



Emploi et  
Développement social Canada

Employment and  
Social Development Canada

Request for Information 100021963

**REQUEST FOR INFORMATION REGARDING  
ADAPT LEARNING  
FOR  
EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA**

## Contents

1. Background and Purpose of this Request for Information (RFI) .....	3
2. Nature of Request for Information .....	5
3. Security Requirements .....	5
4. Legislation, Trade Agreement, and Government Policies.....	6
5. Enquiries .....	6
6. Industry Engagement Activities .....	7
7. Closing date for the RFI.....	7
8. Response Costs .....	7
9. Treatment of Responses .....	7
10. Contents of this RFI .....	8
11. Format of Responses.....	8
12. Submission of Responses.....	9
Annex A – Statement of Work / Requirements .....	11
Background.....	11
Annex B – Requirements .....	13
Expected Mandatory Requirements.....	13
Business Requirements .....	14
Annex C – Questions to Industry .....	16
Annex D – Abbreviations .....	21

**REQUEST FOR INFORMATION REGARDING  
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EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA**

ESDC is requesting Industry feedback to assist in defining the requirement that may lead to a possible contract or for an upcoming Request for Proposal (RFP).

**1. Background and Purpose of this Request for Information (RFI)**

The Adapt authoring tool is a free and easy to use e-learning authoring tool that creates fully responsive, multi-device, HTML5 e-learning content using the Adapt developer framework. This Cloud-based software allows you to quickly build content using the Adapt Framework: you can create an account, log in, create courses, add interactive elements, preview and publish your content. The Adapt Framework creates HTML5 e-learning courses that can be delivered with a web server or a SCORM compliant learning management system. It powers the Adapt authoring tool, an easy to use design tool for creating Adapt courses.

The College@ESDC ("The College") provides departmental learning services to support departmental programs such as Employment Insurance, Canada Pension Plan, Grants and Contributions delivery and the Temporary Foreign Worker Program, etc. to ensure that employees (avg. 40,000 employees) gain the knowledge and skills required to serve Canadians and internal clients. The College works in partnership with all departmental branches and regions to plan, design, deliver and coordinate innovative formal and informal learning solutions that enable employees to respond to the Department's core business needs and shifting corporate priorities. ESDC employees can register for, complete and report on learning that is internal to our Department using the Cloud-based Integrated Learning Management System. COVID-19 forced an accelerated roll-out to implement a more nimble delivery model for ESDC's eLearning services to support employees in delivering programs and services to Canadians.

Since 2020, the Learning Infrastructure Team (LIT) at College@ESDC has been leading a pilot project to test the use of the Adapt authoring tool with ESDC College's design teams in order to streamline the design, development and maintenance of ESDC e-learning courses. As a result, over 190 courses were developed with 178 registered users, supporting essential and job-specific training to more than 40,000 employees.

Findings from our pilot project have shown that the Adapt authoring tool meets ESDC's requirements in terms of ease of use, cost-effectiveness and capacity to comply with **EU EN 301 549 V3.2.1/ WCAG 2.1 AA** requirements. With the pilot project coming to an end in March 2023, we are working to obtain departmental IT approval to have the Adapt authoring tool recognized as an ESDC Department-approved software available for leveraging by the entire Department, while working internally on securing its hosting environment on an ESDC production server (the tool is currently hosted on an ESDC Cloud sandbox). However, significant work remains to render our tool accessible and bilingual in keeping with our departmental standards.

**The purpose of this Request for Information (RFI)** is to assist the Employment and Social Development (ESDC) College@ESDC in assessing the market in order to identify industry leaders with Adapt authoring tool expertise and the interest, capacity and ability to supply and attain the relevant identified objectives. Specifically, the Department seeks a contractor to enhance our Adapt instance. The two main objectives are:

- Having an accessible Adapt tool compliant with the [Accessible Canada Act \(Bill C-81\)](#) and industry standards **EU EN 301 549 V3.2.1/ WCAG 2.1 AA**. Employment and Social Development Canada will need to modify how courses are currently created in order to respect the barrier-free work environment requirement.
- In light of the [Official Languages Act](#), the user interface of the Adapt authoring tool must be bilingual, in both official languages (French and English), to make it available to all users regardless of their language of choice.

The tool is currently used only by the College@ESDC. However, it could become a valuable tool for other divisions within ESDC's portfolio and other Government of Canada departments to support their e-learning course development.

