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**REQUEST FOR PROPOSAL**

**Proposal To: Employment and Social Development Canada**

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

**Instructions : See Herein**

**Vendor/firm Name and address**

|   |   |
|---|---|
| <b>Title:</b> Accessibility Testing<br>Stream 1: Test and Remediate Documents<br>Stream 2: Test WEB, eLearning Products (HTML), Learning Platforms and Native Mobile Applications |   |
| <b>Solicitation No.:</b><br>100017020   | <b>Date:</b><br>19 March 2022                           |
| <b>File No. – N° de dossier:</b>  |   |
| <b>Solicitation Closes</b><br>3 May 2022 At 02 :00 PM / 14 h  | <b>Time Zone</b><br>Eastern Daylight Savings Time (EDT) |
| <b>Address Inquiries to :</b><br><b>Cynthia Carty</b><br><a href="mailto:nc-solicitations-gd@hrsdc-rhdcc.gc.ca">nc-solicitations-gd@hrsdc-rhdcc.gc.ca</a>                         |   |
| <b>Destination:</b><br>See Herein   |   |

|  |              |
|--|--------------|
| <b>Vendor/firm Name and address :</b>  |              |
| <b>Facsimile No. :</b><br><b>Telephone No. :</b>   |              |
| <b>Name and title of person authorized to sign on behalf of Vendor/firm (type or print):</b> |              |
| <b>Name:</b>   |              |
| <b>Title:</b>  |              |
| <b>Signature:</b>  | <b>Date:</b> |

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## PART 1 – GENERAL INFORMATION

### Introduction

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

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

### The Annexes include:

- the Statement of Work
- the Basis of Payment
- the Security Requirements Checklist,
- Annex “D” Rated Evaluation Criteria Documentation
- the Task Authorization Form

### 1.1 Security Requirements

The Contractor personnel must EACH hold a valid RELIABILITY STATUS, granted or approved by PSPC.

### 1.2 Summary

#### 1.2.1 Statement of Work

ESDC, together with the CSPS are seeking up to 4 companies to perform accessibility testing of two streams of learning products for a period of 2 years with the irrevocable option of allowing the Departments to extend the term of the Contract for up to 3 additional 1 year periods under the same terms and conditions.

The successful bidders will be required to perform accessibility testing of their eLearning products, documents, web-based content and learning tools against current and future accessibility standards, including the Government of Canada (GoC) WCAG2.1 A and AA standards and the European standard: EN 301 549 V2.1.2 (2018) and provide comprehensive testing reports in an agreed to template for each test completed.

The work has been divided into 2 streams to facilitate the bidding process but also to ensure capacity\*.



\*due to the potentially high volume of work, Bidders can only submit proposals for one (1) of the two (2) streams and must clearly indicate in their bid the stream for which they are applying.

ESDC and CSPS are looking to secure up to two (2) companies for each of the following streams:

#### *Stream 1: TEST AND REMEDIATE DOCUMENTS*

Documents built in Microsoft Office Suite 2016 and 365, including, but not limited to: Word and PowerPoint and in addition documents in a PDF format.

##### *Stream 1 - Resource Categories:*

- Junior Accessibility Conformance Tester
- Senior Accessibility Conformance Tester
- Accessibility Tester Coordinator
- Senior Project Manager

#### *Stream 2: TEST WEB, eLEARNING PRODUCTS (HTML), LEARNING PLATFORMS AND NATIVE MOBILE APPLICATIONS*

Web products, eLearning products, learning management systems and native mobile applications.

##### *Stream 2 - Resource Category:*

- Junior Accessibility Conformance Tester
- Senior Accessibility Conformance Tester
- Accessibility Tester Coordinator
- Senior Project Manager

Should there be more than one (1) successful company per stream, work will be distributed to the successful bidders in each stream equally (50% for the first ranked bidder and 50% for the second ranked bidder). Work will be distributed on a rotational basis between the companies. For example, first Task Authorization (TA\_ goes to first company; second TA goes to second company; third to first company...etc...

- 1.2.2 There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website”.

### 1.3 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.





## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

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

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

The [2003](#) (2020-05-28) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of [2003](#), Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days

Insert: 90 days

### 2.2 Submission of Bids

Bids must be submitted only to Employment and Social Development Canada (ESDC) to the following email address: [nc-solicitations-gd@hrscd-rhdcc.gc.ca](mailto:nc-solicitations-gd@hrscd-rhdcc.gc.ca) by the date and time indicated on page 1 of the bid solicitation.

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

### 2.3 Former Public Servant

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

#### *Definitions*

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

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

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



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

#### Former Public Servant in Receipt of a Pension

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

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

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

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2019-01](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

#### Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

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

## 2.4 Enquiries - Bid Solicitation

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

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

## 2.5 Applicable Laws

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



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

## 2.6 Bid Challenge and Recourse Mechanisms

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



## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

Due to the nature of the bid solicitation, bids transmitted by epost Connect service and by facsimile will not be accepted.

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

**Section I:** Technical Bid (1 electronic copy) [nc-solicitations-gd@hrsdc-rhdcc.gc.ca](mailto:nc-solicitations-gd@hrsdc-rhdcc.gc.ca)

**Section II:** Financial Bid (1 electronic copy) [nc-solicitations-gd@hrsdc-rhdcc.gc.ca](mailto:nc-solicitations-gd@hrsdc-rhdcc.gc.ca)

**Section III:** Certifications (1 electronic copy) [nc-solicitations-gd@hrsdc-rhdcc.gc.ca](mailto:nc-solicitations-gd@hrsdc-rhdcc.gc.ca)

**Section IV:** Additional Information (1 electronic copy) [nc-solicitations-gd@hrsdc-rhdcc.gc.ca](mailto:nc-solicitations-gd@hrsdc-rhdcc.gc.ca)

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

#### 3.1.1 *Section I: Technical Bid*

In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Part 4, Evaluation Procedures, contains additional instructions that bidders should consider when preparing their technical bid.

#### 3.1.2 *Section II: Financial Bid*

Bidders must submit their financial bid in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.

### 3.2 SACC Manual Clauses

#### 3.2.1 *Section III: Certifications*

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



**ATTACHMENT 1 TO PART 3, PRICING SCHEDULE**

**For Stream 1**

The Bidder must complete this pricing schedule and include it in its financial bid.

The price included in this pricing schedule include the total estimated cost of any travel and living expenses that may need to be incurred for the Work described in Part 7 of the bid solicitation required to be done, delivered or performed inside the National Capital Region (NCR) defined in the [National Capital Act \(R.S.C., 1985, c. N-4\)](http://laws-lois.justice.gc.ca/eng/acts/N-4/page-9.html#docCont), available on the Justice Website (<http://laws-lois.justice.gc.ca/eng/acts/N-4/page-9.html#docCont>).

Under any resulting contract, Canada will not accept travel and living expenses that may need to be incurred by the contractor for any relocation of resources required to satisfy its contractual obligations.

Services of resources will be required on an as and when required basis. Specific tasks, activities, deliverables, and project timelines or milestones will be determined by the Project Authority at the time of the release of each Task Authorization (TA).

**Stream 1 – Test and Remediate Documents**

| <b>Initial Contract Period</b>                        |                           |                           |
|---|---------------------------|---------------------------|
| <b>Date of Contract Award For A Period of 2 Years</b> |                           |                           |
| <b>(A)</b>  | <b>(B)</b>                | <b>(C)</b>                |
| <b>Resource Category</b>                              | <b>Level of Expertise</b> | <b>Firm Per Diem Rate</b> |
| Accessibility Conformance Tester                      | Junior                    | \$                        |
| Accessibility Conformance Tester                      | Senior                    | \$                        |
| Accessibility Test Coordinator                        | N/A                       | \$                        |
| Project Manager                                       | Senior                    | \$                        |
| Total # 1 - Price All applicable taxes excluded       |                           | \$                        |
| Tax (GST,HST or QST)                                  |                           | \$                        |
| Tendered Price all applicable taxes included          |                           | \$                        |

| <b>Option Period 1</b>                          |                           |                           |
|---|---------------------------|---------------------------|
| <b>(A)</b>                                      | <b>(B)</b>                | <b>(C)</b>                |
| <b>Resource Category</b>                        | <b>Level of Expertise</b> | <b>Firm Per Diem Rate</b> |
| Accessibility Conformance Tester                | Junior                    | \$                        |
| Accessibility Conformance Tester                | Senior                    | \$                        |
| Accessibility Test Coordinator                  | N/A                       | \$                        |
| Project Manager                                 | Senior                    | \$                        |
| Total # 2 - Price All applicable taxes excluded |                           | \$                        |
| Tax (GST,HST or QST)                            |                           | \$                        |
| Tendered Price all applicable taxes included    |                           | \$                        |

| <b>Option Period 2</b>           |                           |                           |
|----------------------------------|---------------------------|---------------------------|
| <b>(A)</b>                       | <b>(B)</b>                | <b>(C)</b>                |
| <b>Resource Category</b>         | <b>Level of Expertise</b> | <b>Firm Per Diem Rate</b> |
| Accessibility Conformance Tester | Junior                    | \$                        |
| Accessibility Conformance Tester | Senior                    | \$                        |



|   |        |    |
|---|--------|----|
| Accessibility Test Coordinator                  | N/A    | \$ |
| Project Manager                                 | Senior | \$ |
| Total # 3 - Price All applicable taxes excluded |        | \$ |
| Tax (GST,HST or QST)                            |        | \$ |
| Tendered Price all applicable taxes included    |        | \$ |

| <b>Option Period 3</b>                          |                           |                           |
|---|---------------------------|---------------------------|
| <b>(A)</b>                                      | <b>(B)</b>                | <b>(C)</b>                |
| <b>Resource Category</b>                        | <b>Level of Expertise</b> | <b>Firm Per Diem Rate</b> |
| Accessibility Conformance Tester                | Junior                    | \$                        |
| Accessibility Conformance Tester                | Senior                    | \$                        |
| Accessibility Test Coordinator                  | N/A                       | \$                        |
| Project Manager                                 | Senior                    | \$                        |
| Total # 4 - Price All applicable taxes excluded |                           | \$                        |
| Tax (GST,HST or QST)                            |                           | \$                        |
| Tendered Price all applicable taxes included    |                           | \$                        |

|  |    |
|--|----|
| Evaluated Price For Initial Year and All Option Years<br>(All applicable taxes excluded)<br>(Total #1 + Total #2 + Total #3 + Total # 4) | \$ |
|--|----|



