



**RETURN BIDS TO :**

**RETOURNER LES  
SOUSSIONS À :**

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**Demande pour une offre à commande  
Request for standing offer**

**Proposal To:  
Employment Social & Development Canada  
(ESDC)**

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:  
Emploi & Développement Social Canada (EDSC)**

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**

**This document contains a Security  
Requirement – Ce document contient  
des clauses de sécurité.**

**Vendor/Firm Name and address  
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Title - Sujet Design Thinking training	
Solicitation No. - N° de l'invitation 100020893	Date December 21, 2022
Client Reference No. - N° référence du client	
GETS Reference No. - N° de reference de SEAG -	
File No. - N° de dossier	CCC No. / N° CCC - FMS No. / N° VME
Solicitation Closes - L'invitation prend fin at - à 02 :00 PM on - le January 31, 2023	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
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**Instructions: Voir aux présentes**

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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



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### PART 1 - GENERAL INFORMATION

#### 1.1 Introduction

The Request for Standing Offers (RFSO) is divided into seven parts plus attachments and annexes, as follows:

- Part 1            General Information: provides a general description of the requirement;
- Part 2            Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;
- Part 3            Offer Preparation Instructions: provides offerors with instructions on how to prepare their offer to address the evaluation criteria specified;
- Part 4            Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, 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 Insurance Requirements: includes specific requirements that must be addressed by offerors; and
- Part 7            7A, Standing Offer, and 7B, Resulting Contract Clauses:
  - 7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;
  - 7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

List of Annexes:

- Annex A        Statement of Work
- Annex B        Basis of Payment
- Annex C        Security Requirements Checklist
- Annex D        Federal Contractors Program For Employment Equity
- Annex E        Technical Mandatory and Rated Criteria
- Annex F        Electronic Payment form

#### 1.2 Summary

##### 1.2.1

The primary objective of Design Thinking training is to help Western and Territories (W-T) Region employees understand the Design Thinking mindset and its fundamental contribution to success and gain experience with all the phases of a design project.

This training will provide Service Canada W-T employees with important skills to learn a practical approach to innovation using prototyping; to experiment using design thinking tools and practices, keeping the end-user in mind; and to apply these skills in a real-world context.

This training will provide relevant information and explanations of the following topics:



1. Design Thinking basics – what is good design?
2. Empathize with the client/end user
3. Visualize and develop ideas
4. Prototype ideas
5. Test and overcome challenges
6. Continuous innovation

### 1.2.2

[SACC M3059T](#) – 2018-12-06 – Canadian Content Certification

This procurement is limited to Canadian goods and Canadian services.

The Offeror certifies that:

( ) a minimum of 80 percent of the total price for the offer consist of Canadian goods and Canadian services as defined in paragraph 5 of clause A3050T.

For more information on how to determine the Canadian content for a mix of goods, a mix of services or a mix of goods and services, consult Annex 3.6, Example 2, of the Supply Manual.

### 1.2.3

The Request for Standing Offers (RFSO) is to establish Regional Master Standing Offers for the delivery of the requirement detailed in the RFSO, to the Identified Users across Canada.

## 1.3 Security Requirements

There are security requirements associated with the requirement of the Standing Offer. For additional information, see Part 6 - Security, Financial and Insurance Requirements, and Part 7 - Standing Offer and Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, offerors 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.

## 1.4 Debriefings

Offerors may request a debriefing on the results of the request for standing offers process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for standing offers process. The debriefing may be in writing, by telephone or in person.

## 1.5 Anticipated migration to an e-Procurement Solution (EPS)

Canada is currently developing an online EPS for faster and more convenient ordering of goods and services. In support of the anticipated transition to this system and how it may impact any resulting Standing Offer that is issued under this solicitation, refer to 7.15 Transition to an e-Procurement Solution (EPS).

The Government of Canada's [press release](#) provides additional information.



## PART 2 - OFFEROR INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) 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.

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The [SACC 2006](#) – 2020-05-28 - Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

#### 2.1.1 SACC Manual Clauses

[SACC M3021T](#) – 2012-07-16 - Education and Experience

### 2.2 Submission of Offers

Offers must be submitted only to Employment Social Development Canada (ESDC) Bid Receiving Unit by the date, time and place indicated in the RFSO.

[NC-Allocations-GD@hrsdc-rhdcc.gc.ca](mailto:NC-Allocations-GD@hrsdc-rhdcc.gc.ca)

Due to the nature of the Request for Standing Offers, transmission of offers by facsimile to ESDC will not be accepted.

### 2.3 Former Public Servant

[SACC M3025T](#) – 2020-05-04 - Former Public Servant – Competitive offer

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 FPS, offerors must provide the information required below before the issuance of a standing offer. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror 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 offer 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 - Request for Standing Offers**

All enquiries must be submitted in writing to the Standing Offer Authority no later than 10 calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.



Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by offerors 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 offerors do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all offerors. Enquiries not submitted in a form that can be distributed to all offerors may not be answered by Canada.