This RFI is neither a call for tender nor a Bid Solicitation. No agreement or contract will be entered into based on this RFI. The issuance of this RFI is not to be considered in any

way a commitment by the Government of Canada, nor as authority to potential respondents to undertake any work that could be charged to Government of Canada. This RFI is not to be considered as a commitment to issue a subsequent solicitation or award contract(s) for the work described herein.-Although the information collected may be provided as commercial-in-confidence (and, if identified as such, will be treated accordingly by the Government of Canada), the Government of Canada may use the information to assist in drafting performance specifications (which are subject to change) and for budgetary purposes.

Respondents are encouraged to identify, in the information they share with), the Government of Canada, any information that they feel is proprietary, third party or personal information. Please note that the Government of Canada may be obligated by law (e.g. in response to a request under the Access of Information and Privacy Act) to disclose proprietary or commercially-sensitive information concerning a respondent (for more information: <http://laws-lois.justice.gc.ca/eng/acts/a-1/>).

***Please refer to Annexes A, B, C, D for the detailed description of the requirement and questions to industry.***

## **2. Nature of Request for Information**

This is not a bid solicitation. This RFI will not result in the award of any contract; therefore, potential suppliers of any goods or services described in this RFI should not earmark stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list; therefore, whether any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from the industry with respect to the contents of this RFI.

## **3. Security Requirements**

Please refer to Annex C. section 5. Security. Any additional security requirements will be defined if ESDC produces a Request for proposal.

#### **4. Legislation, Trade Agreement, and Government Policies**

The legislation, trade agreements and government policies that could affect any follow-on solicitation(s) will be determined at solicitation stage.

#### **5. Enquiries**

Because this is not a bid solicitation, the Government of Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, any questions from respondents concerning this RFI must be made in writing to the Contracting Authority stated below, via e-mail on or before the closing date.

Name: Ekaterina Suvorova  
Title: Senior Procurement Specialist  
Employment and Social Development Canada  
Procurement and Contracting

Address: 140 Promenade du Portage  
Gatineau, QC K1A 0J9

E-mail address: [NC-SOLICITATIONS-GD@hrsdc-rhdcc.gc.ca](mailto:NC-SOLICITATIONS-GD@hrsdc-rhdcc.gc.ca)

The Government of Canada reserves the right to not respond to questions received after the closing date or to any question not related to this RFI. 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 the Government of Canada determines that the enquiry is not of a proprietary nature. The Government of Canada may edit the questions or may request that the respondent do so, so that the proprietary nature of the question is eliminated, and the responses will be made publicly available through the Government Electronic Tendering Service (<https://buyandsell.gc.ca/>).

Changes to this RFI may occur and will be advertised through an amendment on the Government Electronic Tendering System. The Government of Canada asks Respondents to visit [Buyandsell.gc.ca](http://Buyandsell.gc.ca) regularly to check for changes, if any.

## 6. Industry Engagement Activities

Respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses.

## 7. Closing date for the RFI

Responses to this RFI must be submitted electronically to the Contracting Authority and will be accepted until **2:00 PM Eastern Standard Time (EST) on December 5th, 2022**. The information received after that date will not be considered.

## 8. Response Costs

The Government of Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

## 9. Treatment of Responses

- a) **Use of Responses:** Responses will not be formally evaluated. However, the responses received may be used by Public Services, ESDC Procurement and Employment and Social Development Canada (ESDC), to develop or modify

procurement strategies or any draft document contained in this RFI. PSPC and ESDC will review all responses received by the RFI closing date.

- b) **Review Team:** ESDC along with PSPC will review the responses. The Government of Canada reserves the right to hire any independent consultant or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.
- c) **Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or confidential. The Government of Canada will treat those responses as confidential to the extent permitted by the Access to Information Act.
- d) **Post Submission Review Meeting:** ESDC may, in its discretion, contact any respondents to follow up with additional questions or for clarification on the information provided.

## 10. Contents of this RFI

This RFI contains drafts of Statement of Work and other Annexes. These documents remain a work in progress and respondents should not assume that new clauses or requirements will not be added to any bid solicitation that is ultimately published by the Government of Canada. Nor should respondents assume that none of the clauses or requirements will be deleted or revised. Comments regarding any aspect of the draft document are welcome until the close of the RFI.

## 11. Format of Responses

The following sub-sections provide specific instructions for respondents.

**Numbering System:** Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.



**Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its response is delivered on time to the correct location.

**Identification of Response:** Each respondent should ensure that its name and return address, the solicitation number and the closing date appear legibly on the outside of the response.

