

Request for Proposal

For

**Online Learning Catalog for the
Parliamentary Protective Services**

Request for Proposal No: PPS-RFP-2021-069

Date of Issue: 2021-03-10

Submission Deadline: 2021-04-07

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PART 1 – INTRODUCTION

1.1 **Invitation to Bidders**

This Request for Proposals (“the RFP”) issued by the Parliamentary Protective Service (PPS) is an invitation to submit non-binding offers for the provision of the **Online Learning Catalog for the Parliamentary Protective Services** as further described in Appendix D, for the prices established in Appendix C. The Bidder selected pursuant to this RFP process will be informed in writing. Bidders not selected will also be informed in writing.

Consortium or Joint Venture Proposals

Responses submitted by a Bidder that consists of more than one legal entity or person (such as consortia or joint ventures) will be accepted with the understanding that PPS shall regard only one of the parties of the consortium or joint venture as the prime Supplier. Responses shall clearly indicate which party is the prime Supplier. The prime Supplier shall be solely accountable for all additional parties. PPS will enter into an agreement only with the prime supplier.

1.2 **Type of Agreement for Deliverables**

It is the Parliamentary Protective Service’s intention to enter into an agreement with one legal entity. **The term of the agreement is to be for a period of three (3) years, with options in favour of the Parliamentary Protective Service to extend the agreement on the same terms and conditions for up to (2) two year period.**

1.3 **No guarantee of Volume of Work or Exclusivity of Agreement**

The Parliamentary Protective Service makes no guarantee of the value or volume of work to be assigned to the successful Bidder. The agreement to be negotiated with the selected Bidder will not be an exclusive agreement for the provision of the described deliverables. The Parliamentary Protective Service may put in place an agreement with others for the same or similar deliverables to those described in the RFP or may obtain the same or similar deliverables internally.

1.4 **Submission Instructions**

1.4.1 Bidders must submit their response in accordance with the following timetable and instructions.

Issue Date of RFP	2021-03-10
Deadline for Questions	2021-03-31 at 14:00 EST
Submission Deadline	2021-04-07 at 14:00 EST

The above timetable is a tentative schedule, and may be amended by the Parliamentary Protective Service at any time.

Bidders must submit their Submission Form (Appendix B) in the form prescribed herein by the Submission Deadline to the Parliamentary Protective Service Contact identified below in the manner set out below:

1.4.2 Parliamentary Protective Service Contact:
Anne McMartin
E-mail: Anne.McMartin@pps-spp.parl.gc.ca

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PART 1 – INTRODUCTION

- 1.4.3 Responses must be submitted electronically to the email address listed above. No hard copies will be accepted.
- 1.4.4 Bidders are solely responsible for the delivery of their responses in the manner and time prescribed. Responses received after the Submission Deadline will be rejected.
- 1.4.5 All responses must include the following mandatory forms:
 - 1.4.5.1 Proposal Submission Form (Appendix B), completed in its entirety and signed by an authorized representative of the Bidder;
 - 1.4.5.2 Pricing Structure Form (Appendix C), completed in accordance with the instructions contained within Appendix C, Pricing Structure Form.
 - 1.4.5.3 Other than inserting the information requested on these mandatory forms, a Bidder may not make any changes to any of the forms.

1.5 **Communications During Solicitation Period**

- 1.5.1 Unless otherwise specified, all enquiries concerning this RFP must be received by email no later than 14:00:00 (2 O'Clock pm) on March 31st, 2021 to the following PPS contact:
Anne McMartin
Procurement
155 Queen Street, 4th Floor
Ottawa ON K1A 0B8
Email: Anne.McMartin@pps-spp.parl.gc.ca
- 1.5.2 All questions submitted by Bidders by email to the PPS Contracting Authority will be deemed to be received once the email has entered the PPS' email inbox. No such communications are to be directed to anyone other than the PPS Contracting Authority named above in clause 1.5.1. Questions received after the closing time may not be answered.
- 1.5.3 PPS is under no obligation to provide additional information, and PPS will not be responsible for any information provided by or obtained from any source other than the PPS Contracting Authority.
- 1.5.4 It is the responsibility of the Bidder to seek clarification from the PPS Contracting Authority prior to the time set out in clause 1.5.1 on any matter it considers to be unclear. PPS will not be responsible for any misunderstanding on the part of the Bidder concerning the RFP or the procurement process.

1.6 **Amendment and Withdrawal of Responses**

- 1.6.1 Bidders may amend their responses prior to the closing date of the RFP by submitting the amendment electronically to the PPS email address listed in 1.4.2. The amendment must contain the RFP title and number and the full legal name of the Bidder. Any such amendment should clearly indicate which part of the response the amendment is intended to replace.

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PART 1 – INTRODUCTION

- 1.6.2 At any time throughout the RFP process, a Bidder may withdraw a submitted response. To effect a withdrawal, a notice of withdrawal must be sent to the Parliamentary Protective Service Contact and must be signed by an authorized representative. The Parliamentary Protective Service is under no obligation to return withdrawn responses.

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PART 2 – EVALUATION OF PROPOSALS

2.1 Evaluation of Responses

- 2.1.1 An Evaluation Team has been assembled to review the responses, assess their compliance against the selection and evaluation criteria of this RFP, and consider accepting the responses of one or more compliant Bidders. The criteria to be used by the Evaluation Team to assess and rate the responses are shown in Appendix E, Evaluation Criteria and Financial Evaluation. All aspects of the criteria should be thoroughly addressed by Bidders. Those Bidders responding with unqualified phrases such as "we comply", will not be rated as highly as those Bidders that described in some detail just how they comply.
- 2.1.2 While price is a factor in the selection of the successful Bidder(s), other criteria are weighted and will be evaluated accordingly.

2.2 Stages of Evaluations

The evaluation of responses will be conducted in the following stages:

2.2.1 **Stage I – Mandatory Criteria, Submission and Rectification**

Submission and Rectification Period

Stage I will consist of a review to determine which responses are complete and provide all required information to perform the subsequent stages of evaluation.

Only those Bidders whose responses meet the mandatory criteria, as described in Appendix E, Table 1 – Mandatory Criterion (Stage I), will proceed to Stage II.

Bidders who have submitted an incomplete response as of the Submission Deadline will be provided an opportunity to rectify any deficiencies related to completeness within the Rectification Period.

The Rectification Period will begin to run from the date and time that the Parliamentary Protective Service issues its rectification notice to a Bidder. During the Rectification Period, Bidders may not make changes to their responses, except to provide requested information necessary to complete the response.

At the end of the Rectification Period, responses which remain incomplete will be deemed non-compliant and excluded from further consideration. Responses that are deemed complete at the end of the Rectification Period will proceed to Stage II of the evaluation process.

- 2.2.2 **Stage II will consist of a scoring on the basis of the Rated Criteria as set out in Appendix E.** Subject to the Terms of Reference and Governing Law, the top-ranked Bidder as established under the evaluation will be selected to enter into an agreement for the provision of the Deliverables. The selected Bidder will be expected to enter into an agreement within the timeframe specified in the selection notice. Failure to do so may, among other things, result in the disqualification of the Bidder and the selection of another Bidder, or the cancellation of the RFP.

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PART 2 – EVALUATION OF PROPOSALS

2.3 **Mandatory Requirements**

2.2.1 **Submission Form**

Each response must include a Submission Form (Appendix B) completed and signed by the Bidder.

2.2.2 **Pricing Form**

Bidders must complete the Pricing Structure Form (Appendix C) and include with its response.

2.3 **Rated Criteria**

In addition to submitting the Proposal Submission Form, noted above, Bidders should respond to the non-price factors described in Appendix E.

2.4 **Tie Score**

In the event of a tie score, the selected Bidder will be determined by way of a coin toss.

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PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS

3.1 **BIDDERS TO FOLLOW INSTRUCTIONS**

Bidders should structure their responses in accordance with the instructions in the RFP. Where information is requested in the RFP, any response made in a proposal should reference the applicable clause numbers of the RFP where that request was made.

In the event of any discrepancies between the English and French versions of this RFP, the English version of the RFP document will prevail.

In the event of any discrepancies between the notice posted on Buy and Sell and this RFP document, the information in this RFP document will prevail.

3.2 **COMMUNICATION OF RFP DOCUMENTS AND ADDENDA**

The Parliamentary Protective Service will only post RFP documents and any associated Addenda via email.