**ATTACHMENT 1 TO PART 3, PRICING SCHEDULE  
For Stream 2**

Stream 2 – Test Web, eLearning Products (HTML), Learning Platforms and Native Mobile Applications

| <b>Initial Contract Period</b>                        |                           |                           |
|---|---------------------------|---------------------------|
| <b>Date of Contract Award For A Period of 2 Years</b> |                           |                           |
| <b>(A)</b>  | <b>(B)</b>                | <b>(C)</b>                |
| <b>Resource Category</b>                              | <b>Level of Expertise</b> | <b>Firm Per Diem Rate</b> |
| Accessibility Conformance Tester                      | Junior                    | \$                        |
| Accessibility Conformance Tester                      | Senior                    | \$                        |
| Accessibility Test Coordinator                        | N/A                       | \$                        |
| Project Manager                                       | Senior                    | \$                        |
| Total # 1 - Price All applicable taxes excluded       |                           | \$                        |
| Tax (GST,HST or QST)                                  |                           | \$                        |
| Tendered Price all applicable taxes included          |                           | \$                        |

| <b>Option Period 1</b>                          |                           |                           |
|---|---------------------------|---------------------------|
| <b>(A)</b>                                      | <b>(B)</b>                | <b>(C)</b>                |
| <b>Resource Category</b>                        | <b>Level of Expertise</b> | <b>Firm Per Diem Rate</b> |
| Accessibility Conformance Tester                | Junior                    | \$                        |
| Accessibility Conformance Tester                | Senior                    | \$                        |
| Accessibility Test Coordinator                  | N/A                       | \$                        |
| Project Manager                                 | Senior                    | \$                        |
| Total # 2 - Price All applicable taxes excluded |                           | \$                        |
| Tax (GST,HST or QST)                            |                           | \$                        |
| Tendered Price all applicable taxes included    |                           | \$                        |

| <b>Option Period 2</b>                          |                           |                           |
|---|---------------------------|---------------------------|
| <b>(A)</b>                                      | <b>(B)</b>                | <b>(C)</b>                |
| <b>Resource Category</b>                        | <b>Level of Expertise</b> | <b>Firm Per Diem Rate</b> |
| Accessibility Conformance Tester                | Junior                    | \$                        |
| Accessibility Conformance Tester                | Senior                    | \$                        |
| Accessibility Test Coordinator                  | N/A                       | \$                        |
| Project Manager                                 | Senior                    | \$                        |
| Total # 3 - Price All applicable taxes excluded |                           | \$                        |
| Tax (GST,HST or QST)                            |                           | \$                        |
| Tendered Price all applicable taxes included    |                           | \$                        |

| <b>Option Period 3</b>           |                           |                           |
|----------------------------------|---------------------------|---------------------------|
| <b>(A)</b>                       | <b>(B)</b>                | <b>(C)</b>                |
| <b>Resource Category</b>         | <b>Level of Expertise</b> | <b>Firm Per Diem Rate</b> |
| Accessibility Conformance Tester | Junior                    | \$                        |
| Accessibility Conformance Tester | Senior                    | \$                        |
| Accessibility Test Coordinator   | N/A                       | \$                        |



|  |        |    |
|--|--------|----|
| Project Manager  | Senior | \$ |
| Total # 4 - Price All applicable taxes excluded  |        | \$ |
| Tax (GST,HST or QST)   |        | \$ |
| Tendered Price all applicable taxes included   |        | \$ |
| Evaluated Price For Initial Year and All Option Years<br>(All applicable taxes excluded)<br>(Total #1 + Total #2 + Total #3 + Total # 4) |        | \$ |





## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 4.1 Evaluation Procedures

Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.

An evaluation team composed of representatives of Canada will evaluate the bids.

#### 4.1.1 Technical Evaluation

##### 4.1.1.1 Mandatory Technical Criteria

Refer to Attachment 1 to Part 4

##### 4.1.1.2 Point Rated Technical Criteria

Refer to Attachment 1 to Part 4

#### 4.1.2 Financial Evaluation

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

### 4.2 Basis of Selection

#### 4.2.1 Basis of Selection – Highest Combined Rating of Technical Merit (80%) and Price (20%)

**To be declared responsive, a bid must:**

- a. comply with all the requirements of the bid solicitation; and
- b. meet all mandatory criteria; and
- c. obtain the required minimum number of points specified in Attachment 1 to Part 4 for the point rated technical criteria.
  1. Bids not meeting (a) or (b) or (c) will be declared non-responsive.
  2. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be **80%** for the technical merit and **20%** for the price.
  3. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of **80%**.
  4. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of **20%**.
  5. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
  6. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by an 80/20 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).



| <b>Basis of Selection</b>   |   |                                   |                        |
|---|---|-----------------------------------|------------------------|
| <b>Highest Combined Rating of Technical Merit (80%) and Price (20%)</b> |   |                                   |                        |
| <b>Bidder</b>   | <b>Bidder 1</b>                         | <b>Bidder 2</b>                   | <b>Bidder 3</b>        |
| <b>Overall Score for All the Point Rated Technical Criteria</b>         | OS1: 120/135                            | OS2: 98/135                       | OS3: 82/135            |
| <b>Bid Evaluated Price</b>  | P1: C\$60,000                           | P2: C\$55,000                     | LP and P3: C\$50,000   |
| <b>Calculations</b>   | <b>Technical Merit Score (OSi x 80)</b> | <b>Pricing Score (LP/Pi x 20)</b> | <b>Combined Rating</b> |
| <b>Bidder 1</b>   | $120/135 \times 80 = 71.11$             | $50/60 \times 20 = 16.66$         | 87.77                  |
| <b>Bidder 2</b>   | $98/135 \times 80 = 58.07$              | $50/55 \times 20 = 18.18$         | 76.25                  |
| <b>Bidder 3</b>   | $82/135 \times 80 = 48.59$              | $50/50 \times 20 = 20.00$         | 68.59                  |



ATTACHMENT 1 TO PART 4, TECHNICAL AND FINANCIAL CRITERIA
Stream One (1) Test and Remediate Documents (Word, PowerPoint, PDF)

Due to the potentially high volume of work, Bidders can only submit proposals for one (1) of the two (2) streams and must clearly indicate in their bid the stream for which they are applying.

1. Mandatory Corporate Criteria

1.1. Stream One (1) Test and Remediate Documents (Word, PowerPoint, PDF)

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

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

Table with 5 columns: Criteria, Mandatory Requirement Stream One (1) – Test and Remediate Documents (Word, PowerPoint, PDF), Met, Not Met, Demonstrated Experience INSERT PAGE # of proposal. Rows include MC1, MC2, and MC3 with detailed requirements for bidder contact, experience, and resource resumes.



| Criteria   | Mandatory Requirement<br>Stream One (1) – Test and Remediate Documents (Word, PowerPoint, PDF)   | Met | Not Met | Demonstrated Experience<br>INSERT PAGE # of proposal |
|------------|--|-----|---------|--|
|            | <ul style="list-style-type: none"> <li>• Must have a minimum of 1 years' experience as an accessibility conformance tester of documents in accordance with testing methodologies including automatic testing, manual testing and with assistive technologies.</li> <li>• Must have a minimum of 1 years' experience remediating documents to make them accessible.</li> <li>• Must have a minimum of 1 years' experience documenting a detailed issues report as an accessibility conformance tester.</li> </ul> <p>The resume will be used to validate qualitative and quantitative information provided in the bid. Bidders must limit their response to this item to <b>no more than 2 Pages of material per résumé.</b></p> <p>The Bidder must demonstrate experience* (number of years) in testing and remediating documents in order to meet web accessibility EN 301 549 (2018) standard, including WCAG 2.1 level A and AA success criteria.</p> <p>*Experience must have been obtained within the last 5 years for accessibility conformance testers and coordinators.</p> <p>Any new resources added during the life of the contract will have to be evaluated against the same criterion before being approved to work.</p> |     |         |  |
| <b>MC4</b> | <p>The Bidder must provide the name and resume for the following proposed resource.</p> <p><b>Senior Accessibility Conformance Tester (documents)</b></p> <ul style="list-style-type: none"> <li>• Must have a minimum of 3 years' experience as an accessibility conformance tester of documents in accordance with testing methodologies including automatic testing, manual testing and with assistive technologies.</li> </ul>   |     |         |  |



| Criteria | Mandatory Requirement<br>Stream One (1) – Test and Remediate Documents (Word, PowerPoint, PDF)  | Met | Not Met | Demonstrated Experience<br>INSERT PAGE # of proposal |
|----------|---|-----|---------|--|
|          | <ul style="list-style-type: none"> <li>• Must have a minimum of 3 years' experience remediating documents to make them accessible.</li> <li>• Must have a minimum of 3 years' experience documenting a detailed issues report as an accessibility conformance tester.</li> </ul> <p>The resume will be used to validate qualitative and quantitative information provided in the bid. Bidders must limit their response to this item to <b>no more than 2 Pages of material per résumé.</b></p> <p>The Bidder must demonstrate experience* (number of years) in testing and remediating documents in order to meet web accessibility EN 301 549 (2018) standard, including WCAG 2.1 level A and AA success criteria.</p> <p>*Experience must have been obtained within the last 5 years for a senior accessibility conformance tester.</p> <p>Any new resources added during the life of the contract will have to be evaluated against the same criterion before being approved to work.</p> |     |         |  |
| MC5      | <p>The Bidder must provide the name and resume for the following proposed resource.</p> <p><b>Accessibility Test Coordinator</b><br/>Must have a minimum of 2 years' experience as an Accessibility Test Coordinator coordinating the testing of documents in accordance with testing methodologies.</p> <p>The resume will be used to validate qualitative and quantitative information provided in the bid. Bidders must limit their response to this item to <b>no more than 2 Pages of material per résumé.</b></p> <p>Resumes must clearly indicate that the key personnel meet the qualification and</p>  |     |         |  |



| Criteria          | Mandatory Requirement<br>Stream One (1) – Test and Remediate Documents (Word, PowerPoint, PDF)   | Met | Not Met | Demonstrated Experience<br>INSERT PAGE # of proposal |
|-------------------|--|-----|---------|--|
|                   | <p>experience requirements set out in Annex “A” Statement of Work, Item 10 Estimated Resource Requirements.</p> <p>The Bidder must demonstrate experience* (number of years) in testing and remediating documents in order to meet web accessibility EN 301 549 (2018) standard, including WCAG 2.1 level A and AA success criteria.</p> <p>*Experience must have been obtained within the last 5 years for an accessibility test coordinator.</p> <p>Any new resources added during the life of the contract will have to be evaluated against the same criterion before being approved to work.</p>  |     |         |  |
| <p><b>MC6</b></p> | <p><b>Senior Project Manager</b></p> <ul style="list-style-type: none"> <li>• Must have a University degree (in any field) or a College Diploma (in any field) or a Project Management Professional (PMP) certification from the Project Management Institute (PMI).</li> <li>• Must have a minimum of 6 years’ experience as a Project Manager, including 3 years’ experience in managing training projects.</li> <li>• If eLearning is part of the requirement, then the Project Manager must have a minimum of 3 years’ experience in managing eLearning and/or software projects, including a minimum of 1 year of experience in managing eLearning projects.</li> </ul> <p>The resume will be used to validate qualitative and quantitative information provided in the bid. Bidders must limit their response to this item to <b>no more than 2 Pages of material per résumé.</b></p> <p>Resumes must clearly indicate that the key personnel meet the qualification and experience requirements set out in Annex “A” Statement of Work, Item 10 Estimated</p> |     |         |  |



| Criteria | <b>Mandatory Requirement<br/>Stream One (1) – Test and Remediate<br/>Documents (Word, PowerPoint, PDF)</b>  | <b>Met</b> | <b>Not<br/>Met</b> | <b>Demonstrated<br/>Experience<br/>INSERT PAGE #<br/>of proposal</b> |
|----------|---|------------|--------------------|--|
|          | <p>Resource Requirements.</p> <p>The Bidder must demonstrate experience* (number of years) in testing and remediating documents in order to meet web accessibility EN 301 549 (2018) standard, including WCAG 2.1 level A and AA success criteria.</p> <p>*Experience must have been obtained within the last 10 years for Project managers.</p> <p>Any new resources added during the life of the contract will have to be evaluated against the same criterion before being approved to work.</p> |            |                    |  |




2. Point Rated Evaluation (RE) Criteria

2.1. Stream One (1) Test and Remediate Documents (Word, PowerPoint, PDF)

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


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

The proposed Named Resource is to identify issues on an example web page in the language of their choice (English or French). However, the Named Resource must be able to evaluate products in both English and French. The GC has previously identified the issues on this page, in order to generate a marking key which will be used to score bidder's Named Resources.