## 2.5 Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their offer, 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 offerors.

## 2.6 Bid Challenge and Recourse Mechanisms

- (a) Several mechanisms are available to potential offerors to challenge aspects of the procurement process up to and including contract award.
- (b) Canada encourages offerors 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) Offerors should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Offerors should therefore act quickly when they want to challenge any aspect of the procurement process.



## **PART 3 - OFFER PREPARATION INSTRUCTIONS**

### **3.1 Offer Preparation Instructions**

Due to the nature of the RFSO, offers transmitted by CPC Connect, epost Connect service and by facsimile will not be accepted.

Canada requests that offerors provide their offer in separately bound sections as follows via email:

Section I:	Technical Offer	1 soft copy
Section II:	Financial Offer	1 soft copy
Section III:	Certifications	1 soft copy

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

Canada requests that offerors follow the format instructions described below in the preparation of hard copy of their offer:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) format;
- (b) use a numbering system that corresponds to the RFSO.

#### **Section I: Technical Offer**

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

#### **Section II: Financial Offer**

Offerors must submit their financial offer in accordance with the "Annex B, Basis of Payment".

##### **3.1.1 Electronic Payment of Invoices - Offer**

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "F" Electronic Payment Instruments, to identify which ones are accepted.

If Annex "F" Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

**Section III: Certifications** Offerors must submit the certifications and additional information required under Part 5.



## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 4.1 Evaluation Procedures

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.
- (c) The evaluation team will determine if there are two or more offers with a valid Canadian Content certification with the offers coming from two or more Offerors that are not affiliated within the meaning used in the [Competition Act](#), R.S.C., 1985, c. C-34. In that event, only those offers with a valid certification will be eligible to be issued a standing offer; otherwise, all offers will be eligible. If at any point in the evaluation process it is found, whether by determination of invalidity of certifications, determination that offers are non-responsive or withdrawal of offers by Offerors, that there are no longer two (2) or more responsive offers with a valid certification, then all responsive offers will be eligible to be issued a standing offer. Canada may conduct the validation of Canadian content certifications at any time in the evaluation process including doing so concurrently with other steps.

#### 4.1.1 Technical Evaluation

The Bidder must meet the mandatory technical and rated criteria specified in Annex "E" Any bid which fails to meet the mandatory technical criteria's and the mandatory rated criteria's will be declared non-responsive.

Each mandatory technical criterion will be addressed separately and a passing mark as been determined for each, this mark must be met to be determined as responsive.

The Bidder must provide the necessary documentation to clearly demonstrate compliance with this requirement.

Simply repeating the statement contained in the bid solicitation is not sufficient.

##### 4.1.1.1 Mandatory Technical Criteria and Mandatory Rated Criteria

Refer to Annex 'E' – Mandatory Technical Criteria and Mandatory Rated Criteria

#### 4.1.2 Financial Evaluation

##### 4.1.2.1

[SACC M0220T](#) – 2016-01-28 – Evaluation of Price - Offer

### 4.2 Basis of Selection

#### 4.2.1 [SACC M0034T](#) – 2007-05-25 - Basis of Selection – Minimum Point Rating

1. To be declared responsive, an offer must:
  - a. comply with all the requirements of the Request for Standing Offers (RFSO); and
  - b. meet all mandatory technical evaluation criteria; and



- c. 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 45 points."
2. Offers not meeting (a) and (b) and (c) above will be declared non-responsive. The responsive offer with the lowest evaluated price will be recommended for issuance of a standing offer.



## **PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION**

Offerors must provide the required certifications and additional information to be issued a standing offer.

The certifications provided by offerors to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a contractor in default if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Standing Offer Authority will render the offer non-responsive, result in the setting aside of the Standing Offer or constitute a default under the Contract.

### **5.1 Certifications Required with the Offer**

Offerors must submit the following duly completed certifications as part of their offer.

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

In accordance with the Integrity Provisions of the Standard Instructions, all offerors must provide with their offer, **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.

#### **5.1.2 Additional Certifications Required with the Offer**

##### **5.1.2.1 Canadian Content Certification**

###### **5.1.2.1.1 [SACC A3050T](#) – 2020-07-01 - Canadian Content Definition**

### **5.2 Certifications Precedent to the Issuance of a Standing Offer and Additional Information**

The certifications and additional information listed below should be submitted with the offer, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Standing Offer Authority will inform the Offeror 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 offer 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) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Offeror must provide the required documentation, as applicable, to be given further consideration in the procurement process.



## 5.2.2 Security Requirements – Required Documentation

In accordance with the [requirements of 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>), the Offeror must provide a completed Application for Registration (AFR) form to be given further consideration in the procurement process.

Offerors are reminded to obtain the required security clearance and, as applicable, security capabilities promptly. As indicated above, offerors who do not provide all the required information at bid closing will be given the opportunity to complete any missing information from the AFR form within a period set by the Contracting Authority. If that information is not provided within the timeframe established by the Contracting Authority (including any extensions granted by the Contracting Authority in its discretion), or if Canada requires further information from the Offeror in connection with assessing the request for security clearance (i.e., information not required by the AFR), the Offeror will be required to submit that information within the time period established by the Contracting Authority, which will not be less than 48 hours. If, at any time, the Offeror fails to provide the required information within the timeframe established by the Contracting Authority, its bid will be declared non-compliant.

