punctuation.</p>
<p>c) Ability to provide a substitute CART resource when the services received by a resource are deemed unsatisfactory. (max 10 points)</p>	<p>The information provided was unsuitable, insufficient, or not present.</p>	<p>-is described but is unclear and does not fully demonstrate the ability to provide a substitute CART resource when the services received by a resource are deemed unsatisfactory.</p>	<p>-is complete and detailed and demonstrates the ability to provide a substitute CART resource when the services received by a resource are deemed unsatisfactory.</p>

R.3 EXPERIENCE AND EXPERTISE OF THE FIRM (maximum 60 points / 42 points minimum)

The Offeror's projects in connection with the virtual delivery of CART service as submitted in M2 will be evaluated.

For each of the projects, the Offeror must provide:

- a) The name and contact information of the client.
- b) The start and end dates of the project.
- c) Description of the project and the work performed.
- d) Timelines for responding to the service request and confirming the availability of CART resource(s) to deliver the services. Also, a detailed explanation of how the timelines were managed to ensure that they were met.
- e) Timelines for the virtual delivery of CART services. This includes send the CART link for the virtual delivery of services in a timely manner, and connect to the audio source and start CART stream in a timely manner. Also, a detailed explanation of how timelines were managed to ensure that they were met for the virtual delivery of services.
- f) The means and resources used to deliver CART service according to the following standards: 180 words per minute with a 96% verbatim accuracy rate. The names and the professional qualifications of the CART resource(s) used to deliver services.
- g) Language

Criteria	Criterion is not met 0%	Criterion is partially met 50%	Criterion is fully met 100%
a) Ability to respond to a service request and confirm the availability of a CART resource(s) according to timelines. (maximum 20 points- 10 points per project)	The information provided was unsuitable, insufficient, or not present.	-is described but is unclear and does not fully demonstrate the ability to respond to a service request and confirm the availability of a CART resource(s) according to timelines.	-is complete and detailed and demonstrates the ability to respond to a service request and confirm the availability of a CART resource(s) according to timelines.
b) Ability to act in a timely manner in the delivery of CART service. More precisely: - send the CART link for the virtual delivery of service in a timely manner - connect to the audio source and start CART stream in a timely manner. (maximum 20 points- 10 points per project)	The information provided was unsuitable, insufficient, or not present.	-is described but is unclear and does not fully demonstrate the ability to act in a timely manner in the delivery of CART service. More precisely: - send the CART link for the virtual delivery of service in a timely manner - connect to the audio source and start CART stream in a timely manner.	-is complete and detailed and demonstrates the ability to act in a timely manner in the delivery of CART service. More precisely: - send the CART link for the virtual delivery of service in a timely manner - connect to the audio source and start CART stream in a timely manner.
c) Ability to provide CART service according to the following standards: 180 words per minute with a 96% verbatim	The information provided was unsuitable, insufficient, or not present.	-is described but is unclear and does not fully demonstrate the ability to provide CART service according to the	-is complete and detailed and demonstrates the ability to provide CART service according to the

accuracy rate. (maximum 20 points- 10 points per project)		following standards: 180 words per minute with a 96% verbatim accuracy rate.	following standards: 180 words per minute with a 96% verbatim accuracy rate.
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