

RETURN BIDS TO :**RETOURNER LES
SOUMISSIONS À:**Alexander.cormierhowie@sac-isc.gc.ca**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION****Proposal To:** Indigenous Services 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, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out thereof.

Proposition aux: Services aux
Autochtones Canada

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

Instructions : See Herein**Comments - Commentaires****Ce document contient une sécurité
Exigence - This document contains a
Security
Requirement**

Vendor/Firm Name and address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office – Bureau de distribution
Indigenous Services Canada/ Services aux
Autochtones Canada

Title – Sujet SAC/ISC - E-Learning System Platform for Training of Ontario Region's Nursing Staff	
Solicitation No. – N° de l'invitation 1000237053	Date April 14 th , 2022
Client Reference No. – N° référence du client N/A	
GETS Reference No. – N° de reference de SEAG PW-22-00993032	
File No. – N° de dossier N/A	CCC No. / N° CCC - FMS No. / N° VME N/A
Solicitation Closes – L'invitation prend fin at – à 02 :00 PM on – le May 6th , 2022	Time Zone Fuseau horaire EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Inquiries to : - Adresser toutes questions à: Alexander.cormierhowie@sac-isc.gc.ca	Buyer Id – Id de l'acheteur DY6
Telephone No. – N° de téléphone : 873-354-0959	FAX No. – N° de FAX N/A
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : Ontario	

Instructions: Voir aux présentes

Delivery required - Livraison exigée	Delivered Offered – Livraison proposée
Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Facsimile No. – N° de télécopieur Telephone No. – N° de téléphone	
Name and title of person authorized to sign on behalf of Vendor/firm (type or print)- Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

TABLE OF CONTENTS

PART 1 - GENERAL INFORMATION.....	3
1.1 SECURITY REQUIREMENTS	3
1.2 STATEMENT OF WORK.....	3
1.3 DEBRIEFINGS.....	3
PART 2 - BIDDER INSTRUCTIONS.....	4
2.1 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS.....	4
2.2 SUBMISSION OF BIDS.....	4
2.3 FORMER PUBLIC SERVANT.....	4
2.4 ENQUIRIES - BID SOLICITATION.....	5
2.5 APPLICABLE LAWS.....	6
PART 3 - BID PREPARATION INSTRUCTIONS.....	7
3.1 BID PREPARATION INSTRUCTIONS	7
PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION.....	8
4.1 EVALUATION PROCEDURES.....	8
4.1.1 TECHNICAL EVALUATION	8
4.1.1.1 MANDATORY TECHNICAL CRITERIA.....	8
4.1.1.2 POINT RATED TECHNICAL CRITERIA.....	9
4.2 BASIS OF SELECTION.....	11
PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION	13
5.1 CERTIFICATIONS REQUIRED WITH THE BID.....	13
5.2 CERTIFICATIONS PRECEDENT TO CONTRACT AWARD AND ADDITIONAL INFORMATION	13
PART 6 - RESULTING CONTRACT CLAUSES.....	14
6.1 SECURITY REQUIREMENTS	14
6.2 STATEMENT OF WORK.....	14
6.3 STANDARD CLAUSES AND CONDITIONS.....	14
6.4 TERM OF THE CONTRACT	15
6.5 AUTHORITIES	15
6.6 PROACTIVE DISCLOSURE OF CONTRACTS WITH FORMER PUBLIC SERVANTS	16
6.7 PAYMENT	16
6.8 INVOICING INSTRUCTIONS	17
6.9 CERTIFICATIONS AND ADDITIONAL INFORMATION.....	17
6.10 APPLICABLE LAWS.....	17
6.11 PRIORITY OF DOCUMENTS	17
ANNEX "A"	18
STATEMENT OF WORK	18
ANNEX "B"	22
BASIS OF PAYMENT	22
ANNEX "C"	24
SECURITY REQUIREMENTS CHECK LIST	24

PART 1 - GENERAL INFORMATION

1.1 Security Requirements

There is no security requirement associated with this file.

1.2 Statement of Work

The Work to be performed is detailed under Annex A of the resulting contract clauses.

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 electronically only to Indigenous Services Canada (ISC) by the date, time and e-mail address indicated on page 1 of the bid solicitation.