3.3 **INFORMATION IN RFP AN ESTIMATE ONLY**

The Parliamentary Protective Service makes no representation, warranty or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda. Any quantities shown or data contained in the RFP or provided by way of addenda are estimates only and are for the sole purpose of indicating to Bidders the general size of the opportunity. It is the Bidder's responsibility to avail itself of all the necessary information to prepare a proposal in response to the RFP.

3.4 **BIDDERS SHALL BEAR THEIR OWN COSTS**

Each Bidder shall bear all costs associated with or incurred in the preparation and presentation of its response, including, if applicable, costs incurred for acceptance testing or presentations.

3.5 **COMMUNICATION AFTER ISSUANCE OF RFP**

3.5.1 **Bidders to Review RFP**

3.5.1.1 Bidders should promptly examine all of the documents comprising the RFP, and

- (a) report any errors, omissions or ambiguities; and
- (b) direct questions or seek additional information by email to the Parliamentary Protective Service Contact as set out in Part 1, clause 1.4.2.

3.5.1.2 The Parliamentary Protective Service is under no obligation to provide additional information, and the Parliamentary Protective Service is not responsible for any information provided by or obtained from any source other than the Parliamentary Protective Service Contact.

3.5.1.3 It is the responsibility of the Bidder to seek clarification from the Parliamentary Protective Service Contact on any matter it considers to be unclear. The Parliamentary Protective Service is not responsible for any misunderstanding on the part of the Bidder concerning the RFP or the procurement process.

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PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS

3.5.2 All New Information to Bidders by Way of Addenda

3.5.2.1 The RFP may be amended only by an addendum in accordance with this clause. If the Parliamentary Protective Service, for any reason, determines that it is necessary to provide additional information relating to the RFP, such information will be communicated to all Bidders by addenda. Each addendum forms an integral part of the RFP.

3.5.2.2 Such addenda may contain important information, including significant changes to the RFP. Bidders are responsible for obtaining all addenda issued by the Parliamentary Protective Service. In the Proposal Submission Form (Appendix B), Bidders should confirm their receipt of all addenda by setting out the number of each addendum in the space provided.

3.5.3 Post-Deadline Addenda and Extension of Submission Deadline

If any addendum is issued after the Deadline for Issuing Addenda (if applicable), the Parliamentary Protective Service may at its discretion extend the Submission Deadline for a reasonable amount of time.

3.5.4 Verify, Clarify & Supplement

When evaluating responses, the Parliamentary Protective Service may request further information from the Bidder or third parties in order to verify, clarify or supplement the information provided in the Bidder's response. The Parliamentary Protective Service may revisit and re-evaluate the Bidder's response or ranking on the basis of any such information.

3.5.5 No Incorporation by Reference

The entire content of the Bidder's response should be submitted in a fixed form (PDF format).

The content of websites or other external documents referred to in the Bidder's response will not be considered to form part of its response. Bidders should include any reference material they wish to be considered for evaluation within their response. Any material or documents outside the response will not be considered. Should a Bidder wish to provide screen shots of its website for evaluation, copies or printouts of website material should be included within the response. URL links to the Bidder's website will not be considered by the Parliamentary Protective Service Evaluation Team.

3.5.6 Responses to be retained by the Parliamentary Protective Service

The Parliamentary Protective Service will not return the response or any accompanying documentation submitted by a Bidder.

3.6 NEGOTIATIONS, NOTIFICATION AND DEBRIEFING

3.6.1 Selection of Highest-Ranked Bidder

The highest-ranked Bidder, as established under Part 2, Evaluation of Responses, will receive a written invitation to enter into negotiations with the Parliamentary Protective Service.

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PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS

3.6.2 Timeframe for Negotiations

The Parliamentary Protective Service intends to conclude negotiations with the highest-ranked Bidder within **five (5) business days** commencing from the date the Parliamentary Protective Service invites the highest-ranked Bidder to enter negotiations. A Bidder invited to enter into negotiations should therefore be prepared to provide requested information in a timely fashion and to conduct its negotiations expeditiously.

3.6.3 Process Rules for Negotiation

Any negotiations will be subject to the process rules contained in this Part 3, Terms and Conditions of the Procurement Process and Appendix B, Proposal Submission Form and will not constitute a legally binding offer to enter into an agreement on the part of the Parliamentary Protective Service or the Bidder. Negotiations may include requests by the Parliamentary Protective Service for supplementary information from the Bidder to verify, clarify or supplement the information provided in its response or to confirm the conclusions reached in the evaluation, and may include requests by the Parliamentary Protective Service for improved pricing from the Bidder.

3.6.4 Terms and Conditions

The terms and conditions that will form any resulting agreement will be provided to the highest-ranked Bidder prior the commencement of the negotiation process, and will form the starting point for negotiation.

3.6.5 Failure to Enter Into Agreement

Bidders should note that if the parties cannot execute an agreement within the allotted five (5) business days, the Parliamentary Protective Service may invite the next highest-ranked Bidder to enter into negotiations. In accordance with the process rules in this Part 3, Terms and Conditions of the Procurement Process and clause 2 of Appendix B, the Proposal Submission Form, there will be no legally binding relationship created with any Bidder prior to the execution of a written agreement. With a view to expediting agreement formalization, at the midway point of the above-noted timeframe, the Parliamentary Protective Service may elect to initiate concurrent negotiations with the next-highest-ranked Bidder. Once the above-noted timeframe lapses, the Parliamentary Protective Service may discontinue further negotiations with the highest-ranked Bidder. This process will continue until an agreement is formalized, until there are no more Bidders remaining that are eligible for negotiations or until the Parliamentary Protective Service elects to cancel the procurement process.

3.6.6 Notification to Other Bidders

Other Bidders that become eligible for negotiations will be notified at the commencement of their respective negotiations. Once an agreement is executed between the Parliamentary Protective Service and a Bidder, the other Bidders may be notified directly in writing and/or will be notified by public posting in the same manner that the RFP was originally posted of the outcome of the procurement process and the award of the agreement.

3.6.7 Debriefing

Bidders may request a debriefing after receipt of a notification of award. All requests must be in writing to the Parliamentary Protective Service Contact and must be made within thirty (30) calendar days of notification of award. The intent of the debriefing information session is to aid the Bidder in

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PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS

presenting a better response in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process.

3.7 CONFLICT OF INTEREST AND PROHIBITED CONDUCT

3.7.1 Conflict of Interest

The Parliamentary Protective Service may disqualify a Bidder for any conduct, situation or circumstances, as solely determined by the Parliamentary Protective Service, that constitutes a Conflict of Interest. For the purposes of this clause, “Conflict of Interest” will have the meaning ascribed to it in clause 7 of the Proposal Submission Form (Appendix B).

3.7.2 Prohibited Bidder Communications

Bidders will not engage in any communications as described in clause 7.1.2 of the Proposal Submission Form (Appendix B). Bidders should also take note of the Conflict of Interest declaration set out in the Proposal Submission Form (Appendix B).

3.7.3 Bidder Not to Communicate with Media

Bidders may not at any time directly or indirectly communicate with the media in relation to the RFP or any agreement awarded pursuant to the RFP without first obtaining the written permission of the Parliamentary Protective Service Contact.

3.7.4 No Lobbying

Bidders may not in relation to the RFP or the evaluation and selection process in respect thereof, engage in any form of political or other lobbying whatsoever to influence the selection of the approved Bidder(s). Further, no Bidder or any person affiliated to a Bidder will attempt to communicate in relation to the RFP or a Bidder’s response, directly or indirectly, with any director, officer, employee or other representative of the Parliamentary Protective Service, except as expressly directed or permitted by the RFP.

3.7.5 Illegal or Unethical Conduct

Bidders will not engage in any illegal bidding practices, including such activities as bid-rigging, price-fixing, bribery, fraud or collusion. Bidders will not engage in any unethical conduct, including lobbying or other inappropriate communications, offers of gifts to Parliamentary Protective Service employees, deceitfulness, submitting responses containing misrepresentations or other misleading or inaccurate information, or any other conduct that compromises or may be seen to compromise the procurement process.