| Point Rated Evaluation Criteria - Number | Description/Scoring Methodology Stream One (1) Test and Remediate Documents (Word, PowerPoint, PDF)   | Minimum score (Maximum number of points) | Score | Demonstrated Experience INSERT PAGE # of proposal |
|--|---|--|-------|---|
| RE1                                      | <p>1. The Bidder must test the attached sample Word product (below) against:</p> <ul style="list-style-type: none"> <li>• EN 301 549 standard,</li> <li>• WCAG 2.1 level A and AA success criteria,</li> </ul> <p>2. The Bidder must remediate the document tested to correct the issues found.</p> <p>Sample document can be found below:</p> <p><b>Document 1:</b></p>  <p>Word_Sample_En.doc<br/>x<br/>Word_Sample_En.docx (Annex D)</p> <p>Responses will be scored according to the document testing and remediation general instructions and marking rubric.</p> <p>For each document, the Bidder must provide:</p> <ol style="list-style-type: none"> <li>1. An Accessibility Conformance Report that outlines all</li> </ol> |  |       |   |







| Point Rated Evaluation Criteria - Number | Description/Scoring Methodology<br>Stream One (1) Test and Remediate Documents (Word, PowerPoint, PDF)  | Minimum score (Maximum number of points) | Score | Demonstrated Experience<br>INSERT PAGE # of proposal |
|--|---|--|-------|--|
|  | <p>errors found.</p> <p><b>Template to use:</b></p>  <p>A11Y-report-doc-templateRFP-ESDC.docx</p> <p>2. The corrected-remediated accessible version of the sample document;</p> <p>The score for RE1 is calculated by dividing the Bidder's score on the sample documents ("Score") by the maximum score for the sample documents ("maxScore") then multiplying by 100 to yield a score between 0 and 100.</p> <p>Score for RE1 = (Score / maxScore) * 100</p> <p>The maxScore cannot be disclosed here as it would compromise this evaluation activity.</p> <p><b>Maximum points: 100</b><br/><b>Minimum points: 70</b></p> |  |       |  |
| RE2                                      | <p>1. The Bidder must test the attached sample PowerPoint product (below) against:</p> <ul style="list-style-type: none"> <li>• EN 301 549 standard,</li> <li>• WCAG 2.1 level A and AA success criteria,</li> </ul> <p>2. The Bidder must remediate the document tested to correct the issues found.</p> <p>Sample document can be found below:</p>  |  |       |  |



| Point Rated Evaluation Criteria - Number | Description/Scoring Methodology Stream One (1) Test and Remediate Documents (Word, PowerPoint, PDF)   | Minimum score (Maximum number of points) | Score | Demonstrated Experience INSERT PAGE # of proposal |
|--|---|--|-------|---|
|  | <p><b>Document 2:</b></p>  <p>PPT_Sample_En.pptx</p> <p>PPT_Sample_En.pptx (Annex D)</p> <p>Responses will be scored according to the document testing and remediation general instructions and marking rubric.</p> <p>For each document, the Bidder must provide:</p> <ol style="list-style-type: none"> <li>1. An Accessibility Conformance Report that outlines all errors found.</li> </ol> <p><b>Template to use:</b></p>  <p>A11Y-report-doc-templateRFP-ESDC.docx</p> <ol style="list-style-type: none"> <li>2. The corrected-remediated accessible version of the sample document;</li> </ol> <p>The score for RE2 is calculated by dividing the Bidder's score on the sample documents ("Score") by the maximum score for the sample documents ("maxScore") then multiplying by 100 to yield a score between 0 and 100.</p> <p>Score for RE2 = (Score / maxScore) * 100</p> <p>The maxScore cannot be disclosed here as it would</p> |  |       |   |



| Point Rated Evaluation Criteria - Number | Description/Scoring Methodology Stream One (1) Test and Remediate Documents (Word, PowerPoint, PDF)   | Minimum score (Maximum number of points) | Score | Demonstrated Experience INSERT PAGE # of proposal |
|--|---|--|-------|---|
|  | <p>compromise this evaluation activity.</p> <p><b>Maximum points: 100</b><br/><b>Minimum points: 70</b></p>   |  |       |   |
| RE3                                      | <p>1. The Bidder must test the attached sample PDF product (below) against:</p> <ul style="list-style-type: none"> <li>• EN 301 549 standard,</li> <li>• WCAG 2.1 level A and AA success criteria.</li> </ul> <p>2. The Bidder must remediate the document tested to correct the issues found.</p> <p>Sample document can be found below:</p> <p><b>Document 3:</b></p> <p><br/>PDF_Sample_En.pdf</p> <p>PDF_Sample_En.pdf (Annex D)</p> <p>Responses will be scored according to the document testing and remediation general instructions and marking rubric.</p> <p>For each document, the Bidder must provide:</p> <ol style="list-style-type: none"> <li>1. An Accessibility Conformance Report that outlines all errors found.<br/><b>Template to use:</b><br/><br/>A11Y-report-doc-templateRFP-ESDC.docx</li> <li>2. The corrected-remediated version</li> </ol> |  |       |   |



| Point Rated Evaluation Criteria - Number | Description/Scoring Methodology<br>Stream One (1) Test and Remediate Documents (Word, PowerPoint, PDF)  | Minimum score (Maximum number of points) | Score | Demonstrated Experience<br>INSERT PAGE # of proposal |
|--|---|--|-------|--|
|  | <p>of the sample document;</p> <p>The score for RE3 is calculated by dividing the Bidder's score on the sample documents ("Score") by the maximum score for the sample documents ("maxScore") then multiplying by 100 to yield a score between 0 and 100.</p> <p>Score for RE3 = (Score / maxScore) * 100</p> <p>The maxScore cannot be disclosed here as it would compromise this evaluation activity.</p> <p><b>Maximum points: 100</b><br/><b>Minimum points: 70</b></p> |  |       |  |
| <b>Total Score</b>                       |   |  |       |  |

2.2. General Instructions – Stream One (1) - Test and Remediate Documents (Word, PowerPoint, PDF)

Document testing and remediation general instructions:

- Report:
  - Points are given for each issue identified by the tester which is in our marking key; the EN 301 549 (WCAG 2.1 Level A or AA) Success Criteria (SC) which fail because of that issue; and the sufficient technique(s) to resolve the issue such that any SC failed exclusively due to the issue will then pass.
  - Issues are identified in the marking key at an appropriate level of granularity. For example, if all images are missing alt text, the issue can be identified as "all images are missing alt text", rather than identifying each individual image. Differences in granularity of issue reporting will not be penalized, as long as the issues are correctly and unambiguously identified.
- Put your best answers only. Only the first answer(s) will be evaluated. For instance, listing 3 EN 301 549 (WCAG) techniques when only 1 is required will yield 0 marks if the first technique given is incorrect, even if a correct technique is given later.
- If the issue reported by the bidder does not exist in the marking key, no marks will be given for marking criteria 1, 2, 3 and 4 in the table below.
- Corrected-remediated accessible version
  - Points are given for each reported issue which is fixed and does not occur in the remediated accessible version of the document submitted by the bidder.



- If the remediated accessible version contains new errors caused by the bidders fixes then negative marks will apply:
  - 0 new errors (0 marks)
  - 1 to 3 new errors (-5 marks)
  - 4 new errors or more (-10 marks)

**Stream One (1) Test and Remediate Documents (Word, PowerPoint, PDF)**

Marking rubric for each issue

| Marking Criterion  | Marks | Comments |
|--|-------|----------|
| 1. Report: Clearly identify the issue <b>(2 marks)</b> <ul style="list-style-type: none"> <li>• Refer to element selector, page, paragraph etc.</li> <li>• If the issue occurs in response to an interaction process, describe the process required to replicate the issue.               <ul style="list-style-type: none"> <li>○ Tools used</li> <li>○ Browsers/Screen reader used</li> <li>○ Device type</li> <li>○ Specific steps, actions or sequences</li> </ul> </li> <li>• 1 mark if description is vague, but can be understood with effort.</li> </ul> |       |          |
| 2. Report: Include a screenshot if this aids in identification. <b>(1 mark)</b>  |       |          |
| 3. Report: Associate the correct EN 301 549 standard SC with the issue <b>(1+ marks)</b> <ul style="list-style-type: none"> <li>• If <math>x &gt; 1</math> SC fail from this issue, 1 mark for each SC correctly identified. (Total is x marks.)</li> <li>• If x SC fail from this issue, only the first x SC given will be evaluated.</li> </ul> Each incorrectly failed SC for this issue will result in a 1 point deduction. Negative marks may result.   |       |          |
| 4. Report: Provide at least one specific, correct WCAG Sufficient Technique (i.e. G1, H4) to resolve the issue such that any SC failed exclusively due to the issue will then pass. <b>(1 mark)</b> <ul style="list-style-type: none"> <li>• If no Sufficient Technique applies, provide a clear fix (link to WebAIM, Mozilla, etc.).</li> <li>• Part marks <b>(0.5 points)</b> if techniques given partially resolve the issue.</li> </ul>  |       |          |
| <b>Issue Total</b>   |       |          |

Marking rubric for each corrected-remediated accessible document

| Marking Criterion  | Marks | Comments |
|--|-------|----------|
| 1. Remediated document: Each issue in the report is fixed and does not appear in the remediated document submitted by the bidder. <b>(5 marks per issue)</b>   |       |          |
| 2. Remediated document: If the remediated accessible version contains new errors caused by the bidders fixes then negative marks will apply. <ul style="list-style-type: none"> <li>• 0 new errors <b>(0 marks)</b></li> <li>• 1 to 3 new errors <b>(-5 marks)</b></li> <li>• 4 new errors or more <b>(-10 marks)</b></li> </ul> |       |          |
| <b>Total</b>   |       |          |



ATTACHMENT 1 TO PART 4, TECHNICAL AND FINANCIAL CRITERIA

Stream Two (2) - Test Web, eLearning Products (HTML), Learning Platforms and Native mobile applications

Due to the potentially high volume of work, Bidders can only submit proposals for one (1) of the two (2) streams and must clearly indicate in their bid the stream for which they are applying.