Annex C contains specific questions that are consecutively numbered. Respondents are asked to submit responses indexed by the specific RFI question number. Respondents are asked to repeat the question prior to their response for reviewer convenience. It is not mandatory to respond to all questions.

Respondents are requested to submit one softcopy, in PDF format, of their response.

- a. **Cover Page:** If the response includes multiple volumes, respondents are requested to indicate on the cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent.
- b. **Title page:** The first page of each volume of the response, after the cover page, should be the title page, which should contain:
  - I. The title of the respondent's response and the volume number;
  - II. The contact's name, address and telephone number of the respondent;
  - III. The date; and
  - IV. The RFI number.

## 12. Submission of Responses

- a) **Time and Place for Submission of Responses:** Suppliers interested in providing a response by email [nc-solicitations-gd@hrsdc-rhdcc.gc.ca](mailto:nc-solicitations-gd@hrsdc-rhdcc.gc.ca) to the Contracting Authority identified above by the time and date indicated as per the article 7. Closing date for the RFI of this document.
- b) **Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its response is emailed on time to [nc-solicitations-gd@hrsdc-rhdcc.gc.ca](mailto:nc-solicitations-gd@hrsdc-rhdcc.gc.ca).

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## Annex A – Statement of Work / Requirements

### Background

The Adapt authoring tool is a free and easy to use e-learning authoring tool that creates fully responsive, multi-device, HTML5 e-learning content using the Adapt developer framework. This Cloud-based software allows you to quickly build content using the Adapt Framework: you can create an account, log in, create courses, add interactive elements, preview and publish your content. The Adapt Framework creates HTML5 e-learning courses that can be delivered with a web server or a SCORM compliant learning management system. It powers the Adapt authoring tool, an easy to use design tool for creating Adapt courses.

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The tool is currently used only by the College@ESDC. However, it could become a valuable tool for other divisions within ESDC's portfolio and other Government of Canada departments to support their e-learning course development.

## Annex B – Requirements

### Expected Mandatory Requirements

- a) **Must** have a bilingual (French and English) user interface, training/updates documentation and the ability to assist users via email to answer questions from the Adapt user community.
- b) **Must** ensure that the Adapt authoring tool aligns with and supports the ESDC Accessibility Roadmap 2.9.2 indicator to ensure an accessible authoring tool for the College@ESDC by 2025 (See Appendix B).
  - ✓ Follow and implement the [Authoring Tool Accessibility Guidelines \(ATAG\) 2.0](#)
  - ✓ Ensure that the authoring tool can meet ATAG accessibility frontend and published products requirements by 2025 by continuously applying updates to the authoring tool to reach the following goals:
    - Provides monthly updates on progress related to this deliverable
    - Tests will be done internally and by the vendor to ensure that reasonable progress is being made to reach this goal on time
- c) **Must** have the ability to assist users within the authoring tool for issues related to content or plug-in settings (components, extensions, themes, etc.). Some issues may require escalation to the Adapt authoring tool coordinators.
- d) All requested updates or upgrades **must** be made on ESDC's version of the Adapt framework and Adapt authoring tool, which have been slightly altered from the versions available through GitHub.
- e) **Must** push updates to ESDC's GitHub branch of the Adapt authoring tool.
- f) **Must** provide a frontend interface in both official languages (French and English). In addition, must improve the ability to toggle between languages.
- g) **Must** complete the maintenance of the authoring tool. Specifically:
  - ✓ Maintenance of the Adapt authoring and framework tools (including support update)

- ✓ Fix and maintain extensions made by ESDC
- ✓ Ensure that all updates are working as intended by performing tests in the vendor's Dev. Environment.
- ✓ Maintenance of the Adapt authoring and framework tools (including support update) while keeping backward compatibility support for a limited number of custom extensions made by ESDC.

### **Business Requirements**

- a) Manage Adapt subscriptions and account creation for new Adapt users. An Adapt user administrator account will be provided to you to address internal needs.
- b) Regularly report on project progress to Adapt authoring tool coordinators and seek approval at scheduled milestones.
- c) Allow for potential to improve the Adapt authoring tool to support electronic two-factor authentication.
- d) Liaise with Adapt authoring tool coordinators on any staffing issues/deficiencies that could affect project quality, team cohesiveness and deadlines.
- e) Communicate with Adapt authoring tool coordinators on ongoing problems, best practices and lessons learned.
- f) Note that instruction designers are expected to create content that meets our accessibility requirements. Any modifications to customization options already available should continue to meet current accessibility requirements, and over time other options should also be made accessible.
- g) The desirable requirements for Adapt authoring tool at ESDC are the following:
  - Browser-based (must be compatible with Edge and modern chromium-based browsers);
  - Maintain access to and edit capabilities for source code (HTML, CSS, JavaScript), preferably with an embedded editor like CKeditor or something similar;