3.7.6 Past Performance or Inappropriate Conduct

The Parliamentary Protective Service may prohibit a supplier from participating in a procurement process based on past performance or based on inappropriate conduct in a prior procurement process, and such inappropriate conduct includes but is not be limited to the following: (a) the submission of quotations containing misrepresentations or any other inaccurate, misleading or incomplete information; (b) the refusal of a supplier to honour its pricing or other commitments made in a response or bid; or (c) any other conduct, situation or circumstance, as solely determined by the Parliamentary Protective Service, that constitutes a Conflict of Interest. For the purposes of this clause, “Conflict of Interest” will have the meaning ascribed to it in the Proposal Submission Form (Appendix B).

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PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS

3.8 **CONFIDENTIAL INFORMATION**

3.8.1 All information provided by or obtained from the Parliamentary Protective Service in any form in connection with the RFP either before or after the issuance of the RFP

3.8.1.1 is the sole property of the Parliamentary Protective Service and must be treated as confidential;

3.8.1.2 is not to be used for any purpose other than replying to the RFP and the execution of any subsequent agreement;

3.8.1.3 must not be disclosed without prior written authorization from the Parliamentary Protective Service; and

3.8.1.4 will be returned by the Bidders to the Parliamentary Protective Service immediately upon the request of the Parliamentary Protective Service.

3.8.2 **Confidential Information of Bidder**

Bidders should identify any information in their response or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the Parliamentary Protective Service. The confidentiality of such information will be maintained by the Parliamentary Protective Service, except as otherwise required by law or by order of a court or tribunal. Bidders are advised that their responses will, as necessary, be disclosed on a confidential basis, to the Parliamentary Protective Service's advisors retained for the purpose of evaluating or participating in the evaluation of their responses. If a Bidder has any questions about the collection and use of information pursuant to the RFP, questions are to be submitted to the Parliamentary Protective Service Contact.

3.9 **PROCUREMENT PROCESS NON-BINDING**

3.9.1 **No Contract A and No Claims**

The procurement process is not intended to create and does not create a Contract A bidding process nor any contractual or other legally enforceable obligations. The procurement process is instead governed by the law applicable to direct commercial negotiations. For greater certainty and without limitation:

3.9.1.1 Neither the Bidder nor the Parliamentary Protective Service has the right to make any claims (in contract, tort, or otherwise) against the other with respect to the award of an agreement, failure to award an agreement or failure to honour a response to the RFP.

3.9.2 **No agreement until execution of written agreement**

The procurement process is intended to identify prospective suppliers for the purposes of negotiating potential agreements. No legal relationship or obligation regarding the procurement of any good or service will be created between a Bidder and the Parliamentary Protective Service by the procurement process. An agreement will only exist following successful negotiation and execution of a written agreement for the acquisition of goods and/or services.

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PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS

3.9.3 **Non-binding price estimates**

While the pricing information provided with responses will be non-binding prior to the execution of a written agreement, such information will be assessed during the evaluation of responses and the ranking of the Bidders. Any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could have an adverse impact on any such evaluation, ranking or agreement award.

3.9.4 **Disqualification for Misrepresentation**

The Parliamentary Protective Service may disqualify the Bidder or rescind an agreement subsequently entered into if the Bidder's response contains misrepresentations or any inaccurate, misleading or incomplete information.

3.9.5 **References and Past Performance**

The Parliamentary Protective Service's evaluation may include information provided by the Bidder's references and may also consider the Bidder's past performance on previous agreements with the Parliamentary Protective Service.

3.9.6 **Cancellation**

The Parliamentary Protective Service may cancel or amend this procurement process without liability at any time.

3.10 **GOVERNING LAW AND INTERPRETATION**

3.10.1 **Governing Law**

The terms and conditions in this Part 3, Terms and Conditions of the Procurement Process are:

3.10.1.1 included for greater certainty and are intended to be interpreted broadly and separately (with no particular provision intended to limit the scope of any other provision);

3.10.1.2 non-exhaustive (and will not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations); and

3.10.1.3 to be governed by and construed in accordance with the laws of the province of Ontario and the federal laws of Canada applicable therein.

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A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

1. **GOVERNING LAWS AND JURISDICTION**

The Framework Agreement shall, for all purposes, be governed by and construed in accordance with the laws of the Province of Ontario. The Supplier irrevocably attorns to the exclusive jurisdiction of the courts of Ontario with respect to any matter arising under or related to this agreement and related purchase orders.

2. **PRIORITY OF DOCUMENTS**

The documents specified below form part of and are incorporated into the Framework Agreement. If there is a discrepancy between the wordings of any documents that appear on the list, the wording of the document that first appears shall prevail over the wording of any document that subsequently appears on the list.

- 2.1. Section A, Framework Agreement Terms and Conditions;
- 2.2. Section B, Statement of Requirements;
- 2.3. Section C, Pricing Structure;
- 2.4. Appendix A, Resulting Purchase Orders Terms and Conditions.

3. **TIME IS OF THE ESSENCE**

The work must be performed within or at the time stated in the Framework Agreement or any Purchase Order issued against the Framework Agreement.

4. **REQUIREMENT**

The Supplier shall use the methodology described in its proposal, provide the services required to meet the requirements set out in Section B, as specified in this Framework Agreement.

5. **STATUS OF CAPACITY**

The Supplier has represented and does hereby warrant that:

- 5.1 it has the personnel, experience, qualifications, equipment, facilities and all other skills and resources necessary to provide the goods and/or services to the Parliamentary Protective Service required herein and to do so in an efficient and timely manner, and
- 5.2 all goods and/or services provided under this agreement shall meet or exceed industry standards and shall be provided in accordance with applicable law.

6. **PERIOD OF FRAMEWORK AGREEMENT**

- 6.1 The Supplier will perform the tasks and provide the services outlined herein and any attached Schedules and/or Appendices, from the date of award for a period of three (3) years, in accordance with the Terms and Conditions listed herein.

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A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

- 6.2 The Parliamentary Protective Service reserves the irrevocable option of extending this agreement under the same terms and conditions for an additional two (2) one (1) year periods.
- 6.3 The last day of the term or any extension of the term of this agreement indicated on page one (1) shall be known as the expiry date. This is the last day that an order may be issued pursuant to this agreement. All such orders are to be honoured, notwithstanding that delivery will occur after the expiry date of the Framework Agreement. Delivery must be completed within thirty (30) days after the expiry date of this Framework Agreement. No order is to be issued pursuant to this Framework Agreement after the expiry date.

7. **PRICE CERTIFICATION**

Negotiated prices will be firm for the period of the Framework Agreement. Any subsequent price increase must be submitted and justified in writing with a thirty (30) calendar days' notice and must be approved by the Parliamentary Protective Service' Contracting Authority.

8. **LIMITATION OF EXPENDITURE**

No increase in the total liability of the Parliamentary Protective Service with regard to the price of the goods and/or services resulting from any design changes, modifications or interpretation of specifications, will be authorized or paid to the Supplier, unless such design changes, modifications or interpretations of specifications have been approved by the Parliamentary Protective Service' Contracting Authority in writing prior to their incorporation in the work.

9. **TRAVEL EXPENSE PROVISION**

The cost of the travel, accommodation and meals incurred by the Supplier are for the Supplier's account and will not be paid by the Parliamentary Protective Service.

10. **GOODS AND SERVICES TAX (GST) / HARMONIZED SALES TAX (HST)**

The GST or any other federal tax such as the HST is not included in the firm price. This tax, to the extent applicable, is to be shown separately on all invoices and will be paid by the Parliamentary Protective Service. The Supplier's federal tax registration number must appear on invoices when that federal tax is being charged. The Supplier agrees to bill and collect any applicable federal tax and to remit to the Canada Revenue Agency any federal tax received from the Parliamentary Protective Service.

11. **PROVINCIAL SALES TAX (PST) IN PROVINCES OTHER THAN QUEBEC**

- 11.1 The Parliamentary Protective Service is PST exempt, but is subject to GST and HST as indicated in clause 10.
- 11.2 If a PST license number or a signed certificate of exemption is required, it will be provided upon request. The Parliamentary Protective Service recognizes the requirements set out in the legislation of the provinces where PST applies and, as such, all purchasing orders, purchase documents, acquisition card forms and agreements issued by the Parliamentary Protective Service will make reference to the appropriate PST licence number.

