

## STATEMENT OF WORK (SOW)

**Title:** First Aid Training Service Provider

**Objective:** As the outcome of this Request for Proposal (RFP), the National Research Council (NRC) hopes to award the contract of First Aid Training Service Provider to a reputable company with a proven service track record, experienced in the delivery of quality standard first aid (SFA), cardiopulmonary resuscitation (CPR-C), and automated external defibrillator (AED) training courses. National Research Council (NRC) employees will benefit from receiving standardized quality training, regardless of their location across Canada.

**Background:** The National Research Council (NRC) is the Government of Canada's premier organization for research and development since 1916. Our mandate is set out in the *National Research Council Act (NRC Act)*.

Under the *National Research Council Act (NRC Act)*, the National Research Council (NRC) may undertake, assist or promote scientific and industrial research, establish, operate and maintaining a national science library, and operate and administer any astronomical observatories established or maintained by the Government of Canada, for example.

The National Research Council (NRC) employs over 4,000 people across Canada, providing substantial resources to help Canada become one of the world's top five research and development performers. The National Research Council (NRC) also benefits from the efforts of approximately 1,200 guest workers, drawn from Canadian and foreign universities and companies, as well as from public and private sector organizations, reflecting exciting research collaborations and partnerships.

The National Research Council (NRC) First Aid and Automated External Defibrillator Program, administered by the National Research Council (NRC) Corporate Occupational Safety and Health Team, ensures that all requirements of the Canada Occupational Health and Safety Regulations (COHSR) Part XVI, First Aid, and the National Joint Council (NJC) Occupational Health and Safety Directive Part XVIII, First-aid, are met at all National Research Council (NRC) workplace location across Canada.

First aid training is a continual need for the National Research Council (NRC), and in the past, a mix of external training agencies, as well as external course content delivered internally by National Research Council (NRC) employees certified as instructors, was relied on.

**Scope of Work:**

The Service Provider awarded the contract shall;

- NRC anticipates that the work will begin on April 1, 2021 and be completed by March 31, 2023. There is an option to renew at NRC's discretion for five subsequent one-year periods, subject to satisfactory performance and agreement upon a satisfactory fee structure for that period(s);
- be approved, as an organization, to deliver first aid training in accordance with federal and provincial regulations;
- provide training course contents and materials that are in accordance with the 2010 Heart & Stroke Foundation of Canada Guidelines and subsequent versions, as per recommendations by the International Liaison Committee on Resuscitation (ILCOR) consensus reviews;
- deliver quality standard first aid (SFA), cardiopulmonary resuscitation (CPR-C), and automated external defibrillator (AED) training courses to National Research Council (NRC) employees across Canada; Preference will be given to vendors who are able to supply English and French in person courses as well as blended online theory and in-person skills demonstration courses. NRC reserves the right to request course delivery of either in-person or blended online and in-person courses.
- deliver all in-person courses at the designated NRC facility;
- support NRC security requirements by having their first aid instructors complete reliability status screening prior to accessing NRC facilities for in-person course delivery;
- incorporate the training course content and materials of airway and oxygen therapy, whenever requested;
- use automated external defibrillator (AED) trainer units of the same brand and model used at the National Research Council (NRC), depending on the location;
- track, and provide reports on, training history, and manage certification renewal reminders electronically;
- allow online access to, or provide electronic document versions of, all National Research Council (NRC) employee training records, whenever requested;

The National Research Council (NRC) reserves the right to amend the scope at a later date, to include additional related input or scope parameters, should the need arise due to a change in business or technical requirements.

**Business Environment:** The National Research Council (NRC) operates during business hours defined as all hours between 08h00 and 16h00, Monday to Friday, except statutory holidays. Training courses shall be scheduled within these times, and in a manner to optimize the use of the service provider's resources and limit the time of the employees away from the workplace.

**Resource Qualifications:** Instructors assigned to deliver training shall be fully qualified and experienced. Instructors shall undergo NRC reliability status screening prior to accessing NRC facilities to provide training to staff.

**Reporting, Communication, and Invoicing:** The service provider shall submit a report on training attendance, completion and/or success rate of attendees, and certificates awarded for each course delivered. The service provider shall keep the National Research Council (NRC) informed of any issues as they arise.

The service provider shall submit a single invoice per training course upon completion to the National Research Council (NRC) Invoicing department.