- Makes use of all the different media (text, image, video, audio, etc.);
- Includes basic functions and interactions (quizzes, accordions, sliders, hotspots, flipcards, etc.);
- Output meets **EU EN 301 549 V3.2.1/ WCAG 2.1 AA** (or future accessibility standard in place) requirements with very little technical knowledge;
- Uses proper semantics or ARIA techniques that can be manipulated through the Graphical User Interface by non-technical users to meet accessibility compliance;
- SCORM 1.2 (and possible future updates to Xapi) capabilities to send completion status and/or score;
- Potential to work on a project to export and import translation (preferably using CSV files);
- The Adapt authoring tool should be able to host and manage all the uploaded course assets (images, text, videos, audio, etc.);
- The ability to re-use asset from one course to another; and
- Train new users with existing training material and improve the content, as needed. Training or support documentation on how to use the tool readily made available.

## Annex C – Questions to Industry

This section solicits from respondents' specific feedback and comments based on the information provided in the previous sections of this RFI. Respondents are encouraged to provide detailed comments and responses as required to properly answer the questions. However, if possible, answers to questions should not exceed one page.

Questions are grouped into 7 sections:

1. General;
2. Solution Requirements Overview;
3. Support;
4. Architecture;
5. Security;
6. Training; and
7. Cost.

### 1. General

	Questions	Answers / Comments
1.	Provide the company name, contact name, phone number and email address.	
2.	Describe your company's ownership and strategic partnerships. Does the business and infrastructure reside in Canada?	
3.	Have you successfully managed other similar projects in the last (5) years? Provide specific examples.	
4.	Does your company currently have a procurement business number (PBN)? Please provide	
5.	Does your company currently have security clearance with the Canadian Government?	
6.	Identify the area of expertise of your organization/company.	



7.	Has your company successfully implemented your solution in a Government of Canada environment? Provide specific example(s).	
8.	Please state any questions and/or comments you may have regarding the scope of work and the requirements described.	
9.	What is your level of knowledge with respect to accessibility? Specifically, <b>EU EN 301 549 V3.2.1 / WCAG 2.1 AA</b> for published product, ATAG 2.0 for the frontend product.	

## 2. Solution Requirements Overview

	Questions	Answers / Comment
1.	Which web programming languages and libraries do you use frequently and are familiar with? Please name the programs with a few specific examples of how you use them.	
2.	Describe your knowledge of authoring tools and databases and how you apply it. Please provide specific examples and the name(s) of the software and database(s) used.	
3.	With respect to the Government of Canada's Official Languages Act, the Adapt authoring tool is required for end-users to be able to navigate within the solution in either French or English. Please explain if this is possible with your services and if not, are you able to meet this requirement? Note: The interface translation of words will be provided by us and may require updates from time to time.	
4.	In reference to question Q3, can you provide bilingual user support (answering general questions and offer technical support when issues arise), training and training documentation on new updates? These support services would be used both by internal staff and external contractors.	

5.	The Adapt authoring tool is required to be accessible by meeting industry standard <b>EU EN 301 549 V3.2.1/ WCAG 2.1 AA</b> requirements. Please explain if this is possible with the services you offer and, if not, if you able to meet this requirement?	
6.	In reference to question Q5, please demonstrate how you intend to meet the accessibility requirements using a detailed outline/roadmap.	
7.	In reference to question Q5, can you provide accessible (by meeting industry standards <b>EU EN 301 549 V3.2.1/ WCAG 2.1 AA</b> ) user support, training, training documentation and on-line help?	
8.	Are there terms in the standard terms and conditions (General condition 2030: <a href="https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/3">https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/3</a> ) (Supplemental General Conditions 4003: <a href="https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/4">https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/4</a> ) that will preclude your firm in submitting a proposal?	

### 3. Support

	Questions	Answer/Comment
1.	Describe your implementation methodology, including timelines.	
2.	Please describe what your technical support consists of, including but not limited to: the hours of support, methods of contacting technical support and the location of technical support.	
3.	Is support bilingual (French and English)?	

4.	How are Adapt users supported when issues are identified?	
5.	Will Adapt users receive an overview of the latest updates before major changes or features are implemented?	
6.	What are your standard Service Level Agreements? (Please specify response times and levels of support)	
7.	Will you be able to provide general and technical support by email to Adapt users, including internal staff and external contractors?	