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A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

12. QUEBEC SALES TAX (QST)

- 12.1 The Parliamentary Protective Service will pay the QST, if applicable.
- 12.2 The QST is not included in the firm price. This tax, to the extent applicable, is to be shown separately on all invoices. The Supplier agrees to invoice and collect from the Parliamentary Protective Service the QST and to further remit it to Revenue Quebec as required. The Supplier's QST registration number must appear on invoices when that tax is being charged.

13. PROVINCIAL ANCILLARY TAXES AND REGULATORY CHARGES

- 13.1 For the purpose of this clause, an ancillary tax is a tax levied pursuant to a provincial statute other than the provincial retail sales tax legislation or its equivalent and the primary aspect of which is to raise revenue, whereas a regulatory charge is a charge introduced in a provincial legislative instrument other than in retail sales tax legislation or its equivalent and whose primary purpose is to finance a regulatory scheme.
- 13.2 The Parliamentary Protective Service is exempt from paying any ancillary taxes, but agrees to pay any applicable regulatory charge. In the event that a regulatory charge applies, it will not be included in the firm price.

14. ORDER FORM

If the Parliamentary Protective Service wishes to acquire services pursuant to this Framework Agreement, the following terms and conditions will apply:

- 14.1 The Parliamentary Protective Service shall request services, using a Parliamentary Protective Service Purchase Order (PO).
- 14.2 It is understood and agreed that no contractual obligation exists until the Supplier's offer is accepted by the Parliamentary Protective Service in whole or in part by means of a PO. In addition, the liability of the Parliamentary Protective Service under this Framework Agreement shall be limited to the actual amount of services ordered under each PO and under no circumstances beyond the financial limitation specified herein unless otherwise agreed to between the parties and reflected with an amendment to this Framework Agreement or any resulting PO.
- 14.3 It is understood and agreed that the terms and conditions herein and as set out in as Appendix A, Terms and conditions for resulting Purchase Orders (as amended from time to time at the discretion of the Parliamentary Protective Service) shall apply to services covered by a PO.

15. PRICING

For the successful provision of the goods and services detailed herein, the Supplier shall be paid according to the pricing schedule of this Framework Agreement. The prices are excluded of any PST, QST, GST and HST taxes and should include all applicable Canadian customs and excise taxes, and are FOB Destination.

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A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

16. METHOD OF PAYMENT

- 16.1 Subject to the approval of the appropriate authority of the Parliamentary Protective Service, payment by the Parliamentary Protective Service for goods and/or services will be made within thirty (30) days following the date on which goods and/or services have been received in accordance with the terms and conditions of the agreement or within thirty (30) days following the date on which an invoice has been received by the Parliamentary Protective Service' Financial Management Operations, along with the substantiating documentation, whichever date is the later.
- 16.2 Final payment will not be made until all deliverables have been submitted and judged satisfactory by the Parliamentary Protective Service' Project Authority.
- 16.3 All invoices must indicate the above Framework Agreement number and any applicable PO number and are to be submitted by email to finance-finances@pps-spp.parl.gc.ca and/or to the PPS Project Authority named in Section 34.

17. CANCELLATION OF FRAMEWORK AGREEMENT

- 17.1 The Framework Agreement may be terminated at any time and for any reason by the Parliamentary Protective Service with a ten (10) working days written notice.
- 17.2 The Framework Agreement may be terminated in writing at the discretion of the Parliamentary Protective Service, without prior notice, if the Supplier is for any reason unable to provide the goods or services required under the Framework Agreement.
- 17.3 The Framework Agreement may be terminated at the discretion of the Parliamentary Protective Service if, during the term of the Framework Agreement all or any part of the property, goods or effects of the Supplier are at any time seized or taken in execution or by attachment or if the Supplier makes an unauthorized assignment or becomes bankrupt or insolvent.
- 17.4 Upon the termination of the Framework Agreement prior to the expiry date, the Supplier shall be entitled to be paid an amount that, by mutual agreement of both parties, is equal to the work performed by the Supplier for the Parliamentary Protective Service to the date of termination, less any amounts that have previously been paid to the Supplier and any expenses reasonably incurred.
- 17.5 In the event of termination, the Supplier must forthwith give to the Parliamentary Protective Service all completed work and work-in-progress, including all software, data, programs, systems documentation, research, reports, papers, materials and other information relating to the completed work and work-in-progress.

18. AMENDMENTS TO FRAMEWORK AGREEMENT

No modification to the Framework Agreement shall be valid unless it is in writing and signed by each party hereto. All proposed changes to the agreement must be submitted to the Parliamentary Protective Service' Contracting Authority identified in clause 34.

CONTINUATION

A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

19. **CONFIDENTIALITY**

- 19.1 All information relating to the affairs of the Parliamentary Protective Service or of its employees, to which the Supplier, or any officer or servant of the Supplier, becomes privy as a result of the work to be done under the agreement must be treated as confidential during and after the performance of the services.
- 19.2 Upon expiry or termination of the Framework Agreement, if requested by the Parliamentary Protective Service, the Supplier agrees to destroy all documentation and expunge all data received by the Supplier or any officer or servant of the Supplier from the Parliamentary Protective Service during the period of the Framework Agreement.

20. **INDEPENDENT SUPPLIER**

It is the intention of the parties that the agreement is for the performance of services and/or the provision of goods and the Supplier is engaged as an independent Supplier providing goods and/or services to the Parliamentary Protective Service, and that neither the Supplier nor his/her employees, agents or representatives are engaged as Parliamentary Protective Service employees, and are not subject to the terms and conditions of employment applicable to Parliamentary Protective Service employees.

21. **ASSIGNMENT OF FRAMEWORK AGREEMENT**

The Framework Agreement may not be assigned, sub-contracted or transferred in any manner by the Supplier without the prior written consent of the Parliamentary Protective Service' Contracting Authority and any assignment, subcontract, or transfer made without that consent is void and of no effect.

22. **NO IMPLIED OBLIGATIONS**

No implied obligation of any kind by or on behalf of the Parliamentary Protective Service shall arise from anything in the Framework Agreement, and the express covenants and agreements herein contained and made by the Parliamentary Protective Service are and shall be the only covenants and agreements upon which any rights against the Parliamentary Protective Service are to be founded; and, without limiting the generality of the foregoing, the Framework Agreement supersedes all communications, negotiations and prior arrangements, either written or oral, relating to the work and made prior to the execution date of the Framework Agreement.

23. **PERFORMANCE**

The Supplier will report the performance under the Framework Agreement to the Parliamentary Protective Service in whatever format and frequency the Parliamentary Protective Service may require.

24. **CONFLICT OF INTEREST**

- 24.1 No employees of the Parliamentary Protective Service shall be admitted to any share or part of the Framework Agreement or to any benefit arising there from.

CONTINUATION

A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

24.2 The Supplier must not extend entertainment, gifts, gratuities, discounts or special services regardless of value to Parliamentary Protective Service employees or their families. The Supplier has the responsibility to report to the Parliamentary Protective Service any attempts by Parliamentary Protective Service employees, their families, to obtain such favours.

25. PUBLIC CEREMONY AND/OR ADVERTISING

25.1 The Supplier must not allow or permit any public ceremony in connection with the Framework Agreement.

25.2 The Supplier must not erect or permit the erection of any sign or advertising without the Parliamentary Protective Services' prior written consent.

25.3 The Supplier agrees not to use the name of the Parliamentary Protective Service, or any reference to the Parliamentary Protective Service, in any manner of advertising.

26. SECURITY REQUIREMENTS

26.1 Where it is determined by the Parliamentary Protective Service that the Supplier or an employee of the Supplier will have access to Parliamentary Protective Service buildings, or to sensitive information or valuable assets, in the execution of this Framework Agreement, prior to the commencement of work the Parliamentary Protective Service may carry out a criminal records name check for any person who requires such access.

26.2 No criminal records check will be carried out without the consent of the person affected. Where consent is refused, the Parliamentary Protective Service reserves the right to determine that this person will not participate in any way in the execution of this Framework Agreement.

27. PRIVILEGES OF PPS AND DAMAGES TO PREMISES

27.1 Nothing in this Framework Agreement shall be construed as a modification or limitation of the privileges, immunities and powers of the Parliamentary Protective Service. The Parliamentary Protective Service retains at all times the control over the premises including access thereto.