## 5.2.3 Federal Contractors Program for Employment Equity - Standing Offer Certification

By submitting an offer, the Offeror certifies that the Offeror, and any of the Offeror's members if the Offeror 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-Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#s4) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#s4>).

Canada will have the right to declare an offer non-responsive, or to set-aside a Standing Offer, if the Offeror, or any member of the Offeror if the Offeror is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of issuing of a Standing Offer or during the period of the Standing Offer.

Canada will also have the right to terminate the Call-up for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list during the period of the Contract.

The Offeror must provide the Standing Offer Authority with a completed annex titled Federal Contractors Program for Employment Equity - Certification, before the issuance of a Standing Offer. If the Offeror is a Joint Venture, the Offeror must provide the Standing Offer Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

## 5.2.4 Additional Certifications Precedent to Issuance of a Standing Offer

### 5.2.4.1 [SACC M3059T](#) – 2018-12-06 - Canadian Content Certification

This procurement is limited to Canadian goods and Canadian services.

The Offeror certifies that:

( ) a minimum of 80 percent of the total price for the offer consist of Canadian goods and Canadian services as defined in paragraph 5 of clause [A3050T](#).

For more information on how to determine the Canadian content for a mix of goods, a mix of services or a mix of goods and services, consult [Annex 3.6](#), Example 2, of the Supply Manual.

#### 5.2.4.1.1 Canadian Content Definition

[SACC A3050T](#) - 2020-07-01 - Canadian Content Definition



#### **5.2.4.2 Status and Availability of Resources – Offer**

SACC M3020T – Status and Availability of Resources – Offer



## **PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS**

### **6.1 Security Requirements**

1. Before issuance of a standing offer, the following conditions must be met:
  - (a) the Offeror must hold a valid organization security clearance as indicated in Part 7A - Standing Offer;
2. Before access to sensitive information is provided to the Offeror, the following conditions must be met:
  - (a) the Offeror's proposed individuals requiring access to sensitive information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 – Standing Offer and Resulting Contract Clauses;
  - (b) the Offeror's security capabilities must be met as indicated in Part 7 – Standing Offer and Resulting Contract Clauses.
3. For additional information on security requirements, offerors 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.



## PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

### A. STANDING OFFER

#### 7.1 Offer

7.1.1 The Offeror offers to perform the Work in accordance with the Statement of Work at Annex "A".

#### 7.2 Security Requirements

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

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 Contract Security Manual (latest edition)

#### 7.3 Standard Clauses and Conditions

All clauses and conditions identified in the Standing Offer and resulting contract(s) 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.

##### 7.3.1 General Conditions

[SACC 2005](#) – 2017-06-21 General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

#### 7.4 Term of Standing Offer

##### 7.4.1 Period of the Standing Offer

The period for making call-ups and providing services against the Standing Offer is from date of issuance to December 31, 2024 inclusive.

##### 7.4.2 Extension of Standing Offer

[SACC M9014C](#) – 2008-05-12 – Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for 3 additional 1 year period, under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority **45** days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.



## 7.5 Authorities

### 7.5.1 Standing Offer Authority

To be identified at time of issuance of a Call-up against the Standing Offer.

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Public Works and Government Services Canada  
Acquisitions Branch  
Directorate: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_ - \_\_\_\_ - \_\_\_\_  
E-mail address: \_\_\_\_\_

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, he is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

### 7.5.2 Project Authority

To be identified at time of issuance of a Call-up against the Standing Offer.

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

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up under the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.

### 7.5.3 Offeror's Representative

To be determined at issuance of the Standing Offer

## 7.6 Proactive Disclosure of Contracts with Former Public Servants

SACC A3025C – 2020-05-04 - 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 Identified Users

The Identified User authorized to make call-ups against the Standing Offer is: Service Canada W-T Region.

## 7.8 Call-up Procedures

Multiple Standing Offers:



If more than one standing offer will be authorized for use based on a reasonable expectation of business activity such that a single offeror would lack the capacity to meet the demands, clear ranking methodologies and call-up procedures must be described in the RFSO, so that suppliers are aware of these when preparing their offer. The two models of ranking methodology are described below:

#### **Right of first refusal basis:**

The call-up procedures require that when a requirement is identified, the identified user will contact the highest-ranked offeror to determine if the requirement can be satisfied by that offeror. If the highest-ranked offeror is able to meet the requirement, a call-up is made against its standing offer. If that offeror is unable to meet the requirement, the identified user will contact the next ranked offeror. The identified user will continue and proceed as above until one offeror indicates that it can meet the requirement of the call-up. In other words, call-ups are made based on the "right of first refusal" basis. When the highest-ranked offeror is unable to fulfill the need, the identified user is required to document its file appropriately. The resulting call-ups are considered competitive and the competitive call-up authorities can be used.