Due to the nature of the bid solicitation, bids transmitted by any other means to ISC 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:

an individual;

an individual who has incorporated;

a partnership made of former public servants; or

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:

name of former public servant;

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:

name of former public servant;

conditions of the lump sum payment incentive;

date of termination of employment;

amount of lump sum payment;

rate of pay on which lump sum payment is based;

period of lump sum payment including start date, end date and number of weeks;

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 3 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.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

Canada requests that the Bidder submits its bid electronically in accordance with section 8 of the 2003 standard instructions and as amended in Part 2 - Bidder Instructions, Article 2.1 Standard Instructions, Clauses and Conditions. Bidders are required to provide their bid in a single transmission. The total size of the email, including all attachments, must not exceed 10 megabytes (MB). It is solely the Bidder's responsibility to ensure that the total size of the email does not exceed this limit.

The bid must be gathered per section and separated as follows:

- Section I: Technical Bid
- Section II: Financial Bid
- Section III: Certifications
- Section IV: Additional Information

Section I: Technical Bid

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

Section II: Financial Bid

Bidders must submit their financial bid in accordance with the Basis of Payment.

3.1.1 Electronic Payment of Invoices – Bid

The method of invoice payment by Indigenous Services Canada (ISC) is by direct deposit to the Contractor's financial institution of choice.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

Mandatory Technical Criteria (MT)		
For the purpose of the mandatory technical criteria specified below, the experience of the Bidder and its subcontractors, affiliates and suppliers will be considered		
Number	Mandatory Technical Criterion	Included Yes/No - Reference
MT1	<p>MT1 - Technical Requirement: The Bidder must identify in their Technical Proposal that they are in agreement with the following requirements and are able to deliver said requirements, and that these form part of their proposal:</p> <ul style="list-style-type: none"> • The e-learning platform should require self-enrollment, and have the ability to create users without email, and have messaging within the LMS that does not require email • The platform should have native apps in both Apple App store & Google Play Store • Data must be stored in Canada including disaster recovery, the support must be in Canada, and must be bilingual • Must have the ability to create multi-tenant platform • Ability to collect digital signatures for assigned tasks/readings. • Ability to create surveys that are stand-alone from training surveys, and the ability to push pulse polls • Ability to target branding based on credentials. • Ability to create and assign checklists, as well as ability to attach files (including pictures) to forms/checklists. • Must have a document repository with the ability to have documents and files be targeted to users based on job role/permission group • SCORM Compliant • Ability as a learner to attach files and documents to courses & forms • Ability to convert PowerPoints/PDFs/Word documents seamlessly into courses • Forms must be able to manage FNIB-OR iSTAT certification & Immunization Certification process checklists” <p>Proof/example/acknowledgement of each ability is required.</p>	

MT2	<p>MT2 – The platform must have the ability to target content by way of: Permission Groups, Job Role, Department, Business Unit, Geographic Location and Customization of Permission Groups</p> <p>As part of their Proposal, the Bidder must provide written confirmation that their platform has the ability to distinguish between users: Band/Community Nurses, FNHIB Nurses (CHN/PHN) and CDCM Nurses.</p> <p>Proof/example/acknowledgement of each ability is required.</p>	
MT3	<p>MT3 – The platform must have content builder; it must also have a quiz builder that includes: Randomized questions, Pooled Questions, Attempt Limits, M/C, Short Answer, Long Answer, Date & Time, Numeric Answers.</p> <p>Proof/example/acknowledgement of each ability is required.</p>	
MT4	<p>MT4 – Create digital workflows that can Score & Route submissions based on answers.</p> <p>Workflows must be able to be completed from mobile device.</p> <p>Proof/example/acknowledgement of each ability is required.</p>	

4.1.1.2 Point Rated Technical Criteria

Point Rated	Maximum Number of Points	Points scored
<p>RT1 – Prior experience for hosting online delivery of health care related education to nurses.</p> <p>Provide proof of prior experience in hosting/delivering an online health care related course. Bidder must indicate the years of experience they had delivering the course.</p> <p>The Bidder has previously hosted/delivered an online health care related course, provides additional required information, and has more than 5 years of experience. Additional required information to be provided includes information such as who were the target students, the sharing of a copy of course curriculum and how it meets the proposed course requirement, and how course evaluation was completed. (10 points)</p> <p>The Bidder has 3-5 years of experience of online course hosting/delivery and included 3 additional required information. (5</p>	10	