27.2 Where the performance of the work requires the presence of the Supplier's personnel on Parliamentary Protective Service premises, the Supplier must take the same care of the premises occupied as it would its own property and will be responsible for any damage to the Parliamentary Protective Service premises or equipment caused by the negligence of its officers, employees, representatives, or agents.

28. INDEMNIFICATION

The Supplier hereby undertakes to save harmless and agrees to indemnify the Parliamentary Protective Service and its employees against any liability whatsoever (including any claims, demands, losses, damages, costs, charges and expenses) that is incurred by the Parliamentary Protective Service and its employees as a direct or indirect result of the conduct of the Supplier, its agents, employees, representatives, or anyone acting on its behalf in the performance of this Framework Agreement.

CONTINUATION

A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

29. PROPRIETARY RIGHTS

All software, data, programs, system documents, research, reports, papers, material and information owned by the Supplier and used in the performance of the services under this agreement are, and will remain, the property of the Supplier, unless otherwise agreed by both parties. All software, data, programs, system documents, research, reports, papers, material, information, trademarks, patents, copyrights and industrial designs arising out of the Supplier's performance of its obligations under this agreement and paid for by the Parliamentary Protective Service under this agreement are the property of the Parliamentary Protective Service and neither the Supplier nor any officer, employee, representative, or agent of the Supplier shall divulge, release, or publish anything related to performance under this Framework Agreement without first obtaining the written permission of the Parliamentary Protective Service's Project Authority.

30. LICENCES AND PERMITS

The Supplier will be solely responsible for obtaining from the regulatory authorities under whose jurisdiction it operates and to which it is subject, all approvals, licences, certificates or other requirements connected with the subject matter of this Framework Agreement, including licences to use copyrighted software in the performance of the work. The Supplier must, upon request, provide copies of any documents evidencing such approval, licences, certificates or other requirements to the Parliamentary Protective Service's Project Authority.

31. ENVIRONMENTAL PRACTICES

The Supplier shall maintain or exceed the environmental practices indicated in its offer for the duration of the Framework Agreement.

32. REPRESENTATION

The Supplier and the Parliamentary Protective Service shall each appoint a representative to discuss any problems arising pursuant to the provisions contained in the Framework Agreement. The representative so appointed by the Parliamentary Protective Service shall be the Parliamentary Protective Service's Project Authority as referred to in this Framework Agreement.

33. PARLIAMENTARY PROTECTIVE SERVICE AUTHORITIES

The following individuals shall act as the Parliamentary Protective Service's respective authorities:

Project Authority To be completed following agreement award.	Contracting Authority Jonathan Kealey Manager, Procurement 165 Sparks Street, Room 611 Ottawa, ON K1A 0A6 Tel: 613- 943-4063 Email: jonathan.kealey@pps-spp.parl.gc.ca
Enquiries (Primary Contact) Anne McMartin	

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Senior Procurement Officer
165 Sparks Street, Room 611
Ottawa, ON K1A 0A6
Tel: 613-943-4095
Email: anne.mcmartin@pps-spp.parl.gc.ca

The preceding authorities may delegate their authority and act through their duly appointed representative.

34. **SUPPLIER REPRESENTATIVES**

The following individuals shall act as the Supplier's representatives:

Contracting Signing Authority	Account Manager (Primary Contact)
To be completed following Agreement Award.	To be completed following Agreement Award.
Other	
To be completed following Agreement Award.	

35. **NOTICE**

All notices to the Parliamentary Protective Service, including a change to the Supplier's coordinates, must be provided in writing to:

Parliamentary Protective Service
Procurement
155 Queen Street, #500
Ottawa ON, K1A 0A6
E-mail: ppsc-aspp@parl.gc.ca

36. **SUBSTITUTION OF PERSONNEL**

- 36.1 When specific persons have been named in the Supplier's proposal, the Supplier shall provide the services of the persons so named unless the Supplier is unable to do so for reasons beyond its control.
- 36.2 If at any time the Supplier is unable to provide the services of any specific person named in the Framework Agreement, for reasons beyond its control, or if the Parliamentary Protective Service' Project Authority requires the replacement of any individual, the Supplier shall provide a replacement with similar qualifications and experience that is acceptable to the Parliamentary Protective Service' Project Authority.
- 36.3 The Supplier shall, prior to replacing any specific personnel, give notice to the Parliamentary Protective Service' Project Authority of:
- 36.3.1 the reason for the removal of the named person from the Work (if such removal was not requested by the Parliamentary Protective Service); and
 - 36.3.2 the name, qualifications and experience of the proposed replacement person.

CONTINUATION

A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

37. FRAMEWORK AGREEMENT REFRESH

- 37.1 The Parliamentary Protective Service reserves the right to award agreement(s) to additional qualified suppliers, should the Parliamentary Protective Service determine, in its sole discretion, that such additional qualified suppliers are required to meet its requirements. The Parliamentary Protective Service may exercise this option at any time but will not do so more than once per year.

CONTINUATION

APPENDIX B – PROPOSAL SUBMISSION FORM

1. **BIDDER INFORMATION**

Please fill out the following form, and name one person to be the contact for the proposal and for any clarifications or amendments that might be necessary.	
Bidder Profile:	
Full Legal Name of Bidder*:	
Any Other Relevant Name under Which the Bidder Carries on Business:	
Street Address:	
City, Province/State:	
Postal Code:	
Phone Number:	
Fax Number:	
Company Website (If Any):	
RFP Point of Contact:	
RFP Contact Person and Title:	
RFP Contact Phone:	
RFP Contact Facsimile:	
RFP Contact E-mail:	

*In the case of a Consortium or Joint Venture, in addition to indicating who the prime supplier will be, Bidders must name the other parties that comprise the consortium or joint venture and their legal relationship. If Bidders plan to use subcontractors, the names of their subcontractors must be listed as well.

2. **ACKNOWLEDGMENT OF NON-BINDING PROCUREMENT PROCESS**

The Bidder acknowledges that this procurement process will be governed by the terms and conditions of the RFP, and that, among other things, such terms and conditions confirm that this procurement process is not intended to create and does not create a Contract A bidding process nor any contractual or other legally enforceable obligations, and that there will be no legal relationship or obligations created until the Parliamentary Protective Service and the selected Bidder have executed a written agreement.

3. **ABILITY TO PROVIDE DELIVERABLES**

The Bidder has carefully examined the RFP documents and has a clear and comprehensive knowledge of the deliverables required under the RFP. The Bidder represents and warrants its ability to provide the deliverables required under the RFP in accordance with the requirements of the RFP for the prices set out in the Appendix C - Pricing Structure Form. The Bidder has provided a list of any subcontractors to be used to complete the proposed agreement. The Bidder encloses herewith as part of the proposal the mandatory forms set out below:

CONTINUATION

APPENDIX B – PROPOSAL SUBMISSION FORM

FORM	INITIAL TO ACKNOWLEDGE
Proposal Submission Form	
Pricing Structure Form	

Notice to Bidders: There may be forms required in the RFP other than those set out above. See the Mandatory Criteria section of the RFP for a complete listing of mandatory forms.

4. **NON-BINDING PRICE ESTIMATES**

The Bidder has submitted its prices in accordance with the instructions in the RFP and in the Pricing Structure Form set out in Appendix C. The Bidder confirms that the pricing information provided is accurate. The Bidder acknowledges that any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact the acceptance of its proposal or its eligibility for future work.

5. **ADDENDA**

The Bidder has read and accepted all addenda issued by the Parliamentary Protective Service. The onus remains on Bidders to make any necessary amendments to their proposal based on the addenda. The Bidder confirms that it has received all addenda by listing the addenda numbers or, if no addenda were issued, by writing the word “None” on the following line:

_____.

6. **PROHIBITED CONDUCT**

The Bidder declares that it has not engaged in any conduct prohibited under clause 7 of Part 3 – Terms and Conditions of the Procurement Process, Conflict of Interest and Prohibited Conduct.

7. **CONFLICT OF INTEREST**

For the purposes of this clause, the term “Conflict of Interest” means:

- 7.1 in relation to the procurement process, the Bidder has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to:
 - 7.1.1 having, or having access to, confidential information of the Parliamentary Protective Service in the preparation of its proposal that is not available to other Bidders;
 - 7.1.2 communicating with any person with a view to influencing preferred treatment in the RFP process (including but not limited to the lobbying of decision makers involved in the RFP process); or
 - 7.1.3 engaging in conduct that compromises, or could be seen to compromise, the integrity of the RFP process; or

CONTINUATION

PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS

7.2 in relation to the performance of its contractual obligations contemplated in the agreement that is the subject of this procurement, the Bidder's other commitments, relationships or financial interests:

7.2.1 could, or could be seen to, exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement; or

7.2.2 could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations.