3. Mandatory Corporate Criteria – Stream Two (2) Test Web, eLearning Products (HTML), Learning Platforms and native mobile applications

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

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

| Criteria | Mandatory Requirement<br>Stream Two (2) Test Web,<br>eLearning Products (HTML),<br>Learning Platforms and native<br>mobile applications   | Met | Not<br>Met | Demonstrated Experience<br>INSERT PAGE # of proposal |
|----------|---|-----|------------|--|
| MC1      | The Bidder must provide a single point of contact at the Senior Management level of the company who is empowered to address and resolve:<br>1. any issues that arise concerning the performance of the contracted work, and<br>2. provide a plan for work control, and monthly contract cost reporting.   |     |            |  |
| MC2      | The bidder must provide proof by submitting previous invoices that clearly demonstrate a minimum of sixty (60) days of experience for Accessibility Conformance Testing Services within the last two (2) years from date of bid closing. Conformance Testing invoices must include testing of web pages and web applications against EN 301 549 standard, including WCAG 2.1 level A and AA success criteria. |     |            |  |
| MC3      | The Bidder must provide the name and resume for the following proposed resource:<br><br><b>Junior Accessibility</b> Conformance Tester (web)  |     |            |  |



| Criteria | <b>Mandatory Requirement<br/>Stream Two (2) Test Web,<br/>eLearning Products (HTML),<br/>Learning Platforms and native<br/>mobile applications</b>   | Met | Not<br>Met | <b>Demonstrated Experience<br/>INSERT PAGE # of proposal</b> |
|----------|--|-----|------------|--|
|          | <ul style="list-style-type: none"> <li>• Must have a minimum of 1 years' experience as an accessibility conformance tester of web, e-Learning products, learning platforms and native mobile applications in accordance with testing methodologies including automatic testing, manual testing and with assistive technologies.</li> <li>• Must have a minimum of 1 years' experience documenting a detailed issues report as an accessibility conformance tester.</li> </ul> <p>Resumes will be used to validate qualitative and quantitative information provided in the bid.</p> <p>Bidders must limit their response to this item to no more than 2 Pages of material per résumé.</p> <p>The Bidder must demonstrate experience* (number of years) in testing Web, eLearning Products (HTML), Learning Platforms and native mobile applications in order to meet web accessibility standards (EN 301 549 (2018) standard, including WCAG 2.1 level A and AA success criteria.</p> <p>*Experience must have been obtained within the last 5 years for a junior accessibility conformance tester.</p> <p>Any new resources added during the life of the contract will have to be evaluated against the same criterion before being approved to work.</p> |     |            |  |
| MC4      | <p>The Bidder must provide the name and resume for the following proposed resource:</p> <p><b>Senior Accessibility Conformance Tester (web)</b></p> <ul style="list-style-type: none"> <li>• Must have a minimum of 3 years' experience as an accessibility</li> </ul>   |     |            |  |



| Criteria | Mandatory Requirement Stream Two (2) Test Web, eLearning Products (HTML), Learning Platforms and native mobile applications   | Met | Not Met | Demonstrated Experience INSERT PAGE # of proposal |
|----------|---|-----|---------|---|
|          | <p>conformance tester of web, e-Learning products, learning platforms and native mobile applications in accordance with testing methodologies.</p> <ul style="list-style-type: none"> <li>Must have a minimum of 3 years' experience documenting a detailed issues report as an accessibility conformance tester.</li> </ul> <p>Resumes will be used to validate qualitative and quantitative information provided in the bid.</p> <p>Bidders must limit their response to this item to no more than 2 Pages of material per résumé.</p> <p>The Bidder must demonstrate experience* (number of years) in testing Web, eLearning Products (HTML), Learning Platforms and native mobile applications in order to meet web accessibility standards (EN 301 549 (2018) standard, including WCAG 2.1 level A and AA success criteria.</p> <p>*Experience must have been obtained within the last 5 years for a senior accessibility conformance tester.</p> <p>Any new resources added during the life of the contract will have to be evaluated against the same criterion before being approved to work.</p> |     |         |   |
| MC5      | <p>The Bidder must provide the name and resume for the following proposed resource:</p> <p><b>Accessibility Test Coordinator (web)</b></p> <p>Must have a minimum of 2 years' experience as an Accessibility Test Coordinator coordinating the testing of web, e-Learning products, learning platforms and native mobile</p>  |     |         |   |





| Criteria | <b>Mandatory Requirement<br/>Stream Two (2) Test Web,<br/>eLearning Products (HTML),<br/>Learning Platforms and native<br/>mobile applications</b>  | Met | Not<br>Met | <b>Demonstrated Experience<br/>INSERT PAGE # of proposal</b> |
|----------|---|-----|------------|--|
|          | <p>applications in accordance with testing methodologies.</p> <p>Resumes will be used to validate qualitative and quantitative information provided in the bid.</p> <p>Bidders must limit their response to this item to no more than 2 Pages of material per résumé.</p> <p>The Bidder must demonstrate experience* (number of years) in testing Web, eLearning Products (HTML), Learning Platforms and native mobile applications in order to meet web accessibility standards (EN 301 549 (2018) standard, including WCAG 2.1 level A and A success criteria.</p> <p>*Experience must have been obtained within the last 5 years for an accessibility test coordinator.</p> <p>Any new resources added during the life of the contract will have to be evaluated against the same criterion before being approved to work.</p> |     |            |  |
| MC6      | <p>The Bidder must provide the name and resume for the following proposed resource:</p> <p><b>Senior Project Manager</b></p> <ul style="list-style-type: none"> <li>• Must have a University degree (in any field) or a College Diploma (in any field) or a Project Management Professional (PMP) certification from the Project Management Institute (PMI).</li> <li>• Must have a minimum of 6 years' experience as a Project Manager, including 3 years' experience in managing training projects.</li> <li>• If eLearning is part of the requirement, then the Project Manager must have a minimum of 3 years' experience in</li> </ul>   |     |            |  |



| Criteria | Mandatory Requirement<br>Stream Two (2) Test Web,<br>eLearning Products (HTML),<br>Learning Platforms and native<br>mobile applications   | Met | Not<br>Met | Demonstrated Experience<br>INSERT PAGE # of proposal |
|----------|---|-----|------------|--|
|          | <p>managing eLearning and/or software projects, including a minimum of 1 year of experience in managing eLearning projects.</p> <p>Resumes will be used to validate qualitative and quantitative information provided in the bid.</p> <p>Bidders must limit their response to this item to no more than 2 Pages of material per résumé.</p> <p>The Bidder must demonstrate experience* (number of years) in testing Web, eLearning Products (HTML), Learning Platforms and native mobile applications in order to meet web accessibility standards (EN 301 549 (2018) standard, including WCAG 2.1 level A and A success criteria.</p> <p>*Experience must have been obtained within the last 10 years for Project managers.</p> <p>Any new resources added during the life of the contract will have to be evaluated against the same criterion before being approved to work.</p> |     |            |  |




4. Point Rated Evaluation (RE) Criteria

4.1. Stream Two (2) Test Web, eLearning Products (HTML), Learning Platforms and native mobile applications

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

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

The proposed Named Resource is to identify issues on an example web page in the language of their choice (English or French). However, the Named Resource must be able to evaluate products in both English and French. The GC has previously identified the issues on this page, in order to generate a marking key which will be used to score bidder's Named Resources.

| Point Rated Evaluation Criteria - Number | Description/Scoring Methodology<br>Stream Two (2) Test Web, eLearning Products (HTML), Learning Platforms and native mobile applications   | Minimum score (Maximum number of points) | Score | Demonstrated Experience<br>INSERT PAGE # of proposal |
|--|--|--|-------|--|
| RE1                                      | <p>1. Sample eLearning Course:</p> <p>The Bidder must perform a sample EN 301 549 standard, including WCAG 2.1 level A and AA success criteria, accessibility conformance test on the sample web page specified below:</p> <p><a href="https://papp.cspsefpc.gc.ca/ProdContent/cninv000000000020445/index.html#">https://papp.cspsefpc.gc.ca/ProdContent/cninv000000000020445/index.html#</a></p> <p>Responses will be scored according to the Web testing general instructions and marking rubric.</p> <p>2. The Bidder should provide:</p> <ul style="list-style-type: none"> <li>a. An Issues Report detailing all identified issues causing failures of success criteria and suggested remediation, as applicable;</li> <li>b. An Accessibility Conformance Report (this is integrated in the template).</li> </ul> <p><b>Template to use:</b></p>  <p>A11Y-report-html-templateRFP-ESDC.docx</p> <p>The score for RE4 is calculated by dividing the Bidder's score on the sample ACT ("Score") by the maximum score for the sample course ("maxScore") then multiplying by 100 to yield a score between 0 and 100.</p> <p>Score for RE2 = (Score / maxScore) * 100</p> |  |       |  |



| Point<br>Rated<br>Evaluati<br>on<br>Criteria<br>-<br>Number | Description/Scoring Methodology<br>Stream Two (2) Test Web, eLearning Products<br>(HTML), Learning Platforms and native mobile<br>applications           | Minimu<br>m score<br>(Maxim<br>um<br>number<br>of<br>points) | Scor<br>e | Demonstra<br>ted<br>Experience<br>INSERT<br>PAGE # of<br>proposal |
|---|--|--|-----------|---|
|   | The maxScore cannot be disclosed here as it would<br>compromise this evaluation activity.<br><br><b>Maximum points: 100</b><br><b>Minimum points: 70</b> |  |           |   |
| Total<br>score  |  |  |           |   |



4.2. General Instructions – Stream Two (2) - Test Web, eLearning Products (HTML), Learning Platforms and Native Mobile Applications

- Points are given for each issue identified by the tester which is in our marking key; the EN 301 549 (WCAG 2.1 Level A or AA) Success Criteria (SC) which fail because of that issue; and the sufficient technique(s) to resolve the issue such that any SC failed exclusively due to the issue will then pass.
  - Issues are identified in the marking key at an appropriate level of granularity. For example, if all images are missing alt text, the issue can be identified as “all images are missing alt text”, rather than identifying each individual image. Differences in granularity of issue reporting will not be penalized, as long as the issues are correctly and unambiguously identified.
- Put your best answers only. Only the first answer(s) will be evaluated. For instance, listing 3 EN 301 549 (WCAG) techniques when only 1 is required will yield 0 marks if the first technique given is incorrect, even if a correct technique is given later.
- If the issue reported by the bidder does not exist in the marking key, no marks will be given for marking criteria 1, 2, 3 4 and 5 in the table below.

Marking rubric for each issue

| Marking Criterion   | Marks | Comments |
|---|-------|----------|
| 1. Clearly identify the issue <b>(2 marks)</b> <ul style="list-style-type: none"> <li>• Refer to element selector, line of code, etc.</li> <li>• <b>1 mark</b> if description is vague, but can be understood with effort.</li> </ul>   |       |          |
| 2. Include a screenshot if this aids in identification. <b>(1 mark)</b>   |       |          |
| 3. Describe the process required to replicate the issue <b>(1 mark)</b> <ul style="list-style-type: none"> <li>• Tools used</li> <li>• Browsers/Screen reader used</li> <li>• Device type</li> <li>• Specific steps, actions or sequences</li> </ul>  |       |          |
| 4. Associate the correct EN 301 549 standard with the issue <b>(1+ marks)</b> <ul style="list-style-type: none"> <li>• If <math>x &gt; 1</math> SC fail from this issue, 1 mark for each SC correctly identified. (Total is x marks.)</li> <li>• If x SC fail from this issue, only the first x SC given will be evaluated.</li> <li>• <b>Each incorrectly failed SC for this issue will result in a 1 point deduction. Negative marks may result.</b></li> </ul> |       |          |
| 5. Provide at least one specific, correct WCAG Sufficient Technique (i.e. G1, H4) to resolve the issue such that any SC failed exclusively due to the issue will then pass. <b>(1 mark)</b> <ul style="list-style-type: none"> <li>• If no Sufficient Technique applies, provide a clear fix (code, link to WebAIM, Mozilla, etc.).</li> <li>• Part marks (0.5 points) if techniques given partially resolve the issue.</li> </ul>                                |       |          |
| <b>Issue Total</b>  |       |          |



## PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

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

### 5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

#### 5.1.1 Integrity Provisions - Declaration of Convicted Offences

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

### 5.2 Certifications Precedent to Contract Award and Additional Information

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

#### 5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property agreement of the Ineligibility and Suspension Policy (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

#### 5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

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

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



### 5.2.3 Additional Certifications Precedent to Contract Award

#### 5.2.4 Status and Availability of Resources

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

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

#### 5.2.3.2. Education and Experience

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.



## **PART 6 - SECURITY, REQUIREMENTS**

1. At the date of bid closing, the following conditions must be met:

(a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;

(b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;

(c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;





## PART 7 – RESULTING CONTRACT CLAUSES

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

### 7.1 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

#### 7.1.2 Task Authorization

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

##### 7.1.2.1 Task Authorization Process

For each task or revision of a previously authorized task;

1. The Project Authority will provide the Contractor with a description of the task using the "Task Authorization" form specified in Annex C.
2. The Task Authorization (TA) or revised task will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis (bases) and methods of payment as specified in the Contract.
3. The Contractor must provide the Project Authority, within 2 calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
4. The Contractor must not commence work until a TA authorized by the Contracting Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

##### 7.1.2.2 Minimum Work Guarantee - All the Work - Task Authorizations

1. In this clause,

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

"Minimum Contract Value" means 5% of the Maximum Contract Value at the date of signing

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



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

#### 7.1.2.3 Periodic Usage Reports - Contracts with Task Authorizations

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

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

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

The quarterly periods are defined as follows:

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

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

#### Reporting Requirement – Details

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

##### For each authorized task:

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

##### For all authorized tasks:

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

## 7.2 Standard Clauses and Conditions

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

### 7.2.2 General Conditions

2035 (2021-12-02), General Conditions - Services (Higher Complexity) - Services apply to and form part of the Contract.