	<p>points)</p> <p>The Bidder has less than 3 years of experience of online course hosting/delivery and did not provide required information. Additional required information outlined in the previous column is incomplete. (1 point)</p> <p>The Bidder did not address the requirement. (0 points)</p>		
RT2	<p>RT2. Prior experience working with Indigenous Communities</p> <p>Provide proof of prior experience in working with or for Indigenous Communities.</p> <p>The Bidder has previously hosted/delivered related services to or intended for use by nurses for Indigenous Communities, provides additional required information, and has more than 5 years of experience. Additional required information to be provided includes information such as who were the target students, the sharing of a copy of course curriculum and how it meets the proposed course requirement, and how course evaluation was completed. (10 points)</p> <p>The Bidder has 3-5 years of experience hosting/working with services related to Indigenous communities and included 3 additional required information. (5 points)</p> <p>The Bidder has less than 3 years of experience hosting/working with services related to Indigenous communities and did not provide required information. Additional required information outlined in the previous column is incomplete. (1 point)</p> <p>The Bidder did not address the requirement. (0 points)</p>	10	
RT3	<p>RT3 Technical student support for how students will be supported remotely in registration, online course navigation and online course completion.</p> <p>Provide a clear description of how remote support will be provided to guide and assist the students in registration and completion of the online education.</p> <p>Remote desk top assistance (2 points)</p> <p>Student help desk via telephone or email. (1 point)</p>	3	

	The Bidder did not address the requirement. (0 points)		
RT4	<p>RT4 Vendor experience creating/hosting course content</p> <p>The vendor has more than 10 years of cumulative experience creating/hosting online courses (10 points)</p> <p>The vendor has more than 5 to 10 years of cumulative experience creating/hosting online courses (5 points)</p> <p>The vendor has more than 1 to 5 years of cumulative experience creating/hosting online courses (3 points)</p> <p>The vendor has less than 1 year of cumulative experience creating/hosting online courses (0 points)</p>	10	
RT5	<p>R5. Vendor has staffing to provide ongoing content upload and formatting</p> <p>The vendor has ability to provide full-time staff as needed (10 points)</p> <p>The vendor has ability to provide part-time staff as needed (5 points)</p> <p>The vendor does not have staff (0 points)</p>	10	
Overall Score:			
Minimum Pass Mark (30 points/70%):			

4.2 Basis of Selection

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation; and
 - b. meet all mandatory criteria; and
 - c. obtain the required minimum points specified for the technical evaluation, and
 - d. obtain the required minimum of 30 points overall for the technical evaluation criteria which are subject to point rating.
The rating is performed on a scale of 43 points.
2. Bids not meeting (a) or (b) or (c) and (d) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70 % for the technical merit and 30% for the price.

4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 70 %.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30 %.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)

	Bidder 1	Bidder 2	Bidder 3
Overall Technical Score	115/135	89/135	92/135
Bid Evaluated Price	\$55,000.00	\$50,000.00	\$45,000.00
Technical Merit Score	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
Calculations			
Pricing Score	$45/55 \times 40 = 24.54$	$45/50 \times 40 = 36.00$	$45/45 \times 40 = 40.00$
Combined Rating	83.84	75.56	80.89
Overall Rating			

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](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

5.2 Certifications Precedent to 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 procurement agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<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.

PART 6 - RESULTING CONTRACT CLAUSES

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

6.1 Security Requirements

6.1.1 There is no security requirement applicable to the Contract.

6.2 Statement of Work

The Work to be performed is detailed under Annex "A" of the resulting contract clauses.

6.3 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) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

6.3.1 General Conditions

2010B 2020-05-28 General Conditions - Professional Services (Medium Complexity) apply to and form part of the Contract with the following adaptations:

- a) References to Public Works and Government Services Canada (PWGSC) are replaced by the Indigenous Services Canada (ISC); and
- b) Section 10, Subsection 1 is amended as follows:
 - Delete: "Invoices must be submitted in the Contractor's name. The Contractor must submit invoices for each delivery or shipment; invoices must only apply to the Contract. Each invoice must indicate whether it covers partial or final delivery."
 - Insert: "Invoices must be submitted by Email to the Project Authority in the Contractor's name. The Contractor must submit invoices for each delivery or shipment; invoices must only apply to the Contract. Each invoice must indicate whether it covers partial or final delivery."
- c) Section 10, Subsection 2, paragraph a. is amended as follows:
 - Delete: "the date, the name and address of the client department, item or reference numbers, deliverable/description of the Work, contract number, Client Reference Number (CRN), Procurement Business Number (PBN), and financial code(s)"
 - Insert: "the contract title and number, the date, deliverable/description of the Work and financial code(s)"
- d) Insert: "2010B 36 (2018-05-10) Liability
The Contractor is liable for any damage caused by the Contractor, its employees, subcontractors, or agents to Canada or any third party. Canada is liable for any damage caused by Canada, its employees or agents to the Contractor or any third party. The Parties agree that no limitation of liability or indemnity provision applies to the Contract unless it is specifically incorporated in full text in the Articles of Agreement. Damage includes any injury to persons (including injury resulting in death) or loss of or damage to property (including real property) caused as a result of or during the performance of the Contract."

6.4 Term of the Contract

6.4.1 Period of the Contract

The period of the Contract is from date of Contract to March 31, 2025 inclusive.

6.4.3 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 2 additional 1 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 5 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.

6.5 Authorities

6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Alex Cormier Howie
Title: Senior Procurement Officer
Indigenous Services Canada
Materiel and Assets Management Directorate
Address: 10 rue Wellington, 13th floor, Gatineau, Qc, K1A 0H4

Telephone: 873-354-0959
E-mail address: alexander.cormierhowie@sac-isc.gc.ca

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

6.5.2 Project Authority

The Project Authority for the Contract is:

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: _____
Facsimile: _____
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.

6.5.3 Contractor's Representative

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: _____
Facsimile: _____
E-mail address: _____

6.6 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.

6.7 Payment

6.7.1 Basis of Payment

6.7.2 Limitation of Expenditure

Canada's total liability to the Contractor under the Contract must not exceed \$ _____. Customs duties are excluded and Applicable Taxes are extra.

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

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

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

6.7.5 Electronic Payment of Invoices – Contract

The method of invoice payment by Indigenous Services Canada (ISC) is by direct deposit to the Contractor's financial institution of choice.

If not registered for direct deposit payments, to enable payment, the Contractor must complete the Indigenous Services Canada Electronic Payment Request form (http://www.aadnc-aandc.gc.ca/DAM/DAM-INTER-HQ/STAGING/texte-text/20_545_1362495227097_eng.pdf), and submit the form to the address provided.

6.8 Invoicing Instructions

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

The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

6.9 Certifications and Additional Information

6.9.1 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.

6.10 Applicable Laws

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

6.11 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 2020-05-28 General conditions: Professional services (medium complexity)
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirements Check List;
- (f) the Contractor's bid dated _____.

ANNEX "A"

STATEMENT OF WORK

1. TITLE

E-Learning System Platform for Training of Ontario Region's Nursing Staff.

2. SCOPE

2.1. Objectives of the Requirement

To provide online access to departmental developed and approved training material for Ontario Region nursing staff; this platform will insure access to mandatory education for nursing competencies required for safe patient care through a system that will house education materials developed by our Unit. It will also allow for tracking and reminders of mandatory recertification to allow the Region to report more accurately on staffing competencies to address recommendations from the nursing service audit, and required PMS reporting.

2.2. Background and Specific Scope of the Requirement

Ontario Region is home to both the largest on-reserve status First Nation population (98,212) and the largest overall status First Nation population (on and off-reserve) (215,205). There are 133 First Nation communities in Ontario. Thirty-three are remote and only accessible by air or ice roads. Ontario has Sixteen Tribal Councils, Four Political and Territorial Organizations, one Independent First Nation and two First Nations Health Authorities. The Region is home to 22 Nursing Stations plus 4 satellite offices, health centres/stations/offices, 10 Addictions Treatment Centres and two provincial hospitals.