The first right of refusal will be exercised by the offeror within 48hrs via email. If the offeror does not reply within 48hrs to the email, the first right of refusal will be automatically applied.

#### **7.9 Call-up Instrument**

The Work will be authorized or confirmed by the Identified User(s) using the duly completed forms or their equivalents as identified in paragraphs 2 and 3 below, or by using Canada acquisition cards (Visa or MasterCard) for low dollar value requirements.

1. Call-ups must be made by Identified Users' authorized representatives under the Standing Offer and must be for goods or services or combination of goods and services included in the Standing Offer at the prices and in accordance with the terms and conditions specified in the Standing Offer.
2. Any of the following forms could be used which are available through [PWGSC Forms Catalogue](#) website:
  - PWGSC-TPSGC 942 Call-up Against a Standing Offer
  - PWGSC-TPGSC 942-2 Call-up Against a Standing Offer - Multiple Delivery
  - PWGSC-TPSGC 944 Call-up Against Multiple Standing Offers (English version)
  - PWGSC-TPSGC 945 Commande subséquente à plusieurs offres à commandes (French version)

or

3. An equivalent form or electronic call-up document which contains at a minimum the following information:
  - standing offer number;
  - statement that incorporates the terms and conditions of the Standing Offer;
  - description and unit price for each line item;
  - total value of the call-up;
  - point of delivery;
  - confirmation that funds are available under section 32 of the Financial Administration Act;
  - confirmation that the user is an Identified User under the Standing Offer with authority to enter into a contract.

#### **7.10 Limitation of Call-ups**

Individual call-ups against the Standing Offer must not exceed \$400,000.00 (Applicable Taxes included).

#### **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 call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions 2005 2017-06-21, - Standing Offers - Goods or Services
- d) Annex A, Statement of Work;
- e) Annex B, Basis of Payment;
- f) Annex C, Security Requirements Check List;
- g) Annex D, Part 5 of the request for Standing Offers
- h) Annex E, Technical Requirements
- i) Annex F, The offeror's dated \_\_\_\_\_ **To be completed at contract award**

## **7.12 Certifications and Additional Information**

### **7.12.1 Compliance**

Unless specified otherwise, the continuous compliance with the certifications provided by the Offeror with its offer or precedent to issuance of the Standing Offer (SO), and the ongoing cooperation in providing additional information are conditions of issuance of the SO and failure to comply will constitute the Offeror in default. Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO.

### **7.13 Applicable Laws**

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

### **7.14 Transition to an e-Procurement Solution (EPS)**

During the period of the Standing Offer, Canada may transition to an EPS for more efficient processing and management of individual call-ups for any or all of the SO's applicable goods and services. Canada reserves the right, at its sole discretion, to make the use of the new e-procurement solution mandatory.

Canada agrees to provide the Offeror with at least a three-month notice to allow for any measures necessary for the integration of the Offer into the EPS. The notice will include a detailed information package indicating the requirements, as well as any applicable guidance and support.

If the Offeror chooses not to offer their goods or services through the e-procurement solution, the Standing Offer may be set aside by Canada.

### **7.15 Canadian Content Certification**

SACC M3060C – 2021-05-20 – Canadian Content Certification



## **B. RESULTING CONTRACT CLAUSES**

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

### **7.1 Statement of Work**

The Contractor must perform the Work described in the call-up against the Standing Offer.

### **7.2 Standard Clauses and Conditions**

#### **7.2.1 General Conditions**

[SACC 2010B](#) 2021-12-02, General Conditions - Professional Services (Medium Complexity) apply to and form part of the Contract.

### **7.3 Term of Contract**

#### **7.3.1 Period of the Contract**

The period of the Contract is from Contract award to December 31, 2024 inclusive.

### **7.4 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.

### **7.5 Payment**

#### **7.5.1 Basis of Payment**

The Contractor will be paid the firm fixed price identified in Annex “B”, Basis of Payment, for the work performed under the contract. Customs duties are included and the applicable taxes are extra.

#### **7.5.2 Limitation of Price**

[SACC C6000C](#) – Limitation of price

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

#### **7.5.3 Method of Payment**

[SACC H1008C](#) – 2008-05-12 – Monthly payment

#### **7.5.4 Electronic Payment of Invoices – Call-up**

Refer to Annex ‘F’ - Electronic Payment Instrument



## 7.6 Invoicing Instructions

### SACC H5001C – 2008-12-12 - 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:
  - b. a copy of the training document and any other documents as specified in the Contract;
2. Invoices must be distributed as follows:
  - a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.  
One (1) copy must be forwarded to the Project Authority identified under the section entitled "Authorities" of the Contract.

## 7.7 Insurance

### SACC G1005C – 2016-01-28 - Insurance – No Specific Requirement

## 7.8 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

### 1.0 Title

Delivery of Design Thinking training to Service Canada Western and Territories (SC W-T) Region employees.