7.3 Security Requirements

7.3.1 The following security requirements (SRCL and related clauses provided by the Contract Security Program) apply and form part of the Contract.

- 1. The contractor/offeror must, at all times during the performance of the contract/standing offer, hold a valid designated organization screening (DOS), issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC)
2. The contractor/offeror personnel requiring access to sensitive work site(s) must each hold a valid reliability status, granted or approved by the CSP, PWGSC
3. Subcontracts which contain security requirements are not to be awarded without the prior written permission of the CSP, PWGSC
4. The contractor/offeror must comply with the provisions of the:
a. Security Requirements Check List and security guide (if applicable), attached at Annex C
b. Contract Security Manual (latest edition)

7.4 Term of Contract

7.4.1 Period of the Contract

The period of the Contract is from date of Contract to \_\_\_\_\_ inclusive

7.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 3 (three) additional 1 (one) year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 15 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is: (will be identified at contract award)

Name: \_\_\_\_\_
Title: \_\_\_\_\_
Employment and Social Development Canada
Acquisitions Branch
Directorate: \_\_\_\_\_
Address: \_\_\_\_\_
Telephone: \_\_\_\_ \_\_\_\_ \_\_\_\_\_
E-mail address: \_\_\_\_\_

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

7.5.2 Project Authority

The Project Authorities for the Contract are: (will be identified at contract award)

Name: \_\_\_\_\_



Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_ \_  
E-mail address: \_\_\_\_\_

Alternative Project Authority  
Name: \_\_\_\_\_  
Title: \_ \_\_\_\_\_  
Organization: \_\_\_\_  
Address: \_  
Telephone: \_\_\_\_ \_  
E-mail address: \_ \_\_\_\_\_

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

7.5.3 Contractor's Representative

(will be identified at contract award)

7.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a Public Service Superannuation Act (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2019-01 of the Treasury Board Secretariat of Canada.

7.7 Payment

7.7.1 Basis of Payment – TA Subject to Limitation of Expenditure

The Contractor will be paid for the Work specified in the authorized task authorization, in accordance with the Basis of Payment at Annex B.

Canada's liability to the Contractor under the authorized task authorization must not exceed the limitation of expenditure specified in the authorized task authorization. Custom duties are included and Applicable Taxes are extra.

No increase in the liability of Canada or in the price of the Work specified in the authorized task authorization resulting from any design changes, modifications or interpretations of the Work will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

7.7.2 Canada's Total Liability

Limitation of Expenditure - Cumulative Total of all authorized Task Authorizations

- A. Canada's total liability to the Contractor under the Contract for all authorized TAs, inclusive of any revisions, must not exceed the sum of \$ \_\_\_\_\_. Customs duties are included and the Applicable Taxes are extra.
- B. No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.



- C. The Contractor must notify the Contracting Authority, in writing, as to the adequacy of this sum:
1. when it is 75 percent committed, or
  2. four (4) months before the Contract expiry date, or
  3. as soon as the Contractor considers that the sum is inadequate for the completion of the Work requested in all authorized TAs inclusive of any revisions, the applicable basis of payment of which is limitation of expenditure (7.6.1, TA subject to a Limitation of Expenditure),

whichever comes first.

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

#### *7.7.3 Method of Payment*

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work performed has been accepted by Canada.

#### *7.7.4 Discretionary Audit*

SACC Manual Clause C0705C (2010-01-11), Discretionary Audit

### **7.8 Invoicing Instructions**

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

Each invoice must be supported by:

- a. a copy of time sheets to support the time claimed;
  - b. a copy of the release document and any other documents as specified in the Contract;
  - c. a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
  - d. a copy of the monthly progress report.
2. Invoices must be distributed as follows:
    - a. One (1) copy must be forwarded to the Project Authority identified under the section entitled "Authorities" of the Contract.

### **7.9 Certifications and Additional Information**

#### *7.9.1 Compliance*

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.



### 7.10 Applicable Laws

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

### 7.11 Priority of Documents

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

- a) the Articles of Agreement;
- b) the General Conditions - 2035 (2021-12-02), Services (Higher Complexity)
- c) Annex A, Statement of Work;
- d) Annex B, Basis of Payment
- e) Annex C, Security Requirements Check List
- f) Annex E, Task Authorization Form
- g) Signed task authorizations, including all required certifications;
- h) the Contractor's bid dated \_\_\_\_\_

### 7.12 Dispute Resolution

- a) The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.
- b) The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.
- c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "[Dispute Resolution](#)".



## Annex A – Statement of Work

### Stream 1 – Test and Remediate Documents

#### 1. Objective

Employment and Social Development Canada (ESDC), together with the Canada School of Public Service (CSPS) are seeking up to four (4) companies to perform accessibility testing for learning products. Work has been divided into two (2) streams, each of which will have a contract for a period of two (2) years with the irrevocable option of allowing the departments to extend the term of the Contract for up to three (3) additional one (1) year periods under the same terms and conditions.

#### 2. Background

The Accessible Canada Act (C-81) received the Royal Assent on June 21st, 2019. This law changes our approach and practices to courseware design and development. Conforming to the standards related to accessible documents, web-based content, systems and eLearning is important to creating an inclusive and barrier-free work environment and ensures the full participation of people with disabilities (low vision, color blindness, learning impairment, etc.) within the same environment.

Due to the new Act, all learning products in ESDC and CSPS must be accessible. Testing is currently being done in-house. Due to a lack of internal human resources and the increasing demand for the same resources to support the ongoing and evolving requirements for accessible training, ESDC and CSPS are seeking external support from a third party to test learning products to ensure compliance.

The Government of Canada has committed to being an accessible, barrier free work environment by 2040, however, ESDC has committed to reach this goal by 2025. Over the next 3.5 years, ESDC will be required to convert all learning materials to an accessible format and ensure compliance to WCAG2.1 and its evolving standards.

#### 3. Scope

The successful bidders will be required to perform accessibility testing of eLearning products, documents, web-based content and learning tools against current and future accessibility standards, including the Government of Canada (GoC) WCAG2.1 A and AA standards and the European standard: EN 301 549 V2.1.2 (2018) and provide comprehensive testing reports in an agreed to template.

To facilitate the bidding process and to ensure adequate support will be available to handle the high volume of work, the contract has been divided into the two (2) streams:

- Stream 1: Test and Remediate Documents
- Stream 2: Test Web, eLearning Products (HTML), Learning Platforms and Native Mobile Applications

For that reason, Bidders can only submit proposals for one (1) of the two (2) streams and must clearly indicate in their bid the stream for which they are applying.

Should there be more than one (1) successful company per stream, work will be distributed to the successful bidders in each stream equally (50% for the first ranked bidder and 50% for the second ranked bidder). Work will be distributed on a rotational basis between the companies. For example, first Task Authorization (TA\_ goes to first company; second TA goes to second company; third to first company...etc...).

#### 4. Tasks

Requirements and specifications (such as tools, files and resources) for each task will be established through a Task Authorization that will describe the work required in detail. The variety and the scope



of each task will differ therefore; the contractor will be expected to be able to provide the following services:

Document Conformance Testing:

- Built in Microsoft Office Suite 2016 and 365, primarily, Word and PowerPoint, however other Office Suite products, such as Excel may be used and require testing
- Built and saved in a PDF format

Document Remediation:

- Built in Microsoft Office Suite 2016 and 365, primarily, Word and PowerPoint, however other Office Suite products, such as Excel may be used and require testing
- Built and saved in a PDF format

Conformance testing and remediation must be compliance with current and future accessibility standards, including WCAG2.1 A and AA standards and the European standard: EN 301 549 V2.1.2 (2018). Each task authorization shall specify the scope of the work, the software version for the document, and the document accessibility checklist.

In order to meet the requirements of tasks assigned under this stream and as part of required knowledge transfer, the contractor is required to:

- Test the documents provided via the Task Authorization
- Remediate the documents provided via the Task Authorization until compliance is achieved
- Report any issues that they cannot be corrected to the attention of the Project Authority and make recommendations on resolving the issue.
- Provide standard test reports, in a reporting format agreed-to at the time of contract award, that summarizes:
  - The status of each criteria (pass, fail, or not applicable) for the document
  - The types of accessibility issues that require modification to make the document accessible

## 5. Deliverables

The contractor must provide detailed documentation and all source files for each product as they are completed to the Project Authority.

All final TA documentation must be created in an accessible format using MS Office Suite 2016 and be delivered prior to contract end date and final payment.

## 6. Constraints

Current accessibility standards must be met including:

- EN 301 549 V2.1.2 (2018) standard
- WCAG 2.1 level A and AA success criteria

As the each of the accessibility standards evolve, the successful Bidder's Named Resources must be able to test against the updated versions of the standard within three (3) months of the updated standard release date.

## 7. Responsibilities of the Project Authority

For each Task Authority the Project Authority must provide:

- A single point of contact
- All existing files for learning product being audited and remediated
- Word and PowerPoint templates and files for resource documents, as required
- Document accessibility checklists (Word, PPT and PDF)





## 8. Reference Documentation

Digital Accessibility Toolkit – Tools and Resources:  
<https://a11y.canada.ca/en/guides/>

## 9. Resource Categories & Responsibilities

- 9.1 Junior Accessibility Conformance Tester
- 9.2 Senior Accessibility Conformance Tester
- 9.3 Accessibility Tester Coordinator
- 9.4 Senior Project Manager

### 9.1. Junior Accessibility Conformance Tester Responsibilities

- Perform testing of the identified document to determine to what degree relevant accessibility requirements of the standard are met;
- Identify the testing tools used to perform the testing described at 1. above, including adaptive technologies, browsers and operating systems, if applicable;
- Identify unambiguously all found issues causing failures of an accessibility requirement by:
  - Describing precisely the process required to replicate the issue;
  - Documenting by criteria name and number which accessibility requirements are not met as a result of the identified issue (e.g. “10.1.4.1 Use of colour, 10.1.4.3 Contrast (minimum)”); and,
    - If the following aids in identification of the issue,
    - Pages or states the issue occurs on, if applicable;
    - Element selector or line of code, if applicable; and
    - An image identifying elements related to the failure.
- Provide summary reports in a standard reporting template, agreed to upon contract award
- On an “as and when” requested basis, provide details identifying how to remediate each issue, which may include:
  - Providing a specific, correct technique to resolve the issue (e.g. code, links to WebAIM, Mozilla, WAI-ARIA or platform documentation, WCAG Sufficient Techniques); and
  - Listing each required technique associated to resolve the identified issue, if more than one technique is required.