FNIHB works with First Nations and Inuit partners to provide or fund effective, sustainable, and culturally-appropriate health programs and services, overseen by the Regional Primary Health Care Unit (RPHCU). Broadly, the RPHCU is responsible and accountable for the quality of health service delivery in First Nations communities in Ontario, including pharmacy, nutrition, and home and community care. Other examples of health service delivery activities are shown below:

- Emergency and urgent care response – lifesaving care in the event of trauma (e.g., gunshots, knife stabs, motor vehicle accidents, assaults) and medical emergency (e.g., heart attacks, seizures, respiratory failure)
- Supporting end of life care – dying closer to home
- Respond to infectious disease outbreaks and environmental health assaults
- Provide episodic illness care, access to laboratory and diagnostic tests
- Provide immunizations, public health education, health planning support

It is a departmental requirement that federally employed nurses and other professionals maintain currency with consensus best practices, organizational policies and protocols, and adherence to the requirements of provincial Regulated Colleges (e.g., College of Nurses of Ontario). The Primary Health Care staff are dispersed across the Region of Ontario, making face-to-face training and synchronous training challenging.

In 2015, the Office of the Auditor General (AOG) completed an assessment of primary care delivery. Significant recommendations from this report concerned the maintenance of and accessibility to FNIHB mandatory training (specialized training curricula) that supports the delivery of emergency and urgent care, public health outbreaks, immunization delivery, infection disease prevention and control).

The community illness burden is increasing and constantly changing. As a result, our educational offerings (in addition to the mandatory training) must be nimble both in terms of content and delivery mechanism. This is best done through a system that is controlled by Ontario Region and the subject matter experts knowledgeable about the Regional context, processes and learning needs of the Region. Learners will be able to access content in a timely manner and review archived content to reinforce understanding and implementation.

Given the COVID context that we are currently in, and are projected to be in for additional months, ISC FNIHB ON Region needs a solution to offer and be able to track mandatory education for nurses, without which health care outcomes for FN peoples will be impacted. Our team has demands for new hire orientation at a frequency of twice per month, from previous schedule of once every 3-4 months, and in-person training is not currently an option.

An e-learning platform addresses these geographic and scheduling issues. Asynchronous securely accessible curricula will support continuous professional development and tracking of such education. The proposed e-learning platform comprises part of the response to the AOG report. A consistent and accessible e-learning platform is a critical tool to ensure equitable access to continuing professional development consistent with interdisciplinary practice and independent of the location of the provider's practice.

3. REQUIREMENTS

3.1. Tasks, Activities, Deliverables and/or Milestones

The contractor is required to provide the following:

- Flexible digital learning platform, with the ability to have own region specific 'page' with potential to collaborate with other regions for sharing of materials/courses most commonly used by nurses in all FNIHB regions
- Standard IT support and trouble-shooting for end-user support, from 8:00 am – 5:00 pm (Eastern Time), Monday through Friday, excluding holidays. Emergency support related to any unplanned outages is available outside of business hours through the vendors hosted help desk.
- A part-time dedicated logistical Client Success position to perform support considered outside of standard support. Such position will provide ongoing support for additional training, internal implementation, customization/configuration, and troubleshooting support, which includes the following:
 - Serve as the primary contact for ISC for system training support and business process consultation to new ISC Administrators
 - Formatting, updating, or converting training and other content provided by ISC will constitute a professional service as per APPENDIX B: Standard Professional Services Rates
 - Provides continued training support and business process consultation (including re-training / refreshers) on an as-needed basis to current ISC system administrators
 - Make recommendations and assist ISC to execute activities that will improve end user engagement
 - Support to modify posted training materials, and allow access to other mandatory courses hosted by other organizations (transportation of dangerous goods, WHIMIS)
 - Database to house current certifications, including expiry dates
 - Push notifications capacity (i.e., training reminders for course about to expire, ie 6 months prior to expiry date)
 - 'Message board' capacity that allows for posting of memos and other important updates that is accessible via push notification to a smart device