### 2.0 Objectives

The primary objective of Design Thinking training is to help W-T Region employees understand the Design Thinking mindset and its fundamental contribution to success and gain experience with all the phases of a design project.

This training will provide SC W-T employees with important skills to learn a practical approach to innovation using prototyping; to experiment using design thinking tools and practices, keeping the end-user in mind; and to apply these skills in a real-world context.

This training will provide relevant information and explanations of the following topics:

1. Design Thinking basics – what is good design?
2. Empathize with the client/end user
3. Visualize and develop ideas
4. Prototype ideas
5. Test and overcome challenges
6. Continuous innovation

### 3.0 Background Statement

Employment Social Development Canada (ESDC) has identified Design Thinking as a departmental learning priority. SC W-T Region has been supporting Design Thinking training since late 2018. Training started with the Directors, Managers and co-chairs of Operations Committees so they would have a solid understanding of how the methodology works. It then moved down to Senior Consultants, Consultants and Advisors who were directly involved with facilitating Design Thinking acceleration hubs to find solutions to problems.

With the economic and business environment changing at the speed of light, a strong command of innovation processes has to be adapted to all business models, including federal government. Design thinking is an approach that boosts the potential and performance of innovation initiatives by blending creativity, analysis and collaboration. The Design Thinking methods align with the corporate priorities of workplace modernization and helps find solutions to various topics such as service strategy, accessibility, inclusion and diversity.

Design Thinking focuses on users' experience – making sure that programs, policies and services are developed to better suit people's needs. Solutions are co-created with the issue's owner and people affected by the issues, no design skills or formal education is required to contribute to the design process. Design Thinking is a user-centered approach that boosts the potential and performance of innovation initiatives by blending the analysis of users' needs spaces and the collective creativity in the exploration of concrete solutions, always in a collaborative and inclusive mindset. The process of Design Thinking draws on methods from engineering and design, and combines them with ideas from the arts, tools from the social sciences, and insights from the business world to provide a glue that brings teammates together around a common goal: make the lives of the people they are designing for the better.

### 4.0 Scope

The Project Authority reserves the right to amend the scope at a later date, to include additional related input or scope parameters, should the need arise due to a change in business or technical requirements. The project authority reserves the right to request course delivery in French and/or request to have in-person sessions.

#### A. Scope: Session Structure and Content



The total duration of each class will be no more than 15 hours; estimate 7.5 hours of training per day for 2 days of training, including breaks.

There will be a maximum of 15 participants in each class.

Contractor's facilitators will present each topic identified below for each and every session taught:

- A. Design Thinking basics – what is good design?
- B. Empathize with the client/end user
- C. Visualize and develop ideas
- D. Prototype ideas
- E. Test and overcome challenges
- F. Continuous innovation

### **B. Scope: Deliverables**

Dates and times of each session are to be negotiated based on needs and requirements of the Project Authority.

The Project Authority estimates the need for 24 sessions in a fiscal year.

The Contractor must:

- A. Deliver the course in Canadian English in a virtual classroom environment – may be requested to provide in person upon discussion with the Project Authority
- B. Provide the learning materials for each participant, and shipping if required, at least 2 weeks before the first day of a class
- C. Provide the name of the facilitator at least 2 weeks before the first day of a class
- D. Accommodate participants in the following time zones: Pacific, Mountain, Central and Eastern (as participants reside in BC, AB, SK, MB, YT, NT, and NU)
- E. Identify one point of contact responsible for scheduling, logistics, providing updates/status reports and for all quality assurance activities with the Project Authority
- F. Will not record any sessions
- G. Provide participant training manuals or power point presentation slides in English via email or link to downloadable material.
- H. Course materials for each participant must be made available 2 weeks prior to the start of training sessions.
- I. Virtual courses to be delivered via online platform, such as Microsoft Teams

### **C. Scope: Languages**

The Contractor will provide all materials in English and facilitators must be able to communicate fluently in Canadian English.

### **D. Scope: Facilitators**

The Contractor will provide a specialist facilitator on Design Thinking and who has experience delivering training in a virtual environment. The Project Authority will approve all individual facilitators before each teaches their first session under the contract, and request replacements if required.

#### **Facilitator expectations**

Each facilitator must present information in a clear and concise manner, explaining the content to ensure all learners understand the key topics listed in this document.

Facilitators must deliver training by:



- A. Guiding learners through course materials and specific activities (for example problem solving, information sharing), and focusing on critical points;
- B. Guiding and supporting work activities / creating a positive, supportive learning environment;
- C. Promoting interactivity and discussions;
- D. Maintaining an instructional pace suitable to the course schedule;
- E. Creating and fostering a collaborative and safe environment for participants;
- F. Motivating learners to take responsibility for their own learning;
- G. Supporting various learning styles and preferences as well as responding appropriately to learner needs, finding the optimal balance;
- H. Encouraging collaborative work and learner-learner and/or group discussions
- I. Moderating and/or facilitating discussions, encouraging and gently guiding the discussion, providing motivation with suggestions of planting ideas or starting new topics, and recognizing and supporting the differences of opinions or perspectives effectively;
- J. Sharing information and resources with the group; and
- K. Assisting learners to become comfortable with the virtual classroom application.