#### 4. Architecture

Questions		Answers / Comments
1.	Are all your systems installed on standard server hosting, a private Cloud or a public Cloud? Are they hosted in Canada?	
2.	Does your solution use any plug-ins to facilitate changes to Adapt? If so, please identify which ones and describe what, if any, security risks they may present.	
3.	Have you ever provided support (coding), such as maintaining, debugging and troubleshooting systems for a software that was not hosted by your company?	

#### 5. Security

		Answers/Comments
1.	Is your firm certified to handle <a href="#">Protected "B"</a> data security level?	
2.	Would you be able to improve the Adapt Authoring Tool to support electronic two-factor authentication?	
3.	Briefly explain the security measures your company takes to ensure data integrity.	

4.	<p>Describe how your services comply with the following Government of Canada security and privacy standards and policies:</p> <ul style="list-style-type: none"> <li>• Security Organization and Administration Standard</li> <li>• Operational Security Standard: Management of Information Technology Security (MITS)</li> </ul>	
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## 6. Training

		Answers / Comments
1.	Will you provide information and documentation about new system updates and the required training as necessary?	
2.	Does your firm have any experience in learning and technical training delivery?	
3.	Describe your typical training methodology (live sessions, train-the-trainer, recorded videos, etc.)	

## 7. Cost

		Answers / Comments
1.	Describe the price of your services, annually, including all factors contributing to the price for the requirements identified above? Please provide the published price list if available.	
2.	Are there any potential additional fees to those listed above?	
3.	If we were to ask you to provide hosting (Cloud) for our Adapt instance on AWS Canada, what additional costs would apply?	

## Annex D – Abbreviations

Abbreviation	Full Name
<b>ARIA techniques</b>	The purpose of this technique is to provide a label for objects that can be read by assistive technology.
<b>ATAG</b>	Authoring Tool Accessibility Guidelines
<b>CKeditor</b>	WYSIWYG rich text editor which enables writing content directly inside of web pages or online applications.
<b>CSS</b>	Cascading Style Sheets
<b>CSV</b>	Comma-Separated Values
<b>ESDC</b>	Employment and Social Development Canada
<b>HTML</b>	HyperText Markup Language
<b>IE 11+</b>	Internet Explorer 11
<b>LMS</b>	Learning Management System
<b>RFI</b>	Request for Information
<b>SCORM</b>	Sharable Content Object Reference Model
<b>WCAG</b>	Web Content Accessibility Guidelines

## Annex E – References

- **Access to Information and Privacy Act** - [Access to Information Act \(justice.gc.ca\)](https://www.justice.gc.ca)
- **Accessible Canada Act (Bill C-81)** - [Government Bill \(House of Commons\) C-81 \(42-1\) - Royal Assent - Accessible Canada Act - Parliament of Canada](https://www.parliament.ca/bills/81)
- **Authoring Tool Accessibility Guidelines (ATAG) 2.0** - <https://www.w3.org/TR/ATAG20/#:~:text=The%20Authoring%20Tool%20Accessibility%20Guidelines%20%28ATAG%29%202.0%20,accessible%20web%20content%20by%20all%20authors%20%28Part%20B%29>.
- **EU EN 301 549 V3.2.1** - [ETSI EN 301 549 - V3.2.1 - Accessibility requirements for ICT products and services](https://www.etsi.org/standards-store/301549)
- **General Information** – <https://www.canada.ca/en/treasury-board-secretariat/services/information-technology/cloud-computing.html>
- **Government of Canada Digital Standards** - <https://www.canada.ca/en/government/publicservice/modernizing/government-canada-digital-standards.html>
- **Levels of Security (Protected B)** - [Levels of security – Security screening for government contracts – Security requirements for contracting with the Government of Canada – Canada.ca \(tpsgc-pwgsc.gc.ca\)](https://www.tpsgc-pwgsc.gc.ca/levels-of-security)
- **Official Languages** - <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=26160>
- **Register in Supplier Registration Information (SRI) System** - [Register in Supplier Registration Information \(SRI\) System - Buyandsell.gc.ca](https://buyandsell.gc.ca)
- **Security requirements for contracting with the Government of Canada** - <https://www.tpsgc-pwgsc.gc.ca/esc-src/index-eng.html>
- **WCAG 2.1 AA** - [Web Content Accessibility Guidelines \(WCAG\) 2.1 \(w3.org\)](https://www.w3.org/WAI/standards-guidelines/wcag/)