### 9.2. Senior Accessibility Conformance Tester Responsibilities

- Review the work performed by the Junior Accessibility Conformance Tester;
- Provide advice and guidance to Junior Accessibility Conformance Tester around complex accessibility issues;
- Perform testing of the identified document to determine to what degree relevant accessibility requirements of the standard are met;
- Identify the testing tools used to perform the testing described at 1. above, including adaptive technologies, browsers and operating systems, if applicable;
- Identify unambiguously all found issues causing failures of an accessibility requirement by:
  - Describing precisely the process required to replicate the issue;
  - Documenting by criteria name and number which accessibility requirements are not met as a result of the identified issue (e.g. “10.1.4.1 Use of colour, 10.1.4.3 Contrast (minimum)”); and,
    - If the following aids in identification of the issue,
    - Pages or states the issue occurs on, if applicable;
    - Element selector or line of code, if applicable; and
    - An image identifying elements related to the failure.
- Provide summary reports in a standard reporting template, agreed to upon contract award



- On an “as and when” requested basis, provide details identifying how to remediate each issue, which may include:
  - Providing a specific, correct technique to resolve the issue (e.g. code, links to WebAIM, Mozilla, WAI-ARIA or platform documentation, WCAG Sufficient Techniques); and
  - Listing each required technique associated to resolve the identified issue, if more than one technique is required.

### 9.3. Accessibility Test Coordinator Responsibilities

The work of the Accessibility Test Coordinator will be specific to the scope of a package of work, which includes other testing resources.

The Accessibility Test Coordinator will be responsible to:

- Plan, organize, and schedule testing efforts
- Provide advice, guidance and coordination efforts for testing strategies and planning, selection of automated testing tools, and identification of resources required for testing;
- Acquire the services of Accessibility Conformance Testers as required;
- Determine and indicate which automated and manual testing methodologies are employed by Accessibility Conformance Testers, including providing documentation of any internal methodologies not documented elsewhere;
- Ensure that Accessibility Conformance Testers follow the testing methodologies indicated above;
- Apply the [WCAG-EM](#) evaluation criteria where applicable;
- Ensure consistency and quality of testing results; and
- Consolidate results of individual Accessibility Conformance Testers into

### 9.4. Senior Project Manager Responsibilities:

- Managing the scope of the projects and products, budget and schedule;
- Developing and updating the work breakdown structure and detailed project plans;
- Tracking project plans and managing resources;
- Managing the change control process;
- Maintaining communication with government stakeholders and other project managers and reports progress of the project on an ongoing basis and at scheduled points in the life cycle;
- Managing risks and implementing problem resolutions;
- Planning, organizing, directing and controlling quality assurance throughout the project; and
- Supporting the release, implementation and delivery of products.

## 10. Language

The language used to communicate with the Project Authority shall be either English or French; however, it is expected that the company shall have the resources necessary to carry out the work in the language of the product wherein the product needs to be tested.

## 11. Billing

The files, product and overall project shall successfully meet all agreed timelines and deliverables prior to final payment and closure of the contract.

## 12. Contract Documentation Specification and Standards

All contract documentation must be created in an accessible format using MS Office Suite 2016 and submitted via email to the Project Authority.



### 13. Location of Work

All work shall be conducted from the supplier facilities.

Meetings shall be conducted via teleconference and/or virtual meetings, such as Microsoft Teams and Zoom, and do not require in-person meetings.

The supplier will not have access to the Departments' network.

### 14. Government Furnished Equipment and Information

The Departments shall provide, subject to normal security requirements, and only to the specified Resources, access to identified databases or applications resident on the departmental computers or networks for the sole purpose of executing the tasks associated with this contract. The Departments, at its sole discretion, shall identify the nature and characteristics of such access.

### 15. Reference Annex

#### 15.1. Operating System Requirements

Stream 1: Standard tools required to be used and tested against

The following software/operating systems are currently being used in the departments.

The contractor will perform accessibility testing and provide reports based on testing done with the following tools:

- Windows based Operating Systems
- Smart Devices, Android, Google and Apple based
- Microsoft Office 2016
- Microsoft 365
- Adobe Acrobat Pro 2017 and up
- FoxIt version 10.0.0.35798 and up
- MS Internet Explorer 11
- MS Edge
- Google Chrome
- Firefox Mozilla
- Others as identified in each TA or as updated by the Project Authority in Future



## Annex A – Statement of Work

### Stream 2 – Test Web, eLearning Products (HTML), Learning Platforms and Native Mobile Applications

#### 1. Objective

Employment and Social Development Canada (ESDC), together with the Canada School of Public Service (CSPS) are seeking up to four (4) companies to perform accessibility testing for learning products. Work has been divided into two (2) streams, each of which will have a contract for a period of two (2) years with the irrevocable option of allowing the departments to extend the term of the Contract for up to three (3) additional one (1) year periods under the same terms and conditions.

#### 2. Background

The Accessible Canada Act (C-81) received the Royal Assent on June 21st, 2019. This law changes our approach and practices to courseware design and development. Conforming to the standards related to accessible documents, web-based content, systems and eLearning is important to creating an inclusive and barrier-free work environment and ensures the full participation of people with disabilities (low vision, color blindness, learning impairment, etc.) within the same environment.

Due to the new Act, all learning products in ESDC and CSPS must be accessible. Testing is currently being done in-house. Due to a lack of internal human resources and the increasing demand for the same resources to support the ongoing and evolving requirements for accessible training, ESDC and CSPS are seeking external support from a third party to test learning products to ensure compliance.

The Government of Canada has committed to being an accessible, barrier free work environment by 2040, however, ESDC has committed to reach this goal by 2025. Over the next 3.5 years, ESDC will be required to convert all learning materials to an accessible format and ensure compliance to WCAG2.1 and its evolving standards.

#### 3. Scope

The successful bidders will be required to perform accessibility testing of eLearning products, documents, web-based content and learning tools against current and future accessibility standards, including the Government of Canada (GoC) WCAG2.1 A and AA standards and the European standard: EN 301 549 V2.1.2 (2018) and provide comprehensive testing reports in an agreed to template.

To facilitate the bidding process and to ensure adequate support will be available to handle the high volume of work, the contract has been divided into the two (2) streams:

- Stream 1: Test and Remediate Documents
- Stream 2: Test Web, eLearning Products (HTML), Learning Platforms and Native Mobile Applications

For that reason, Bidders can only submit proposals for one (1) of the two (2) streams and must clearly indicate in their bid the stream for which they are applying.

Should there be more than one (1) successful company per stream, work will be distributed to the successful bidders in each stream equally (50% for the first ranked bidder and 50% for the second ranked bidder). Work will be distributed on a rotational basis between the companies. For example, first Task Authorization (TA\_ goes to first company; second TA goes to second company; third to first company...etc...).



#### 4. Tasks

Requirements and specifications (such as tools, files and resources) for each task will be established through a Task Authorization that will describe the work required in detail. The variety and the scope of each task will differ therefore; the contractor will be expected to be able to provide the following services:

##### 19.3.1. Sample Test

- 1 page in 1 language evaluated
- Manual checks and automated tools

##### 19.3.2. Basic Testing

- At least 3 screens/pages evaluated in one of the official language
- At least 1 page the other official language
- Manual checks and automated tools

##### 19.3.3. Moderate Testing

- At least 5 screens/pages evaluated in one of the official language
- At least 2 page the other official language
- Manual checks, automated tools and screen readers

##### 19.3.4. Full Testing

- Every page/screen evaluated in both languages
- English and French
- Manual checks, automated tools and screen readers

##### 19.3.5. Remediation Testing

Validating an existing accessibility conformance report to verify if the fixes applied to the product are accessible. The following tasks are as needed based on the report:

Every reported issue re-evaluated

- English and/or French, based on the reported issue
- Manual checks, automated tools and screen readers, as used in the reported issue

Expected deliverable for all services are the following:

- Part One (1), Accessibility Final Scoring
- Part Two (2), Issues causing failures of accessibility and usability

Conformance testing and remediation must be compliance with current and future accessibility standards, including WCAG2.1 A and AA standards and the European standard: EN 301 549 V2.1.2 (2018). Each task authorization shall specify the scope of the work, the software version for the document, and the document accessibility checklist.

In order to meet the requirements of tasks assigned under this stream and as part of required knowledge transfer, the contractor is required to:

- Test the products provided via the Task Authorization
- Report any issues that they cannot be corrected to the attention of the Project Authority and make recommendations on resolving the issue.
- Provide standard test reports, in a reporting format agreed-to at the time of contract award, that summarizes:
  - The status of each criteria (pass, fail, or not applicable) for the document
  - The types of accessibility issues that require modification to make the document accessible



The contractor shall provide accessible reports using a standard reporting template. The standard reports shall be presented in one of the official languages of Canada (English or French). The standard reports shall require one or more of the following, as specified in each Task Authorization:

- Part One (1), Accessibility Final Scoring
  - Identify final score with breakdown by EN 301 549 standard Success Criteria
- Part Two (2), Detailed Issues Report including causes of failures of accessibility and usability
  - Identify explicitly all issues causing failures of an accessibility requirement by:
    - Describing precisely the process required to replicate the issue;
    - Documenting tools used, adaptive technologies, browsers and operating systems used
    - Documenting the occurrences of the same failure(s).
    - Documenting by criteria name and number which accessibility requirements are not met as a result of the identified issue (e.g. “9.1.2.1 Audio-only and video-only (pre-recorded), 7.3 User controls for captions and audio description”);
    - Documenting failure number (e.g. “F42: Failure of Success Criteria 1.3.1, 2.1.1, 2.1.3, or 4.1.2 when emulating links”)
    - Identifying which pages (URL and h1) or states where the issue occurs, if applicable; and
    - If the following aids in identification of the issue,
    - Referring to element selector or line of code (code sample), if applicable; and
    - Providing an image, such as a screen capture or code sample, identifying elements related to the failure. For example, annotating the screenshot with numbers to indicate the tabbing order;
    - Provide potential remediation solutions if applicable.

## 5. Deliverables

The contractor must provide detailed documentation and all source files for each product as they are completed to the Project Authority.

All final TA documentation must be created in an accessible format using MS Office Suite 2016 and be delivered prior to contract end date and final payment.

## 6. Constraints

Current accessibility standards must be met including:

- EN 301 549 V2.1.2 (2018) standard
- WCAG 2.1 level A and AA success criteria

As the each of the accessibility standards evolve, the successful Bidder's Named Resources must be able to test against the updated versions of the standard within three (3) months of the updated standard release date.

## 7. Responsibilities of the Project Authority

For each Task Authority the Project Authority must provide:

- A single point of contact
- All existing files for learning product being audited and remediated
- Word and PowerPoint templates and files for resource documents, as required
- Document accessibility checklists (Word, PPT and PDF)

## 8. Reference Documentation

Accessibility Toolkit – Tools and Resources:

<https://a11y.canada.ca/en/guides/>



## 9. Resource Categories & Responsibilities

- 9.1 Junior Accessibility Conformance Tester
- 9.2 Senior Accessibility Conformance Tester
- 9.3 Accessibility Tester Coordinator
- 9.4 Senior Project Manager

### 9.1. Junior Accessibility Conformance Tester Responsibilities

- Perform testing of the identified document to determine to what degree relevant accessibility requirements of the standard are met;
- Identify the testing tools used to perform the testing described at 1. above, including adaptive technologies, browsers and operating systems, if applicable;
- Identify unambiguously all found issues causing failures of an accessibility requirement by:
  - Describing precisely the process required to replicate the issue;
  - Documenting by criteria name and number which accessibility requirements are not met as a result of the identified issue (e.g. “10.1.4.1 Use of colour, 10.1.4.3 Contrast (minimum)”); and,
    - If the following aids in identification of the issue,
    - Pages or states the issue occurs on, if applicable;
    - Element selector or line of code, if applicable; and
    - An image identifying elements related to the failure.
- Provide summary reports in a standard reporting template, agreed to upon contract award
- On an “as and when” requested basis, provide details identifying how to remediate each issue, which may include:
  - Providing a specific, correct technique to resolve the issue (e.g. code, links to WebAIM, Mozilla, WAI-ARIA or platform documentation, WCAG Sufficient Techniques); and
  - Listing each required technique associated to resolve the identified issue, if more than one technique is required.