### Facilitator scheduling

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The Contractor will ensure that all facilitators are ready to present at the scheduled date and time.

## E. Scope: Logistics and Review

### All Sessions

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- A. Accommodations for special needs: To better serve learners who require special accommodations, the Project Authority and the Contractor will work together to develop options to help the individual learn and participate effectively. The Project Authority, consulting with the Contractor, will choose the best course of action for the specific need. The Project Authority will assume all financial responsibility for implementing its decision. The Contractor will contribute its best efforts and the resources of its organization to implement the decision.
- B. Accessibility: The Project Authority will inform the Contractor if there are any accessibility requirements. In compliance with the Accessible Canada Act, the Project Authority may implement a number of initiatives to increase the accessibility of training. The Project Authority will assume all financial responsibility for implementing its decision. The Contractor will fully collaborate and contribute their best efforts to implement the decision.
- C. Session evaluations: The Project Authority is responsible for all session evaluations. The Project Authority will collect participant session evaluations and will review the evaluations it collects from participants and, when necessary, provide its feedback to the Contractor.
- D. Auditing of sessions: Project Authority will evaluate the quality of the Instructor's course delivery services, as needed. Without any prior notice to the Contractor, the Project Authority can decide to attend a course, as an observer, to monitor that the Instructor's service is in line with the Terms and Conditions of the contract. Observations will be discussed with the Contractor and corrective measures requested within an approved timeframe, if needed. Project Authority will also be reviewing participant's feedback and will discuss with the Contractor any feedback pertaining to the instructor's services. Corrective measures may be requested within an approved timeframe.

### Facilitated On-line Distance Learning Delivery (Webinar) Sessions

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- A. Delivery method: The Contractor will deliver the training through a facilitated on-line real-time method, using a virtual classroom platform or in a classroom (upon request). This will enable learners to participate from their desks, see and hear presentation information in real time, and ask questions in real time.
- B. The various functionalities of the virtual classroom platform must be used, such as chat, whiteboard, etc.



- C. The Contractor will use their virtual classroom account, preferably MS Teams. If this is not possible, the Contractor will discuss the options with the Project Authority to determine the best solution. The Project Authority may have to test the virtual classroom platform with the Contractor to ensure it is compatible with the departmental network. ESDC reserves the right to use its own virtual classroom platform if needed.
- D. The Contractor must provide the connection link to the virtual classroom platform at least 2 weeks before the start date of the class.
- E. The Contractor will be responsible to ensure the participants can access the virtual classroom platform selected. The Contractor will also be responsible for any information technology or computer issues that participants experience when using the virtual classroom platform by providing access to a technical support line or live chat service.

### 5.0 Contact Period

The contract period is estimated to be from the date of contract award until December 31, 2024 three (3) optional 1 year option periods.

Option Year 1 - from January 1, 2025 to December 31, 2025

Option Year 2 – from January 1, 2026 to December 31, 2026

Option Year 3 – from January 1, 2027 to December 31, 2027

### 6.0 Deadlines

Requirement	Timeline
<b>Project Authority to contact Contractor, in writing, to request a session</b>	At least <b>30</b> business days before the requested session start date
<b>Project Authority to submit Participant List, in writing, to Contractor (the Project Authority will aim for maximum of 15 participants per session)</b>	At least <b>3 to 5</b> business days before scheduled session start date
<b>Project Authority to notify Contractor, in writing, to cancel a scheduled course session</b>	At least <b>20</b> business days before scheduled session start date, with no charge whatsoever  At least <b>19</b> business days or less before scheduled session start date, with reduced charge [if course materials mailed out]
<b>Contractor to send course materials electronically and the name of the facilitator</b>	At least <b>10</b> business days before the scheduled session start date
<b>Contractor to send course materials by mail (if needed)</b>	At least <b>20</b> business days before the scheduled session start date
<b>Contractor to e-mail to the Project Authority a copy of the Attendance List (must include training title, session dates, Contractor name, and participant names indicating their attendance for each session)</b>	Not more than <b>2</b> business days after the end of the session



Requirement	Timeline
<b>Project Authority can send request to Contractor, in writing, for a replacement facilitator</b>	At any time during the contract, with at least <b>10</b> business days' notice for the requested facilitator change to take effect
<b>Contractor can ask to introduce a new facilitator, by sending a written request for approval to the Project Authority</b>	At any time during the contract, with at least <b>10</b> business days' notice for the Project Authority to respond to the request
<b>Project Authority to notify Contractor, in writing, of the exact needs of any special accommodations learner</b>	At least <b>5</b> business days prior to the scheduled session start date that the learner requiring the special accommodations will attend



**ANNEX "B" - BASIS OF PAYMENT**

**Virtual training for Design Thinking, for the Western and Territories (W-T) Region employees.**

Each training will include the following:

1. Preparation of the training including all necessary documentation, in accordance with the Statement of Work.
2. Distribution of all relevant material to each participant, virtual and in some case paper format (including shipping).
  - a. All material will be produced in Canadian English.
3. Provide training.
  - a. Virtual training:
    - i. Training will be provided in Canadian English.
  - b. In person training:
    - i. Training will be provided in Canadian English.
  - c. 24 sessions / year – including virtual/in class and in Canadian English.
  - d. 2 days of training of 7.5 hours max/day, for a total of 15 hours of training/session – including breaks and lunch.