3.2. Specifications and Standards

- Ability to house interactive e-learning modules.
- Allows nurse manager or designate to: (1) assign mandatory course, (2) track employee completion and (3) display data in variety of methods, such as graphs, charts, etc.
- Capacity to generate reports (e.g., course completion rates and detail, expiry dates by individual nurse and/or group).
- Ensure accessibility across various technological platforms, such as smartphones, tablets, etc. The end users may be required to access the site from remote and isolated communities with limited bandwidth.
 - Platform should require self-enrollment
 - Ability to create users without email
 - Ability to have messaging within the LMS that does not require email
 - Platform should have native apps in both Apple App store & Google Play Store
 - Data must be stored in Canada including disaster recovery
 - Platform must require content builder
 - Ability to create surveys that are stand-alone from training surveys
 - Ability to target content by way of: Permission groups, Job Role, Department, Business unit, Geographic location and customization of permission groups—The ability to distinguish between users: Band/Community Nurses, FNHIB Nurses (CHN/PHN) and CDCM Nurses.
 - Ability to target branding based on credentials.
 - Must have the ability to create multi-tenant platform
 - Ability to collect digital signatures for assigned tasks/readings.
 - Must have a quiz builder that includes: Randomized questions, Pooled Questions, Attempt Limits, M/C, Short Answer, Long Answer, Date & Time, Numeric Answers.
 - Ability to create and assign checklists.
 - Create digital workflows that can Score & Route submissions based on answers
 - Ability to attach files (including pictures) to forms/checklists.
 - Workflows must be able to be completed from mobile device.
 - Ability to push pulse polls
 - Must have a document repository with the ability to have documents and files be targeted to users based on job role/permission group
 - SCORM Compliant
 - Ability as a learner to attach files and documents to courses & forms
 - Ability to convert Powerpoints/PDF's/word documents seamlessly into courses
 - Support must be in Canada
 - Support must be bilingual
 - Experience working with Indigenous Communities
 - Forms must be able to manage “FNIB-OR iSTAT? certification & Immunization Certification process checklists”

4. ADDITIONAL INFORMATION

4.1. Contractor's Obligations

- Ensure personal information (name, email address) is secure by creating commercially suitable procedures to safeguard the information collected on the website against unauthorized use, disclosure, or modification.
- Ensure the e-learning platform is accessible across different ‘platforms’ (such as smartphones, tablets) where connectivity or access to a government intranet or internet is not available
- Allow for access to ongoing trouble-shooting or IT support for end-user support as well as content modification for current material
- Allow access to other mandatory courses hosted by other organizations (transportation of dangerous goods, WHIMIS)

4.2. Language of Work

The work product is to be delivered in English. The e-learning platform must have capacity/ability to be bilingual to meet language requirement.

5. PROJECT SCHEDULE

5.1. Schedule and Estimated Level of Effort

Work will commence upon contract award; the service include the following phases:

- ✓ Standard Support
 - Business process consulting - Client Specialist will provide advice and experience in continued integration of the modules into our organization
 - Support in the creation or conversion of client content - test training documents
 - Access to Help Desk which will support our coordinators supporting client managers and frontline staff
 - Standard technical support through helpdesk access, and other specific services should be provided via a Customer Support program

ANNEX "B"**BASIS OF PAYMENT**

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the work as determined in Annex – "A" – Statement of Work; to a limitation of expenditure of \$_____.

CONTRACT PERIOD: Contract Award to March 31st, 2025				
(A)	(C)	(D)	(E)	(F)
	Price per user per month	Number of Users	All-inclusive fixed per Month Payment	Total Cost
Year 1	\$	500	\$	\$
Year 2	\$	500	\$	\$
Year 3	\$	500	\$	\$
Customer Support Program				\$
Total Estimated Initial Contract Cost:				\$
Applicable Taxes to Professional Fees				\$
GRAND TOTAL				\$

OPTION CONTRACT PERIOD 1: April 1st, 2025 to March 31st, 2026				
(A)	(C)	(D)	(E)	(F)
	Price per user per month	Number of Users	All-inclusive fixed per Month Payment	Total Cost
Option Year 1	\$	500	\$	\$
Customer Support Program				\$
Total Estimated Option Period Cost:				\$
Applicable Taxes to Professional Fees				\$
TOTAL				\$

OPTION CONTRACT PERIOD 2: April 1st, 2026 to March 31st, 2027				
(A)	(C)	(D)	(E)	(F)
	Price per user per month	Number of Users	All-inclusive fixed per Month Payment	Total Cost
Option Year 2	\$	500	\$	\$
Customer Support Program				\$
Total Estimated Option Period Cost:				\$
Applicable Taxes to Professional Fees				\$
TOTAL				\$

ANNEX "C"

SECURITY REQUIREMENTS CHECK LIST

 Affaires autochtones et Développement du Nord Canada	Aboriginal Affairs and Northern Development Canada	Contract Number / Numéro du contrat 1000237053
		Security Classification / Classification de sécurité Unclassified