If the box below is left blank, the Bidder will be deemed to declare that (a) there was no Conflict of Interest in preparing its proposal; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the RFP.

Otherwise, if the statement below applies, check the box.

- The Bidder declares that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the Bidder foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.

If the Bidder declares an actual or potential Conflict of Interest by marking the box above, the Bidder must set out below details of the actual or potential Conflict of Interest:

The following individuals, as employees, advisors, or in any other capacity (a) participated in the preparation of our proposal; **AND** (b) were employees of the Parliamentary Protective Service and have ceased that employment within twenty-four (24) months prior to the Submission Deadline:

Name of Individual:
Job Classification:
Service Area:
Last Date of Employment with the Parliamentary Protective Service:
Name of Last Supervisor:
Brief Description of Individual's Job Functions:
Brief Description of Nature of Individual's Participation in the Preparation of the Proposal:

(Repeat above for each identified individual)

The Bidder agrees that, upon request, the Bidder will provide the Parliamentary Protective Service with additional information from each individual identified above in the form prescribed by the Parliamentary Protective Service.

CONTINUATION

APPENDIX B – PROPOSAL SUBMISSION FORM

8. DISCLOSURE OF INFORMATION

The Bidder hereby agrees that any information provided in this proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or if required by order of a court or tribunal. The Bidder hereby consents to the disclosure, on a confidential basis, of this proposal by the Parliamentary Protective Service to the Parliamentary Protective Service's advisors retained for the purpose of evaluating or participating in the evaluation of this proposal.

Signature of Witness

Signature of Bidder Representative

Name of Witness

Name and Title

Date:

I have authority to bind the Bidder and attest to the accuracy of the information provided in this proposal.

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APPENDIX C – PRICING STRUCTURE FORM

1. PRICING

1.1 Licences Costs

Licenses costs must include all costs, labour, material, overhead, general and administrative expenses and profit, but be exclusive of the Goods and Services Tax (GST) (or other applicable Federal Tax), and must be quoted in Canadian dollars.

Total Employees	Costs per license	Total Costs per year
700 licenses		\$
Total cost for 5 years		\$

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APPENDIX D – STATEMENT OF REQUIREMENTS

1. **TITLE**

Online Learning Catalog for the Parliamentary Protective Service.

2. **BACKGROUND**

The Human Resources Services (HRS) at the Parliamentary Protective Service (Service) is responsible for managing the delivery of corporate training programs for employees. HRS team would like to offer an online learning catalog to all employees that is also easily accessible from different devices and browsers. The Service is committed to maintaining a skilled workforce, developing corporate employee competencies, supporting their professional and personal development. As part of the Service's online training strategy, the Service is currently piloting a bilingual online training platform that offers courses on various topics.

3. **DEFINITIONS**

TERM/ACRONYM	DEFINITION
Contracting Authority	The Contracting Authority shall be the sole authority on behalf of the Service for the administration and management of the Framework Agreement (FA). Any changes to the FA must be authorized in writing by the Contracting Authority. Suppliers shall not perform work in excess of or outside the scope of the FA based on written requests from any personnel from the Service other than the Contracting Authority. The Contracting Authority for this requirement is named in clause 34 of the Terms and Conditions.
Framework Agreement (FA)	An overarching agreement between the Service and a Supplier to provide services on an as-and-when-requested basis. A FA does not constitute a Contract. Individual service requirements will be initiated via a Purchase Order (PO). Upon acceptance of the PO by the Supplier, the PO forms a binding contractual commitment.
Service	Parliamentary Protective Service
Project Authority (PA)	A person, occupying a specific position within the Service or fulfilling a specific organizational function, who is responsible for the administration and management of the online training platform, provide daily support to employees and keeping the ongoing operations of the platform with the help of IT Operations. This person will also be responsible for the administration and management of any PO's and monitoring the Service Provider's execution of the work under the FA, as well as acting as a single point of contact on behalf of the Service.
Online training (e-Learning)	The online training platform refers to courses or content that is accessible on the web. Engaging courses make use of a variety of media such as training videos or podcasts. The platform should also allow the administration, documentation, tracking and reporting for all trainings.
SOR	Statement of Requirements
SOW	Statement of Work
eLearning Service Provider	The qualified eLearning Service Provider selected pursuant to the competitive selection process, who under a valid FA are eligible to be

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	considered for any resulting PO based on the Work Allocation Procedure defined herein.
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4. SCOPE

Online Catalog Content

The eLearning Service Provider shall offer access to an off-the-shelf online content library on their platform by way of purchasing individual licenses or bulk purchase for up to 700 employees. The Service is comprised of the following groups of employees:

- Operational employees
- Administrative employees
- Specialized and technical employees
- Supervisors/Managers/Senior Managers

The online training pertaining to the core competencies and themes defined below shall be available and accessible 24/7 (online and offline) from different types of devices during the duration of the Purchase Order (PO).

The eLearning Service Provider should offer online training that covers the following core competencies, but not limited to:

- Teamwork & Collaboration (T&C)
 - Cooperates with others for greater results.
 - Actively shares expertise, information and knowledge helping others to achieve goals/synergy at work.
 - Fosters inclusive environment for everyone in the Service, acknowledging their values, understanding their needs and providing support when needed.
 - Invest time to mentor and coach others supporting their personal and professional excellence
- Thinking skills (TS)
 - Masters information and knowledge and shares with others in area of expertise.
 - Discovers, analyses and explores potential for personal and organizational improvement, by challenging the status quo.
 - Interprets and transforms ideas into solutions, by mitigating risks and measuring success
 - Draws upon experience and forecasts possible outcomes of proposed actions (strategic thinking for results.)
- Client Service Orientation (CS)
 - Focused on identifying client, and their needs, while delivering on service mandate.
 - Prepared to educate client in a respectful manner (security lens).
 - Seeks understanding of client needs and expected outcomes; anticipates where possible.
 - Seeks clients' insights to ensure the service meets their needs and expectations.
 - Influences organizational priorities by committing on deliverables, initiatives and objectives.

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- Communication (C)
 - Communicates respectfully, demonstrating neutrality and diplomacy.
 - Shares openly with others, adapting approach, language and style.
 - Nurtures dialogues through active listening and understanding messages properly.
 - Takes into considerations others' opinions, reflects and acts upon received information.
 - Conveys messages in accordance with the Service standards and works to influence or persuade, as necessary.

- Leadership (L)
 - Is a Leader in his/her role, exemplifying the Service values and adhering to its Code of Conduct, principles, policies and procedures.
 - Enables others to grow and achieve success at work; steps aside giving others credit and celebrating their success.
 - Innovates and champions initiatives using appropriate approaches to overcome obstacles and achieve organizational performance.
 - Proactively takes actions and sets exemplary standards to meet and excel client's expectations.
 - Takes initiative to foster communication at all levels.
 - Genuinely committed in the area of expertise and fosters the environment of professional and personal growth for everyone.
 - Lead by setting example of PPS values.

Also, the online training is not limited to covering the following topics exclusively, the eLearning Service Provider should have online training that addresses each theme. Those themes may be grouped into a different curriculum based on the eLearning Service Provider's catalog. The themes are:

4.1 Theme 1: Software

- 4.1.1. Microsoft Office Suite (Office 365 or the version deployed within the Service);
- 4.1.2. Video Conferencing;
- 4.1.3. Adobe products;
- 4.1.4. MS Visio.

4.2 Theme 2: Leadership

- 4.2.1 Supervisory;
- 4.2.2 Conflict Management;
- 4.2.3 Performance review;
- 4.2.4 Coaching;
- 4.2.5 Professional Development.

4.3 Theme 3: Competencies

- 4.3.1. Communications;
- 4.3.2. Organizational Skills;
- 4.3.3. Time Management;
- 4.3.4. Client Focus;
- 4.3.5. Teamwork;
- 4.3.6. Self-Management;
- 4.3.7. Language Training.