No other fees, shall be authorised unless approved by the Project Authority/Contracting Authority. All training session must be on the basis of : All included.

Initial contract - Date of contract award to December 31, 2024 inclusive	Firm Fixed Price per training session, \$
Design Thinking Training – English training - virtual	
Design Thinking Training – English training – in class	
Option Year One (1) – January 01, 2025 to December 31, 2025 inclusive	Firm Fixed Price per training session, \$
Design Thinking Training – English training - virtual	
Design Thinking Training – English training – in class	
Option Year Two (2) – January 01, 2026 to December 31, 2026 inclusive	Firm Fixed Price per training session, \$



Design Thinking Training – English training - virtual	
Design Thinking Training – English training – in class	

<b>Option Year Three (3) – January 01, 2027 to December 31, 2027 inclusive</b>	<b>Firm Fixed Price per training session, \$</b>
Design Thinking Training – English training – virtual	
Design Thinking Training – English training – in class	



**ANNEX "C" - SECURITY REQUIREMENTS CHECK LIST**



Government of Canada  
Gouvernement du Canada

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

**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 / Ministère ou organisme gouvernemental d'origine		2. Branch or Directorate / Direction générale ou Direction	
ESDC		Service Canada	
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 To provide virtual and in-person training on Design Thinking.			
5. a) Will the supplier require access to Controlled Goods? 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? 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? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (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. 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 checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans 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 Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>			
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>	
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>	
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>	
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>	
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>	
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	

TBS/SCT 350-103(2004/12)

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

Unclassified

Security Classification / Classification de sécurité

**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

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité

Unclassified





Contract Number / Numéro du contrat

Security Classification / Classification de sécurité  
Unclassified

**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 Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC						
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET TRÈS SECRET	
											A	B	C				
Information / Assets Renseignements / Biens Production																	
IT Media / Support TI																	
IT Link / 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).**



Contract Number / Numéro du contrat
Security Classification / Classification de sécurité <b>Unclassified</b>

**PART D - AUTHORIZATION / PARTIE D - AUTORISATION**

13. Organization Project Authority / Chargé de projet de l'organisme

Name (print) - Nom (en lettres moulées) <b>Frazer Clarke</b>	Title - Titre <b>Senior Manager</b>	Signature <b>Clarke, Frazer</b> <small>Digitally signed by Clarke, Frazer Date: 2022.05.09 13:51:01 -07'00'</small>	
Telephone No. - N° de téléphone <b>236-380-1878</b>	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel <b>frazer.clarke@servicecanada.gc.ca</b>	Date

14. Organization Security Authority / Responsable de la sécurité de l'organisme

Name (print) - Nom (en lettres moulées) <b>Tammy Hrenyk</b>	Title - Titre <b>Acting Senior Manager</b>	Signature <b>Hrenyk, Tammy</b> <small>Digitally signed by Hrenyk, Tammy Date: 2022.05.12 16:06:32 -07'00'</small>	
Telephone No. - N° de téléphone <b>250-507-2095</b>	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel <b>tammy.hrenyk@servicecanada.gc.ca</b>	Date

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?  No / Non  Yes / Oui  
Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?

16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature <b>Barrette, Julie</b> <small>Digitally signed by Barrette, Julie DN: cn=Julie, o=GC, ou=GC, ou=DSO-INDCC, c=CA, email=Julie.Barrette@servicecanada.gc.ca Reason: I am the author of this document Location: your signing location here Date: 2022.05.12 09:42:40-07'00' Full PDF Editor Version: 11.1.0</small>	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date

17. Contracting Security Authority / Autorité contractante en matière de sécurité

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date



**ANNEX “D” – Mandatory and Rated Criteria**

**Mandatory**

#	Capacity to provide	Page # in proposal	Met	Not Met
<b>MC1</b>	<p>The bidder <b>MUST</b> provide proof of its capacity to provide the following courses in Canadian English in a virtual classroom.</p> <ul style="list-style-type: none"> <li>A. Design Thinking basics – what is good design?</li> <li>B. Empathize with the client/end user</li> <li>C. Visualize and develop ideas</li> <li>D. Prototype ideas</li> <li>E. Test and overcome challenges</li> <li>F. Continuous innovation</li> </ul> <p>A photocopy of a certification, a license or any other document is requested.</p> <p>Bidder must complete all fields of <b>Appendix A1</b>, and list its capacity to provide the courses in Canadian English in a virtual classroom.</p> <p>Additional course description may be attached to the submission but will only be considered as an asset, not for evaluation purpose.</p>			