### 9.2. Senior Accessibility Conformance Tester Responsibilities

- Review the work performed by the Junior Accessibility Conformance Tester;
- Provide advice and guidance to Junior Accessibility Conformance Tester around complex accessibility issues;
- Perform testing of the identified document to determine to what degree relevant accessibility requirements of the standard are met;
- Identify the testing tools used to perform the testing described at 1. above, including adaptive technologies, browsers and operating systems, if applicable;
- Identify unambiguously all found issues causing failures of an accessibility requirement by:
  - Describing precisely the process required to replicate the issue;
  - Documenting by criteria name and number which accessibility requirements are not met as a result of the identified issue (e.g. “10.1.4.1 Use of colour, 10.1.4.3 Contrast (minimum)”); and,
    - If the following aids in identification of the issue,
    - Pages or states the issue occurs on, if applicable;
    - Element selector or line of code, if applicable; and
    - An image identifying elements related to the failure.
- Provide summary reports in a standard reporting template, agreed to upon contract award
- On an “as and when” requested basis, provide details identifying how to remediate each issue, which may include:
  - Providing a specific, correct technique to resolve the issue (e.g. code, links to WebAIM, Mozilla, WAI-ARIA or platform documentation, WCAG Sufficient Techniques); and
  - Listing each required technique associated to resolve the identified issue, if more than one technique is required.



### 9.3. Accessibility Test Coordinator Responsibilities

The work of the Accessibility Test Coordinator will be specific to the scope of a package of work, which includes other testing resources.

The Accessibility Test Coordinator will be responsible to:

- Plan, organize, and schedule testing efforts
- Provide advice, guidance and coordination efforts for testing strategies and planning, selection of automated testing tools, and identification of resources required for testing;
- Acquire the services of Accessibility Conformance Testers as required;
- Determine and indicate which automated and manual testing methodologies are employed by Accessibility Conformance Testers, including providing documentation of any internal methodologies not documented elsewhere;
- Ensure that Accessibility Conformance Testers follow the testing methodologies indicated above;
- Apply the [WCAG-EM](#) evaluation criteria where applicable;
- Ensure consistency and quality of testing results; and
- Consolidate results of individual Accessibility Conformance Testers into

### 9.4. Senior Project Manager Responsibilities:

- Managing the scope of the projects and products, budget and schedule;
- Developing and updating the work breakdown structure and detailed project plans;
- Tracking project plans and managing resources;
- Managing the change control process;
- Maintaining communication with government stakeholders and other project managers and reports progress of the project on an ongoing basis and at scheduled points in the life cycle;
- Managing risks and implementing problem resolutions;
- Planning, organizing, directing and controlling quality assurance throughout the project; and
- Supporting the release, implementation and delivery of products.

## 10. Language

The language used to communicate with the Project Authority shall be either English or French; however, it is expected that the company shall have the resources necessary to carry out the work in the language of the product wherein the product needs to be tested.

## 11. Billing

The files, product and overall project shall successfully meet all agreed timelines and deliverables prior to final payment and closure of the contract.

## 12. Contract Documentation Specification and Standards

All contract documentation must be created in an accessible format using MS Office Suite 2016 and submitted via email to the Project Authority.

## 13. Location of Work

All work shall be conducted from the supplier facilities (within Canada) or remotely (within Canada).

Meetings shall be conducted via teleconference and/or virtual meetings, such as Microsoft Teams and Zoom, and do not require in-person meetings.



#### 14. Government Furnished Equipment and Information

The supplier will not have access to the Departments' network.



Annex B – Basis of Payment
Stream 1 – Test and Remediate Documents

1. Basis of Payment

Contract Period (From \_\_\_\_ to \_\_\_\_ )

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

1.1. Professional Fees

The Contractor will be paid all inclusive fixed time rates as follows:

Table with 3 columns: (A) Resource Category, (B) Level of Expertise, (C) Firm Per Diem Rate. Rows include Accessibility Conformance Tester (Junior/Senior), Accessibility Test Coordinator, and Project Manager.

Definition of a Day/Proration

“For the purpose of this Contract, a day is defined as 7.5 hours of work, exclusive of meal breaks. Payment will be made for days actually worked, with no provision for annual leave, statutory holidays and sick leave. If time worked is more or less than a day, the all inclusive fixed daily rate must be prorated to reflect the actual time worked.”)

2. Option to Extend the Term of the Contract (1)

This section is only applicable if the option to extend the Contract is exercised by Canada.

During the extended period of the Contract specified below, the Contractor will be paid as specified below to perform all the Work in relation to the Contract extension.

Extended Contract Period (From \_\_\_\_ to \_\_\_\_)

2.1. Professional Fees

The Contractor will be paid all inclusive fixed time rates as follows:

Table with 3 columns: (A) Resource Category, (B) Level of Expertise, (C) Firm Per Diem Rate. Rows include Accessibility Conformance Tester (Junior/Senior) and Accessibility Test Coordinator.



|                 |        |    |
|-----------------|--------|----|
| Project Manager | Senior | \$ |
|-----------------|--------|----|

**Definition of a Day/Proration**

“For the purpose of this Contract, a day is defined as 7.5 hours of work, exclusive of meal breaks. Payment will be made for days actually worked, with no provision for annual leave, statutory holidays and sick leave. If time worked is more or less than a day, the all inclusive fixed daily rate must be prorated to reflect the actual time worked.”)

3. Option to Extend the Term of the Contract (2)

This section is only applicable if the option to extend the Contract is exercised by Canada.

During the extended period of the Contract specified below, the Contractor will be paid as specified below to perform all the Work in relation to the Contract extension.

Extended Contract Period (From \_\_\_\_\_ to \_\_\_\_\_)

3.1. Professional Fees

The Contractor will be paid all inclusive fixed time rates as follows:

| Option Period 2                  |                    |                    |
|----------------------------------|--------------------|--------------------|
| (A)                              | (B)                | (C)                |
| Resource Category                | Level of Expertise | Firm Per Diem Rate |
| Accessibility Conformance Tester | Junior             | \$                 |
| Accessibility Conformance Tester | Senior             | \$                 |
| Accessibility Test Coordinator   | N/A                | \$                 |
| Project Manager                  | Senior             | \$                 |

**Definition of a Day/Proration**

“For the purpose of this Contract, a day is defined as 7.5 hours of work, exclusive of meal breaks. Payment will be made for days actually worked, with no provision for annual leave, statutory holidays and sick leave. If time worked is more or less than a day, the all inclusive fixed daily rate must be prorated to reflect the actual time worked.”)

4. Option to Extend the Term of the Contract (3)

This section is only applicable if the option to extend the Contract is exercised by Canada.

During the extended period of the Contract specified below, the Contractor will be paid as specified below to perform all the Work in relation to the Contract extension.

Extended Contract Period (From \_\_\_\_\_ to \_\_\_\_\_)

4.1. Professional Fees

The Contractor will be paid all inclusive fixed time rates as follows:

| Option Period 3 |     |     |
|-----------------|-----|-----|
| (A)             | (B) | (C) |



| Resource Category                | Level of Expertise | Firm Per Diem Rate |
|----------------------------------|--------------------|--------------------|
| Accessibility Conformance Tester | Junior             | \$                 |
| Accessibility Conformance Tester | Senior             | \$                 |
| Accessibility Test Coordinator   | N/A                | \$                 |
| Project Manager                  | Senior             | \$                 |

**Definition of a Day/Proration**

“For the purpose of this Contract, a day is defined as 7.5 hours of work, exclusive of meal breaks. Payment will be made for days actually worked, with no provision for annual leave, statutory holidays and sick leave. If time worked is more or less than a day, the all inclusive fixed daily rate must be prorated to reflect the actual time worked.”)



### Annex B – Basis of Payment

#### Stream 2 – Test Web, eLearning Products (HTML), Learning Platforms and Native Mobile Applications

##### 1. Basis of Payment

Contract Period (From \_\_\_\_ to \_\_\_\_ )

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

##### 1.1. Professional Fees

The Contractor will be paid all inclusive fixed time rates as follows:

| <b>Initial Contract Period<br/>Date of Contract Award For A Period of 2 Years</b> |                           |                           |
|---|---------------------------|---------------------------|
| <b>(A)</b>  | <b>(B)</b>                | <b>(C)</b>                |
| <b>Resource Category</b>  | <b>Level of Expertise</b> | <b>Firm Per Diem Rate</b> |
| Accessibility Conformance Tester  | Junior                    | \$                        |
| Accessibility Conformance Tester  | Senior                    | \$                        |
| Accessibility Test Coordinator  | N/A                       | \$                        |
| Project Manager   | Senior                    | \$                        |

##### Definition of a Day/Proration

“For the purpose of this Contract, a day is defined as 7.5 hours of work, exclusive of meal breaks. Payment will be made for days actually worked, with no provision for annual leave, statutory holidays and sick leave. If time worked is more or less than a day, the all inclusive fixed daily rate must be prorated to reflect the actual time worked.”)

##### 2. Option to Extend the Term of the Contract (1)

This section is only applicable if the option to extend the Contract is exercised by Canada.

During the extended period of the Contract specified below, the Contractor will be paid as specified below to perform all the Work in relation to the Contract extension.

Extended Contract Period (From \_\_\_\_ to \_\_\_\_)

##### 2.1. Professional Fees

The Contractor will be paid all inclusive fixed time rates as follows:

| <b>Option Period 1</b>           |                           |                           |
|----------------------------------|---------------------------|---------------------------|
| <b>(A)</b>                       | <b>(B)</b>                | <b>(C)</b>                |
| <b>Resource Category</b>         | <b>Level of Expertise</b> | <b>Firm Per Diem Rate</b> |
| Accessibility Conformance Tester | Junior                    | \$                        |
| Accessibility Conformance Tester | Senior                    | \$                        |



|                                |        |    |
|--------------------------------|--------|----|
| Accessibility Test Coordinator | N/A    | \$ |
| Project Manager                | Senior | \$ |

**Definition of a Day/Proration**

“For the purpose of this Contract, a day is defined as 7.5 hours of work, exclusive of meal breaks. Payment will be made for days actually worked, with no provision for annual leave, statutory holidays and sick leave. If time worked is more or less than a day, the all inclusive fixed daily rate must be prorated to reflect the actual time worked.”)

3. Option to Extend the Term of the Contract (2)

This section is only applicable if the option to extend the Contract is exercised by Canada.

During the extended period of the Contract specified below, the Contractor will be paid as specified below to perform all the Work in relation to the Contract extension.

Extended Contract Period (From \_\_\_\_\_ to \_\_\_\_\_)

3.1. Professional Fees

The Contractor will be paid all inclusive fixed time rates as follows:

| Option Period 2                  |                    |                    |
|----------------------------------|--------------------|--------------------|
| (A)                              | (B)                | (C)                |
| Resource Category                | Level of Expertise | Firm Per Diem Rate |
| Accessibility Conformance Tester | Junior             | \$                 |
| Accessibility Conformance Tester | Senior             | \$                 |
| Accessibility Test Coordinator   | N/A                | \$                 |
| Project Manager                  | Senior             | \$                 |

**Definition of a Day/Proration**

“For the purpose of this Contract, a day is defined as 7.5 hours of work, exclusive of meal breaks. Payment will be made for days actually worked, with no provision for annual leave, statutory holidays and sick leave. If time worked is more or less than a day, the all inclusive fixed daily rate must be prorated to reflect the actual time worked.”)

4. Option to Extend the Term of the Contract (3)

This section is only applicable if the option to extend the Contract is exercised by Canada.