CONTINUATION

APPENDIX D – STATEMENT OF REQUIREMENTS

4.4 Theme 4: Specialized/Technical Training:

- 4.4.1. Project Management;
- 4.4.2. Information Technology;
- 4.4.3. Human Resources;
- 4.4.4. Finance;
- 4.4.5. Legal;
- 4.4.6. Training and Facilitation.

Online courses format

The online training should incorporate different formats to meet different learning styles as per following and in both English and French.

Read and click: Featuring text, PowerPoint presentations, images, audio and basic quiz questions.

Interactive learning: Interactive learning courses usually use more media than the read and click format and often include videos, audio, graphics, animations and interactivity in the form of questions and feedback.

Simulation. This highly interactive type of eLearning involves a variety of graphics, video, audio, scenarios and some gamification. This level gives the highest degree of interaction by the user. The course may include simulations, avatars, games, etc.

Other features

The Service may also be interested in the following features:

- **Gamification**: A game mechanics to increase participation and engagement in learning and development.
- **Hosting capabilities**: The ability to upload and store customized training content. The platform must support SCORM format and able to support other formatting such as xAPI and cmi5.
- **Branding**: The capability to customize the platform or messages sent via the platform with the Service's logo, design and colors.

5. TECHNOLOGY REQUIREMENTS

5.1 Platform

5.1.1.

The online training solution must be managed on a secure cloud platform.

The platform should:

- Be bilingual (English and French);
- Be accessible from mobile devices and desktops (browsers, mobile app);

CONTINUATION

APPENDIX D – STATEMENT OF REQUIREMENTS

- Allow bulk import of all employee information including email addresses and their groups, also allow ongoing manual updates;
- Allow an administration account to communicate and manage specific users or groups;
- Allow for the administration, documentation, tracking and reporting of all trainings:
 - Tracking: of all online training (progression and completion) and active/inactive licenses;
 - Reporting: based on the following options, but not limited to:
 - Summary of all activities;
 - By user/group;
 - By most popular course/videos;
 - By date; and
 - Other type of filtering such as by language, time of day, etc.
- Allow the export of data in the following formats (MS Excel, PDF);
- Be administered by the Service PA;
- Allow the automation and delivery of educational courses, training programs, or learning and development programs;
- Have the ability to pause, resume, retake the training at any moment;
- Have the ability to stream with reduced resolution for limited bandwidth usage;
- Have the ability to integrate with multiple platforms (such as Learning Management System (LMS) platforms, Enterprise Resource Planning (ER) systems).

5.1.2.

Other features (optional)

The platform may:

- Have the ability to store the Service's own customized training content with appropriate encryption

5.2 Security

The eLearning Service Provider shall describe the security features (password management) of the platform and how it protects the users and the Service's customized content.

5.2.1 The platform must be secured through authentication and authorization. All communications must be done through secure protocols (such as SSL or https).

5.2.2 Explain how the data is encrypted when in transit and at rest.

5.2.3 Explain how users' roles, responsibilities and permissions are defined on the platform and what can be delegated (i.e. grant access to a manager to manage their own employees' accounts).

5.2.5 Explain how users will register (by domain or bulk upload) and the authentication options.

5.2.6 In the case of system failure, the system must be recovered within a timely manner with no loss of course tracking data. The system must be highly available with a target of 95% uptime.

5.3 Accessibility

Explain how the platform is Web Content Accessibility Guidelines (WCAG) compliant.

CONTINUATION

APPENDIX D – STATEMENT OF REQUIREMENTS

6. SERVICE RESPONSIBILITIES

Once the PO has been issued, the Service PA will be responsible for the following elements:

- 6.1 Contacting the eLearning Service Provider to schedule the start date of the contract/deployment;
- 6.2 Advising all employees of the online training deployment;
- 6.3 Managing the accounts and activation process;
- 6.4 Providing a list of all employees with other pertinent information (such as the different groups they belong and email addresses) to the eLearning Service Provider and maintain an updated list of user's accounts; and
- 6.5 Seeking employees' feedback by means of a survey throughout the duration of the PO.

7. ELEARNING SERVICE PROVIDER RESPONSIBILITIES

The eLearning Service Provider shall:

- 7.1 Ensure that the platform is always accessible to all employees from different devices;
- 7.2 Ensure that content material is up-to-date and available at all times;
- 7.3 Ensure that content material is available in both official languages;
- 7.4 Explain the support services (i.e. available 24/7, in what support language, in which means such as by phone, by email or by chat) and process available to users for questions and in case of system failure;
- 7.5 Provide direct contact to a dedicated Service Manager at all times; and
- 7.6 Not advertise, nor seek personal information/feedback from employees.

8. DELIVERABLES AND SCHEDULE

Item	Deliverable	Description	Acceptance Criteria	Estimated timeframe
8.1	Provide access to the Service	The eLearning Service Provider shall provide access to the platform once the PO has been issued and a date has been agreed upon.	N/A	May 2021

9. CANCELLATION POLICY

The Service shall not be subject to any cancellation fee, if notice of cancellation is given to the Supplier ten (10) business days prior to the contract start date.

CONTINUATION

APPENDIX D – STATEMENT OF REQUIREMENTS

10. **QUALITY ASSURANCE**

The eLearning Service Provider shall ensure the consistent availability and up-to-date content material, tools and resources, and concordance between French and English versions of the online courses to the satisfaction of the Service PA.

11. **OPTION TO COMPETE**

The Service reserves the right, at its sole discretion, to compete any requests (for quotes) amongst any eLearning Service Provider qualified to a Framework Agreement, if and when the need arises.

12. **PERFORMANCE STANDARDS AND QUALITY ASSURANCE**

In providing the services described herein to the PPS, the Supplier shall, at a minimum, conform to the following Performance Standards and Quality Assurance requirements:

12.1 **Efficient time management**

The Supplier shall deliver the required services by the deadlines established by the PPS Project Authority. Every effort shall be made by the PPS Project Authority to provide the Supplier with reasonable deadlines.

12.2 **Quality Assurance**

The Supplier shall apply a rigorous Quality Assurance methodology to ensure the accuracy and quality of all deliverables and services provided.

All deliverables rendered are subject to inspection and acceptance by the PPS Project Authority or a designated representative. The PPS Project Authority reserves the right to verify the accuracy and completeness of all deliverables and services submitted by the Supplier. In the event that the deliverables are not accepted by the PPS Project Authority, the Supplier shall be responsible for making any modifications identified by the PPS Project Authority prior to resubmitting the deliverable.

It is the responsibility of the Supplier to, at all times, conduct itself and to ensure the performance of its deployed resource(s) in accordance with the terms and conditions of the contract, in the completion of all work.

CONTINUATION

APPENDIX D – STATEMENT OF REQUIREMENTS

13. REPORTING AND COMMUNICATION:

- 13.1 At a minimum, the Supplier shall be responsible for facilitating and maintaining regular communication with the PPS Project Authority, or their designate, throughout the duration of the contract.
- 13.2 The Supplier shall meet with the PPS Project Authority and project team on a regular basis to provide project status updates on individual initiatives, identify any real or potential risks and provide mitigation strategies.
- 13.3 In addition, the Supplier shall immediately notify the PPS Project Authority of any issues, problems, or areas of concern in relation to any work completed as they arise.

14. LANGUAGE OF WORK

The deliverables will be either in English and French. The work may be conducted in either French or English. The PPS Project Authority will make all reasonable attempts to assist the Supplier and their resources in meeting the requirement for service the second official language.

15. SECURITY REQUIREMENTS

- 15.1 The PPS will perform site access security clearance verification, as required, for Supplier resources working on-site at PPS premises.
- 15.2 The Supplier shall treat all information taken off-site as Protected B.
- 15.3 The Supplier must not distribute or remove any PPS information or assets from the work site(s) except where approved in writing by the PPS Project Authority. All information provided to and developed by the Supplier will remain the property of PPS.

16. LOCATION OF WORK AND TRAVEL

- 16.1 Some of the work will be performed on-site at the PPS' premises.
- 16.2 The Supplier's resource could be required to attend meetings on a regular and ongoing basis. It is the responsibility of the selected resource to arrange for any travel or accommodations to attend these meetings in the Parliamentary Precinct.