#	Project training	Page # in proposal	Met	Not Met
<b>MC2</b>	<p>The bidder <b>MUST</b> provide three (3) examples of projects training similar or equal completed in the last five (5) years where English in a virtual classroom were provided in a customer service environment.</p> <p>At least one (1) of the three (3) projects <b>MUST</b> be with the Federal Government of Canada, or a Federal agency and the value of the contract must be of \$25K minimum.</p> <p>For each contract, the bidder must provide:</p> <ul style="list-style-type: none"> <li>• Names of the federal, provincial or municipal departments</li> <li>• Value of the contract</li> <li>• Start and end date of the contract</li> <li>• Contact for the contract (name, phone, email address)</li> <li>• Names of the training courses delivered</li> <li>• Precise if the course was virtual, in person or both</li> </ul> <p>Canada may contact the reference person for information and validation.</p>			



#	Technical Support line - chat	Page # in proposal	Met	Not Met
MC3	<p>The bidder <b>MUST</b> provide proof of the following request by providing the following information:</p> <p>Evidence that a technical support line or live chat will be available 15 minutes prior to the start of all training sessions and until 30 minutes after the class starts to answer any urgent questions from learners.</p> <p>The bidder <b>MUST</b> provide the following:</p> <ul style="list-style-type: none"> <li>Names of contact for the technical support chat</li> <li>Phone numbers, email and website addresses</li> </ul> <p>The bidder <b>MUST</b> provide the name of an existing client using the technical support line or live chat for references.</p> <ul style="list-style-type: none"> <li>Name for the contract (name, phone, email address) Phone numbers and email/website addresses</li> </ul> <p>Canada may contact the reference person for information and validation.</p>			

#	Facilitators experience	Page # in proposal	Met	Not Met
MC4	<p>The bidder <b>MUST</b> include:</p> <ul style="list-style-type: none"> <li>All names and profiles of qualified facilitators who will be providing the training – must include in their résumé:</li> <li>Facilitator certifications/education</li> <li>Years of experience with company and prior</li> <li>Years of experience facilitating the requested course in Canadian English in a virtual classroom and must include the following: <ul style="list-style-type: none"> <li>Both lectures and hands on labs including but not limited to:</li> <li>engaging instruction, lectures, demonstrations, group discussions, labs/exercises.</li> </ul> </li> </ul> <p>Provide course syllabus or course description document to demonstrate elements of course format.</p> <p>If the experience was acquired prior to being employed by the bidder, the following information must be provided:</p> <ul style="list-style-type: none"> <li>Names of the company</li> <li>Start and end date of the employment</li> <li>Contact for reference (name, phone, email address)</li> <li>Names of the training courses delivered</li> <li>Precise if the course was virtual in person or both</li> </ul> <p>Canada may contact the reference person for information and validation.</p>			



Rated

#	Experience – working with Western and Territories (W-T) Region	Page # in proposal	Score
RC1	Bidder and/or the facilitator has experience working or training within Western and Territories (W-T) Region and their specific geographic regions and/or professional sectors in English in a virtual classroom within the last 3 years.  <b>Appendix B1</b> must be completed		
	<b>0 Points : no information submitted</b> <b>5 Points : 6 months or less</b> <b>10 Points : 6 months to 2 years</b> <b>15 Points : 2 years to 3 years</b> <b>20 Points: 3 years to 4 years</b> <b>25 Points: 4 years to 5 years</b> <b>30 Points: 5 years and more</b>		

#	Approach and methodology	Page # in proposal	Score
RC2	Bidders should indicate their approach and methodology in response to the requirement with respect to the provision of services described in the Statement of Work.  The Bidder should provide and propose the approach and methodology they will be using by giving a complete step-by-step and example of the method of training in order to demonstrate their full understanding of the requirement.		
	<b>0 Points : no response or the response is not relevant or clear</b> <b>5 Points : minimally relevant, approach/methodology</b> <b>10 Points : superiorly relevant, approach/methodology</b> <b>15 Points : outstandingly relevant, approach/methodology</b>		

<b>Minimum points required:</b>	<b>30/45</b>
<b>Bidder - total point-rated criteria points:</b>	



**APPENDIX A1 – BIDDER COURSE CAPACITY**

Course Title	Course Description	Course Capacity (Number of participants)	Course Duration (Hours)	Course Date

**APPENDIX B1 – FACILITATOR TRAINING EXPERIENCE**

	Name of facilitator	Years of experience with virtual training	Years of experience providing Design Thinking training with Bidder or Prior.
1			
2			
3			
4			
5			
6			
7			



## **ANNEX “E” - ELECTRONIC PAYMENT INSTRUMENTS**

The Offeror accepts to be paid by any of the following Electronic Payment Instrument(s):

- VISA Acquisition Card;
- MasterCard Acquisition Card;
- Direct Deposit (Domestic and International);
- Electronic Data Interchange (EDI);