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

PART A – CONTRACT INFORMATION / PARTIE A – INFORMATION CONTRACTUELLE																																																																							
1. Branch / Sector / Directorate / Region / Direction générale / Secteur / Direction / Région FNIHB/HEALTH/PHPCD/ON	2. Contract type / Type de contrat Non-Competitive / Non-compétitif Type : Competitive / Compétitif <input checked="" type="checkbox"/> Type :																																																																						
3. Brief Description of Work / Brève description du travail To provide online access to departmental developed and approved training material for Ontario Region nursing staff through a flexible digital learning platform with timely and informed IT support and trouble-shooting for end-user support.																																																																							
4. Contract Amount / Montant du contrat TBD \$	6. Company Name and Address (for non-competitive contract only) / Nom et adresse de la compagnie (pour les contrats non-compétitifs seulement) :																																																																						
5. Contract Start and End date / Date de début et de fin du contrat Contract award. to / au 2025-11-30																																																																							
7. Will the supplier require / Le fournisseur aura-t-il :																																																																							
7.1 access to PROTECTED and/or CLASSIFIED information or assets? accès à des renseignements ou à des biens désignés PROTÉGÉS et/ou CLASSIFIÉS?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui																																																																						
7.2 an access card to AANDC premises? besoin d'une carte d'accès aux bureaux d'AADNC?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui																																																																						
7.3 access to the departmental computer network? accès au réseau informatique du Ministère?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui																																																																						
(If the answer is No to all three questions, go to Part D / Si la réponse est Non aux trois questions, allez à la Partie D)																																																																							
PART B – SAFEGUARDS OFF-SITE (COMPANY) / PARTIE B – MESURES DE PROTECTION À L'EXTÉRIEUR (COMPAGNIE)																																																																							
PHYSICAL INFORMATION / ASSETS / RENSEIGNEMENTS MATÉRIELS / BIENS																																																																							
8. Will the supplier be required to receive/store PROTECTED and/or CLASSIFIED information/assets on its site or premises? Le fournisseur sera-t-il tenu de recevoir /entposer sur place des renseignements/biens PROTÉGÉS et/ou CLASSIFIÉS?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui																																																																						
INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)																																																																							
9.1 Will the supplier be required to use its computers, portable media, or IT systems to electronically process/store sensitive information? Le fournisseur sera-t-il tenu d'utiliser ses propres ordinateurs, médias portatifs ou systèmes TI pour traiter/stocker électroniquement des renseignements sensibles?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui																																																																						
9.2 Will the supplier be required to electronically transmit sensitive information to/from the Department or with other parties? Le fournisseur sera-t-il requis de transmettre électroniquement de l'information sensible au/à partir du Ministère ou avec d'autres parties? If yes, specify: / Si oui, spécifiez :	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui																																																																						
a) Email transmission / Transmission par courrier électronique :	<input type="checkbox"/> No <input type="checkbox"/> Yes Non Oui																																																																						
b) Other transmission (Secure FTP, Collaboration, etc) / Autre transmission (FTP sécurisé, collaboration, etc) :	<input type="checkbox"/> No <input type="checkbox"/> Yes Non Oui																																																																						
c) Remote access required to AANDC network (VPN, Citrix) / Besoin de connexion à distance au réseau d'AADNC (VPN, Citrix) :	<input type="checkbox"/> No <input type="checkbox"/> Yes Non Oui																																																																						
9.3 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* ?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui																																																																						
* Handling equipment and measures for secure transmission and emission (cryptographic, secure fax/phone)/ Manipulation de l'équipement et des mesures sécuritaires pour fin de transmission et émissions (cryptographie, téléphone/télécopieur sécurés)																																																																							
10. SUMMARY CHART / TABLEAU RÉCAPITULATIF																																																																							
	<table border="1"> <thead> <tr> <th rowspan="2">Category Catégorie</th> <th rowspan="2">Please refer to question : Veuillez vous référer à la question :</th> <th colspan="3">PROTECTED / PROTÉGÉ</th> <th colspan="3">CLASSIFIED / CLASSIFIÉ</th> </tr> <tr> <th>A</th> <th>B</th> <th>C</th> <th>CONFIDENTIAL CONFIDENTIEL</th> <th>SECRET</th> <th>TOP SECRET TRÈS SECRET</th> </tr> </thead> <tbody> <tr> <td>Information /Assets Renseignements/Biens</td> <td>7.1</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Information /Assets (off site) Renseignements/Biens (extérieur)</td> <td>8</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>IT Information /Assets (off site) Renseignements/Biens TI (extérieur)</td> <td>9.1</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>IT Transmission – e-mail Transmission TI – courriel</td> <td>9.2 a)</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>IT Transmission – other Transmission TI – autre</td> <td>9.2 b)</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Remote Access to Network Connexion à distance au réseau</td> <td>9.2 c)</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>COMSEC</td> <td>9.3</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table>	Category Catégorie	Please refer to question : Veuillez vous référer à la question :	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	Information /Assets Renseignements/Biens	7.1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Information /Assets (off site) Renseignements/Biens (extérieur)	8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	IT Information /Assets (off site) Renseignements/Biens TI (extérieur)	9.1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	IT Transmission – e-mail Transmission TI – courriel	9.2 a)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	IT Transmission – other Transmission TI – autre	9.2 b)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Remote Access to Network Connexion à distance au réseau	9.2 c)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	COMSEC	9.3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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PART C – PERSONNEL / PARTIE C – PERSONNEL																																																																							
11.1 Personnel Security Screening Level Required: Niveau d'enquête de la sécurité du personnel requis :	<input checked="" type="checkbox"/> N/A / Non requis <input type="checkbox"/> Reliability/ Fiabilité <input type="checkbox"/> Confidential/ Confidentiel <input type="checkbox"/> Secret <input type="checkbox"/> Top Secret/ Très secret																																																																						
11.2 May unscreened personnel be used for portions of work? Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Non Oui N/A / Non requis																																																																						
12. 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?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui																																																																						