**Client Support:** The National Research Council (NRC) Health, Safety and Environment Branch will assist with the scheduling and coordination of training courses. The National Research Council (NRC) will submit service requests electronically or by telephone, and include information and details on the training course topics required, the language of course delivery, the format of the training (either in-person or blended online and in-person skills demonstration), the location where the training is to take place, the number of expected attendees, specific equipment requirements (i.e., trainer unit brand and model), and at least two (2) sets of preferred dates on which the training course could occur. The National Research Council (NRC) will facilitate access to buildings and workplaces as required to carry out requested work. The National Research Council (NRC) will keep the service provider informed of changes to point of contacts and service requirements. The National Research Council (NRC) will ensure employees are aware of their responsibilities to attend training courses they are scheduled to attend. The National Research Council (NRC) will ensure employees are aware that the National Research Council (NRC) Health, Safety and Environment Branch is the contact point for interaction with the service provider.

**Location:** The service provider may at any time be expected to deliver services in the following locations across Canada;

- St. John's, Newfoundland
- Charlottetown, Prince Edward Island
- Halifax, Nova Scotia
- Moncton, New Brunswick
- Fredericton, New Brunswick
- Saguenay, Québec
- Montréal, Québec
- Boucherville, Québec
- Ottawa, Ontario
- Chalk River, Ontario

- London, Ontario
- Mississauga, Ontario
- Winnipeg, Manitoba
- Saskatoon, Saskatchewan
- Calgary, Alberta
- Edmonton, Alberta
- Penticton, British Columbia
- Vancouver, British Columbia
- Victoria, British Columbia

The National Research Council (NRC) reserves the right to amend this list at a later date, to include additional locations, should the need arise.

**Language:**

The National Research Council (NRC) implements all provisions of the *Official Languages Act* to ensure the rights of their employees. The National Research Council (NRC) Official Languages Policy requires that training and professional development provided to National Research Council (NRC) employees working in a designated bilingual region must be available in the official language of their choice. The service provider shall deliver services in the language requested, in accordance with the National Research Council (NRC) Official Languages Policy.

Language Designation	National Research Council (NRC) Location
Bilingual	Moncton, New Brunswick Fredericton, New Brunswick Montréal, Québec Ottawa, Ontario
Unilingual French	Saguenay, Québec Boucherville, Québec
Unilingual English	St. John's, Newfoundland Charlottetown, Prince Edward Island Halifax, Nova Scotia Chalk River, Ontario London, Ontario Mississauga, Ontario Winnipeg, Manitoba

	Saskatoon, Saskatchewan Calgary, Alberta Edmonton, Alberta Penticton, British Columbia Vancouver, British Columbia Victoria, British Columbia
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**Estimated Value:** The number of training courses scheduled is expected to fluctuate from one year to the next. Certification being valid for three (3) years, the number of employees required to renew their certification on any given year will differ. Annual training cost will therefore vary and a budget can only be estimated. Bidders are encouraged to submit a list of fixed and/or hourly rates for each service and product they provide (see Annex A for an example price grid template). Below is the approximate number of employees that could potentially attend first aid training over the course of a (3) year period, and do not reflect what the actual attendance numbers will be at any particular location.

Province	City	Approximate Numbers
Newfoundland	St. John's	12
Prince Edward Island	Charlottetown	8
Nova Scotia	Halifax	12
New Brunswick	Moncton	8
	Fredericton	8
Québec	Saguenay	8
	Montreal	30
	Boucherville	25
Ontario	Ottawa	300
	Chalk River	8
	Mississauga	8

	London	8
Manitoba	Winnipeg	12
Saskatchewan	Saskatoon	20
Alberta	Calgary	8
	Edmonton	30
British Columbia	Penticton	8
	Vancouver	15
	Victoria	15
<b>Estimated Total - 3 Year Period</b>		<b>543</b>

## Annex A: Price Grid Template

SERVICES	ESTIMATED QUANTITIES	OFFER YEAR 1	OFFER YEAR 2	OPTION YEAR 1	OPTION YEAR 2	OPTION YEAR 3	OPTION YEAR 4	OPTION YEAR 5
Training course delivery, including materials and certificates/cards, for: <ul style="list-style-type: none"> <li>• Standard First Aid (SFA);</li> <li>• Cardiopulmonary Resuscitation (CPR-C);</li> <li>• Automated External Defibrillator (AED);</li> </ul>	180 Attendees Per Year							
Training course delivery, including materials and certificates/cards (when requested in addition to the above), for: <ul style="list-style-type: none"> <li>• Airway and Oxygen Therapy</li> </ul>	N/A							
Fees related to the administration and tracking of training history, records, and reminders.	180 Attendees Per Year							
Other fees that could apply, yet to be defined; specify:	N/A							
Other available services of potential interest offered; specify (for information only, will not count towards evaluation score outside the scope of the evaluation criteria):	N/A							

## **Annex B: National Research Council (NRC) Health, Safety & Environment Branch Contact Information**

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