CONTINUATION

APPENDIX D – STATEMENT OF REQUIREMENTS

17. RISKS AND CONSTRAINTS

- 17.1 Work under the resulting Framework Agreement is scheduled driven and conducted under tight deadlines. If the Supplier is unable to meet the expected deliverables in the specified timeline, the Supplier must notify the PPS Project Authority upon review of the required work and the associated schedule and propose appropriate risk mitigating strategies. The PPS Project Authority will have sole authority for approving any changes to the schedule of work and/or proposed risk mitigation plan(s).

18. TRANSITION PLAN

- 18.1 The PPS reserves the right to request a Transition Plan from the Supplier at end of the contract to provide transfer of knowledge to PPS Project Personnel aimed at ensuring project knowledge transfer. The Supplier shall respond to PPS queries regarding transitional activities as well as any work in progress to ensure a smooth transition with the PPS.
- 18.2 The Supplier's Transition Plan obligations shall include, but are not limited to the provision of the following items to the PPS Project Authority or their designate:
- a. Summary Status Report which includes record of files and their location on the server and summary of next steps;
 - b. Wrap-up meeting with the PPS Project/Technical Authority to go through documentation in progress, transfer of various meeting requests or other deliverables with an impact on PPS projects; and
 - c. Encrypted PPS' USB or/and disks containing the work done upon the contract.
- 18.3 The PPS Project Authority will be responsible for verifying the completion of all contractual requirements and for reviewing all data and documentation returned by the Supplier. The PPS will also advise the Supplier of where and when data and documentation is to be returned.

CONTINUATION

APPENDIX E – EVALUATION CRITERIA AND COMPLIANCE MATRIX

1. EVALUATION CRITERIA COMPLIANCE

- 1.1 Each response will be evaluated separately, against the Evaluation Criteria contained herein.
- 1.2 It is the Bidder's responsibility to ensure that their response provides sufficient evidence for the PPS Evaluation Team to assess the compliance of the response with the criteria listed in this RFP.
- 1.3 Selection and evaluation is based on a "rules of evidence" approach, such that the Bidder's response is the sole demonstration of the Bidder's capacity to fulfill the requirement, as described within the RFP. No prior knowledge of or experience with the Bidder on the part of the PPS Evaluation Team will be taken into consideration.
- 1.4 Bidders must include any reference material they wish to be considered for evaluation within their response. Any material or documents outside the response will not be considered. Should a Bidder wish to provide screen shots of its website for evaluation, copies or printouts of website material should be included within the response. URL links to the Bidder's website will not be considered by the PPS Evaluation Team.
- 1.5 Responses will be evaluated in accordance with the following two (2) stages:
Stage 1 - Bidders will be evaluated on the basis of the Mandatory Criteria.
Stage 2 - Bidders who have met all of the Mandatory Criteria will be evaluated on the basis of the Rated Criteria.

2. COMPLIANCE MATRIX

Bidders are asked to complete the following Compliance Matrices below and Response Templates (Appendices B and C and Project Summaries, respectively) and submit with their response. The Criteria Compliance Matrices (below, Mandatory and Rated) will be used by the PPS Evaluation Team to find the required information in the Bidder's response. Bidders should include information on where within their response evidence can be found to support their compliance with each individual criterion.

3. FINANCIAL EVALUATION

- 3.1 The Bidder's Financial response is worth thirty (30%) of the overall point total.
- 3.2 Bidders must complete the Pricing Structure Form in Appendix C, Pricing Structure. Pricing will be scored based on a relative pricing formula using the methodology set out below in 3.3.

CONTINUATION

E – EVALUATION CRITERIA AND COMPLIANCE MATRIX

- 3.3 Each Bidder will receive a percentage of the total possible points allocated to price by dividing that Bidder's total estimated price into the lowest bid total estimated price. For example, if a Bidder's offered price is \$120.00 and that is the lowest bid price, that Bidder receives 100% of the possible points ($120/120 = 100\%$). A Bidder who offers a price of \$150.00 receives 80% of the possible points ($120/150 = 80\%$), and a Bidder who offers a price of \$240.00 receives 50% of the possible points ($120/240 = 50\%$).

Lowest rate
----- x Total available points = Score for offer with second-lowest rate
Second-lowest rate

Lowest rate
----- x Total available points = Score for offer with third-lowest rate
Third-lowest rate

And so on, for each offer.

CONTINUATION

APPENDIX E – EVALUATION CRITERIA AND COMPLIANCE MATRIX

Item #	Description of Criterion	Available Points	Bidders Proposal Reference
M1	<p>Platform</p> <p>The Bidder must demonstrate that the platform is available and accessible in both English and French.</p>	Pass/Fail	
M2	<p>Online Catalog Content</p> <p>The Bidder must describe the availability of courses in English and French.</p>	Pass/Fail	
R1	<p>Online Catalog Content and format</p> <p>The Bidder should describe their catalog and format in detail and how it covers the following:</p> <ol style="list-style-type: none"> 1. Courses offered covers, but not limited to, the core competencies identified in the SOW; 2. Courses offered covers, but not limited to, the themes identified in the SOW; and 3. Courses offered are available in different format. 	30 points	
R2	<p>Platform</p> <p>The Bidder should explain the following:</p> <ol style="list-style-type: none"> 1. How the data is encrypted when in transit and at rest; 2. How users' roles, responsibilities and permissions are defined on the platform and what can be delegated (i.e. grant access to a manager to manage their own employees' accounts); 3. How users will register (by domain or bulk upload) and the authentication options; 4. How the platforms allow for the administration, documentation, tracking and reporting, exportation in MS Excel and PDF; 5. How the system will recover with no loss of course tracking data in the case of system failure; and 6. How the platform is Web Content9 Accessibility Guidelines (WCAG) compliant. 	30 points	

CONTINUATION

R3	Service Quality The Bidder should demonstrate their capacity in meeting client expectations by providing a detailed description of the following elements: <ol style="list-style-type: none">1. Role of a service manager in ensuring client satisfaction;2. Management of client relationship;3. Type of support services and process available to users for questions and in case of system failure;4. Issue resolution and escalation process related to the platform.	15 points	
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CONTINUATION

R4	<p>Bidder Experience</p> <p>The Bidder should provide one (1) Project Summary to demonstrate it has experience relevant to the work described in Appendix D – Statement of Requirements which was delivered to organizations other than the Service in the last three (3) years calculated from the closing date of this RFP.</p> <p>The submitted Project Summary will be assessed as to their quality and relevance to the identified core competencies themes by the Bidder. Within the Project Summary provided, the Bidder should indicate:</p> <ol style="list-style-type: none"> 1. Project Title; 2. Name of the client organization, if not under privacy agreement, otherwise describe the sector and type of organization (i.e. Telecommunications, 5000+ employees, etc.); 3. Scope of the services provided; 4. Start and end date (YYYY-MM-DD); 5. Project Size (\$-value to the client organization); 6. Project Size (\$-value to the Bidder); 7. List options/services the organization have signed up or purchased; 8. Resource roles and responsibilities; 9. Client Project Authority: name, address, telephone number and email address; <p>Bidder should provide the Project Summary by completing a copy of the “Project Summary” form included under Appendix H.</p> <p>The Service reserves the right to communicate with the named client contact for the purpose of verifying the accuracy and veracity of the information provided in the Bidder’s Offer. Should the Service choose to communicate with the named client contact and should one (1) or more named client contacts provide a negative reference regarding the accuracy or veracity of the Bidder’s offer, the Bidder will not be awarded any points against this rated criterion (R4).</p>	15 points	
R5	<p>Other features:</p> <p>The Bidder should describe other features that is available such as gamification, hosting capabilities and branding.</p>	10 points	

CONTINUATION

TABLE 2 – RATED CRITERIA (STAGE II)

Bidders must meet a cumulative pass mark of 70% in order to be considered for the evaluation of their Pricing Structure. Proposals not meeting the minimum required pass mark will be deemed non-compliant and will not be considered further.

APPENDIX F – PROJECT SUMMARY TEMPLATE

Project Reference #: _____			
Client:			
Project Start Date (dd/mm/yyyy)		Project End Date: (dd/mm/yyyy)	
Approximate Annual Dollar Value to the Bidder (\$CAD)			
A description of the project (tasks and deliverables):			
A description of how the project was delivered in a bilingual setting:			
A description of the client environment in which the project was completed:			
The bilingual capacity of the resource (s) involved in the project:			
Client Project Authority:			
Name:			
Address:			
Telephone Number:			
Email Address:			