Contract Number / Numéro du contrat 1000237053
Security Classification / Classification de sécurité Unclassified

PART D – AUTHORIZATION / PARTIE D – AUTORISATION				
13. Organization Project Authority / Chargé de projet de l'organisme				
Name (print) – Nom (en lettres moulées) Teresa Gillespie	Title - Titre CD Program Manager, FNIHB - OR	Signature 	gillespie, teresa	Digitally signed by gillespie, teresa Date: 2021.12.14 07:05:53 -05'00'
Telephone No. – N° de téléphone 613-863-4775	Facsimile No. - N° de télécopieur	E-mail address – Adresse courriel teresa.gillespie@sac-isc.gc.ca	Date 2021/12/14	
14. Organization Security Authority / Responsable de la sécurité de l'organisme				
Name (print) – Nom (en lettres moulées) Steven French	Title - Titre Supervisor Contract Security	Signature french, steven		Digitally signed by french, steven Date: 2022.03.01 09:51:00 -05'00'
Telephone No. – N° de téléphone 819-360-2958	Facsimile No. - N° de télécopieur	E-mail address – Adresse courriel steven.french@sac-isc.gc.ca	Date 2022/03/01	
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?				<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
16. Procurement Officer / Agent d'approvisionnement				
Name (print) – Nom (en lettres moulées) Alex Cormier Howie	Title - Titre Senior Procurement Officer	Signature 		Digitally signed by cormierhowie, alex DN: c=cA, o=GC, ou=ISC-SAC, cn=+ cormierhowie, alex Reason: I am approving this document Location: Ottawa, Ontario, Canada Date: 2021.12.09 12:28:04 Font: PhantomPDF, Version: 9.7.1
Telephone No. – N° de téléphone 873-354-0959	Facsimile No. - N° de télécopieur N/A	E-mail address – Adresse courriel alexander.cormierhowie@sac-isc.gc.ca	Date 2021/12/09	
17. Contracting Security Authority / Autorité contractante en matière de sécurité				
Name (print) – Nom (en lettres moulées) Steven French	Title - Titre Supervisor Contract Security	Signature french, steven		Digitally signed by french, steven Date: 2022.03.01 09:51:53 -05'00'
Telephone No. – N° de téléphone 819-360-2958	Facsimile No. - N° de télécopieur	E-mail address – Adresse courriel steven.french@sac-isc.gc.ca	Date 2022/03/01	

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité Unclassified
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