During the extended period of the Contract specified below, the Contractor will be paid as specified below to perform all the Work in relation to the Contract extension.

Extended Contract Period (From \_\_\_\_\_ to \_\_\_\_\_)



#### 4.1. Professional Fees

The Contractor will be paid all inclusive fixed time rates as follows:

| <b>Option Period 3</b>           |                           |                           |
|----------------------------------|---------------------------|---------------------------|
| <b>(A)</b>                       | <b>(B)</b>                | <b>(C)</b>                |
| <b>Resource Category</b>         | <b>Level of Expertise</b> | <b>Firm Per Diem Rate</b> |
| Accessibility Conformance Tester | Junior                    | \$                        |
| Accessibility Conformance Tester | Senior                    | \$                        |
| Accessibility Test Coordinator   | N/A                       | \$                        |
| Project Manager                  | Senior                    | \$                        |

#### **Definition of a Day/Proration**

“For the purpose of this Contract, a day is defined as 7.5 hours of work, exclusive of meal breaks. Payment will be made for days actually worked, with no provision for annual leave, statutory holidays and sick leave. If time worked is more or less than a day, the all inclusive fixed daily rate must be prorated to reflect the actual time worked.”)

ANNEX "C"  
Security Requirements Check List

COMMON-PS-SRCL#2



Government of Canada  
Gouvernement du Canada

|   |
|---|
| Contract Number / Numéro du contrat<br><b>100017020</b>                     |
| Security Classification / Classification de sécurité<br><b>UNCLASSIFIED</b> |

**SECURITY REQUIREMENTS CHECK LIST (SRCL)**  
**LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)**

| PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE  |   |   |
|---|---|---|
| 1. Originating Government Department or Organization /<br>Ministère ou organisme gouvernemental d'origine<br>ESDC   |   | 2. Branch or Directorate / Direction générale ou Direction<br>HRSB                                    |
| 3. a) Subcontract Number / Numéro du contrat de sous-traitance  | 3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant                             |   |
| 4. Brief Description of Work / Brève description du travail<br>ESDC, together with the CSPS are seeking up to 4 companies to perform accessibility testing of two streams of learning products for a period of 2 years with the irrevocable option of allowing the Departments to extend the term of the Contract for up to 3 additional 1 year periods under the same terms and conditions.                                      |   |   |
| 5. a) Will the supplier require access to Controlled Goods?<br>Le fournisseur aura-t-il accès à des marchandises contrôlées?  |   | <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui                       |
| 5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations?<br>Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?  |   | <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui                       |
| 6. Indicate the type of access required / Indiquer le type d'accès requis   |   |   |
| 6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets?<br>Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS?<br>(Specify the level of access using the chart in Question 7. c)<br>(Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)                                |   | <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui                       |
| 6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted.<br>Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. |   | <input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui                       |
| 6. c) Is this a commercial courier or delivery requirement with <b>no</b> overnight storage?<br>S'agit-il d'un contrat de messagerie ou de livraison commerciale <b>sans</b> entreposage de nuit?   |   | <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui                       |
| 7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès  |   |   |
| Canada <input type="checkbox"/>   | NATO / OTAN <input type="checkbox"/>  | Foreign / Étranger <input type="checkbox"/>   |
| 7. b) Release restrictions / Restrictions relatives à la diffusion  |   |   |
| No release restrictions<br>Aucune restriction relative à la diffusion <input type="checkbox"/>  | All NATO countries<br>Tous les pays de l'OTAN <input type="checkbox"/>                                | No release restrictions<br>Aucune restriction relative à la diffusion <input type="checkbox"/>        |
| Not releasable<br>À ne pas diffuser <input type="checkbox"/>  |   |   |
| Restricted to: / Limité à : <input type="checkbox"/><br>Specify country(ies): / Préciser le(s) pays :   | Restricted to: / Limité à : <input type="checkbox"/><br>Specify country(ies): / Préciser le(s) pays : | Restricted to: / Limité à : <input type="checkbox"/><br>Specify country(ies): / Préciser le(s) pays : |
| 7. c) Level of information / Niveau d'information   |   |   |
| PROTECTED A<br>PROTÉGÉ A <input type="checkbox"/>   | NATO UNCLASSIFIED<br>NATO NON CLASSIFIÉ <input type="checkbox"/>                                      | PROTECTED A<br>PROTÉGÉ A <input type="checkbox"/>   |
| PROTECTED B<br>PROTÉGÉ B <input type="checkbox"/>   | NATO RESTRICTED<br>NATO DIFFUSION RESTREINTE <input type="checkbox"/>                                 | PROTECTED B<br>PROTÉGÉ B <input type="checkbox"/>   |
| PROTECTED C<br>PROTÉGÉ C <input type="checkbox"/>   | NATO CONFIDENTIAL<br>NATO CONFIDENTIEL <input type="checkbox"/>                                       | PROTECTED C<br>PROTÉGÉ C <input type="checkbox"/>   |
| CONFIDENTIAL<br>CONFIDENTIEL <input type="checkbox"/>   | NATO SECRET<br>NATO SECRET <input type="checkbox"/>   | CONFIDENTIAL<br>CONFIDENTIEL <input type="checkbox"/>   |
| SECRET<br>SECRET <input type="checkbox"/>   | COSMIC TOP SECRET<br>COSMIC TRÈS SECRET <input type="checkbox"/>                                      | SECRET<br>SECRET <input type="checkbox"/>   |
| TOP SECRET<br>TRÈS SECRET <input type="checkbox"/>  |   | TOP SECRET<br>TRÈS SECRET <input type="checkbox"/>  |
| TOP SECRET (SIGINT)<br>TRÈS SECRET (SIGINT) <input type="checkbox"/>  |   | TOP SECRET (SIGINT)<br>TRÈS SECRET (SIGINT) <input type="checkbox"/>                                  |



**PART A (continued) / PARTIE A (suite)**

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui  
If Yes, indicate the level of sensitivity:  
Dans l'affirmative, indiquer le niveau de sensibilité :
9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?  No / Non  Yes / Oui
- Short Title(s) of material / Titre(s) abrégé(s) du matériel :  
Document Number / Numéro du document :

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

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis
- |   |   |   |  |
|---|---|---|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS<br>COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL<br>CONFIDENTIEL           | <input type="checkbox"/> SECRET<br>SECRET           | <input type="checkbox"/> TOP SECRET<br>TRÈS SECRET               |
| <input type="checkbox"/> TOP SECRET-SIGINT<br>TRÈS SECRET - SIGINT          | <input type="checkbox"/> NATO CONFIDENTIAL<br>NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET<br>NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET<br>COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS<br>ACCÈS AUX EMPLACEMENTS              |   |   |  |
- Special comments:  
Commentaires spéciaux : \_\_\_\_\_
- NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.  
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?  No / Non  Yes / Oui  
If Yes, will unscreened personnel be escorted?  
Dans l'affirmative, le personnel en question sera-t-il escorté?  No / Non  Yes / Oui

**PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)****INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

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

**PRODUCTION**

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

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

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?  
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?  
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?  No / Non  Yes / Oui

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

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

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

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

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

No  
Non  Yes  
Oui

**If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".**  
**Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.**

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

No  
Non  Yes  
Oui







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




Annex D

Rated Evaluation (RE) Criteria - Documentation

Stream 1 – Test and Remediate Documents

| Rated Evaluation (RE) Criteria | Sample document/course   | Conformance Report – Template to use   |
|--------------------------------|--|--|
| RE1 (Word)                     | <br>Word_Sample_En.docx | <br>A11Y-report-doc-templateRFP-ESDC.docx |
| RE2 (PowerPoint)               | <br>PPT_Sample_En.pptx  | <br>A11Y-report-doc-templateRFP-ESDC.docx |
| RE3 (PDF)                      | <br>PDF_Sample_En.pdf   | <br>A11Y-report-doc-templateRFP-ESDC.docx |

Stream 2 – Test Web, eLearning Products, Learning Platforms and Native Mobile Applications

| Rated Evaluation (RE) Criteria | Sample course   | Conformance Report – Template to use   |
|--------------------------------|---|--|
| RE4 (HTML course)              | <a href="https://papp.cspsefpc.gc.ca/ProdContent/cninv0000000020445/index.html#">https://papp.cspsefpc.gc.ca/ProdContent/cninv0000000020445/index.html#</a> | <br>A11Y-report-html-templateRFP-ESDC.docx |



**Annex E**

**Task Authorization Form**

| <b>TASK AUTHORIZATION (TA) FORM</b>   |                      |                   |
|---|----------------------|-------------------|
| Contractor:   | Contract No. 2000xxx |                   |
| Task Authorization No.:45000  | Date:                |                   |
| Financial coding:   | Amendment #:         |                   |
| <b>1. STATEMENT OF WORK (WORK ACTIVITIES, CERTIFICATIONS AND DELIVERABLES)</b>  |                      |                   |
| <p>Please send invoices to:</p> <p>The ESDC Procurement Representative:<br/>Phone #:</p> <p>The ESDC Contracting Authority (or delegated representative) is responsible for the management of this TA. Any changes to the TA must be authorized in writing by the ESDC Procurement Representative. The Contractor is not to perform work in excess of or outside the scope of this TA based on verbal or written requests or instructions from any government personnel other than the aforementioned officer.</p> <p>The Project Authority:<br/>Phone #:</p> <p>The Project Authority (or delegated representative) is responsible for all matters concerning the technical content of the Work under this TA. Any proposed changes to the scope of the Work are to be discussed with the Project Authority, but any resulting change is only effective and enforceable if a written contract amendment is issued by the ESDC Procurement Representative or the PWGSC Contracting Authority.</p> |                      |                   |
| <b>2. PERIOD OF SERVICES:</b>   | <b>FROM (DATE):</b>  | <b>To (DATE):</b> |
| <b>3. WORK LOCATION:</b>  |                      |                   |
| <b>4. TRAVEL REQUIREMENTS:</b>  |                      |                   |
| <b>5. LANGUAGE REQUIREMENTS:</b>  |                      |                   |
| <b>6. LEVEL OF SECURITY CLEARANCE REQUIRED</b>  |                      |                   |
| <b>7. COST</b>  |                      |                   |

| CATEGORY | NAME OF RESOURCE                      | PER DIEM RATE | ESTIMATED # OF DAYS | TOTAL COST |
|----------|---------------------------------------|---------------|---------------------|------------|
|          |                                       |               |                     | \$         |
|          | <b>ESTIMATED COST</b>                 |               |                     | <b>\$</b>  |
|          | <b>APPLICABLE TAX</b>                 |               |                     | <b>\$</b>  |
|          | <b>ESTIMATED COST</b>                 |               |                     | <b>\$</b>  |
|          | <b>TOTAL TRAVEL &amp; LIVING COST</b> |               |                     | <b>\$</b>  |
|          | <b>TOTAL</b>                          |               |                     | <b>\$</b>  |

| <b>8 SIGNATURES</b> |            |       |
|---------------------|------------|-------|
| Project Authority:  | Signature: | Date: |



|  |  |              |
|--|--|--------------|
|  | <b>On File</b>   |              |
| <b>Contract Authority:</b>   | <b>Signature:</b>  | <b>Date:</b> |
| Check Either Option<br><br><input type="checkbox"/> The Contractor hereby accepts this task authorization<br><br><input type="checkbox"/> The Contractor does not accept this task authorization |  |              |
| <b>Name of Contractor authorized to sign (type or print):</b>  | <b>Title of Contractor authorized to sign (type or print):</b> | <b>Date:</b> |
| <hr/> <b>Signature:</b>  |  |              |