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**Revision to a Request for a Standing Offer**

**Révision à une demande d'offre à commandes**

National Master Standing Offer (NMSO)

Offre à commandes principale et nationale (OCPN)

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Offer remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'offre demeurent les mêmes.

**Comments - Commentaires**

**Vendor/Firm Name and Address**

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

**Issuing Office - Bureau de distribution**

Informatics Professional Services Division / Division  
des services professionnels en informatique

Les Terrasses de la Chaudière

10, rue Wellington, 4ième

étage/Floor

Gatineau

Québec

K1A 0S5

<b>Title - Sujet</b> Accessibility Conformance Testing	
<b>Solicitation No. - N° de l'invitation</b> 2B0KB-219754/A	<b>Date</b> 2023-04-13
<b>Client Reference No. - N° de référence du client</b> REQ 97540	<b>Amendment No. - N° modif.</b> 004
<b>File No. - N° de dossier</b> 611zm.2B0KB-219754	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZM-631-41348	
<b>Date of Original Request for Standing Offer</b> 2023-02-17	
<b>Date de la demande de l'offre à commandes originale</b>	
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> Eastern Daylight Saving Time EDT <b>on - le 2023-05-01</b> Heure Avancée de l'Est HAE	
<b>Address Enquiries to: - Adresser toutes questions à:</b> St-Cyr, Audrey	<b>Buyer Id - Id de l'acheteur</b> 611zm
<b>Telephone No. - N° de téléphone</b> (000) 000-0000 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Delivery Required - Livraison exigée</b>	
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	
<b>Security - Sécurité</b> This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Acknowledgement copy required</b>	<b>Yes - Oui</b>	<b>No - Non</b>
<b>Accusé de réception requis</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>The Offeror hereby acknowledges this revision to its Offer.</b> <b>Le proposant constate, par la présente, cette révision à son offre.</b>		
<b>Signature</b>	<b>Date</b>	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
<b>For the Minister - Pour le Ministre</b>		

## PART A – Question and Answers

### Q&A 1-6 of March 15

**Q1:** Can you please confirm that the contract needs Secret Clearance?

**A1:** After the contract is awarded the individual Government of Canada Department or Agency will determine the security requirements for each individual project. However, it is anticipated that requirements will require either Reliability or Secret security levels based on the needs of departments.

RFSO reference:

- Part 1 – General Information (refer to: 1.9 Security Requirements)
- Part 6 – SECURITY AND INSURANCE REQUEREMENTS (6.1 Security Requirements)
- PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES (A. Standing Offer),

#### 7.2 Security Requirements

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 must, at all times during the performance of the Contract, hold a valid Facility Security Clearance at the level of SECRET, issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).
2. The Contractor personnel requiring access to CLASSIFIED/PROTECTED information, assets or sensitive site(s) must EACH hold a valid personnel security screening at the level of SECRET, or RELIABILITY STATUS, as required, granted or approved by the CSP, PWGSC.

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**Q2:** If we're just interested in the web accessibility, will that be a disadvantage for us applying?

**A2:** No, there will not be a disadvantage to bid for any individual category. We accept bids for any of the six categories.

RFSO reference: ANNEX "A" - STATEMENT OF WORK (2. Resource Categories).

-----

**Q3:** VPATs are an old limited format. OpenACR is a format that was developed for the USA's GSA <https://gsa.github.io/openacr-editor/> that is better suited for modern web development. Is this something that would consider supplying?

**A3:** Not at this time

-----  
**Q4:** We can deliver documents in English, but the RFP says, "All work and deliverables must be in English and / or French." - is that our choice or the department's choice?

**A4:** For the purpose of the bid, the deliverables can be submitted in the offeror's choice of language.

After the contract is awarded the individual Government of Canada Department or Agency will determine the language of the deliverables (English only, French only, or bilingual) based on the contact agreement.

-----  
**Q5:** WCAG 2.2 is about to be released, will you be wanting support for ACRs which align with the latest WCAG recommendation when it is released?

**A5:** The EN 301 549 (2021), which includes WCAG2.1, is the standard at this time.

RFSO reference: Annex "A" – Statement of Work (2. Resources Categories):

The Offeror's Named Resource must perform one or more Accessibility Conformance Testing services against the EN 301 549 (2021) standard.

If and when Canada implements a newer version of the EN 301 549 standard, the Offeror must be notified in writing and the Offeror's Named Resource must test against the updated version of the standard within 6 (six) months of the updated standard being released.

-----  
**Q6:** If all the mandatory requirements of required completed reports for the categories are met, however, the clients are not willing to approve submission of their reports due to confidentiality (redacted or unredacted). Would the Crown be willing to accept sample reports based on the Crown's provided content?

Many of our clients are not willing to allow us to provide the compliance reports we have produced for them due to confidentiality concerns. To provide PSPC the ability to evaluate our capabilities, would it be possible for PSPC to provide representative web pages and documents to assess? This would allow vendors to demonstrate their capabilities and the level of detail provided in their reports.

**A6:** No, the offeror must pass the mandatory corporate criteria evaluation to participate in the test.

RFSO reference:

- Attachment 1 to Part 4 - Evaluation Criteria, 1.1.3 Guidelines on submitting ACRs

The following guidelines apply to all mandatory criteria and point-rated criteria:

When submitting Accessibility Conformance Reports, offerors must secure

any necessary approvals before submitting the reports. All Accessibility Conformance Reports must be evaluated on a third party ICT solution. The unredacted reports must clearly state the solution name and the names of the evaluators. If necessary, images displaying confidential/product functionality can be removed from the report providing that in the bid submission it is made clear information has been removed due to confidentiality. Anonymous and redacted reports will not be accepted – as redacted reports are often not accessible.

- Annex A1 - Testing scoring guide and instructions for the Sample EN 301 549 (2021) accessibility conformance test (Sample ACT)

The Offerors that are compliant to the mandatory criteria will be invited to participate in our tests and will have 48h to ask questions at the beginning of the 10-day testing period.

**Note:**

We take confidentiality very seriously and would like to assure bidders that the six (6) significant and independent Accessibility Conformance Reports for websites or web applications completed within the last twenty-four (24) months, which were requested, will not be shared with anyone outside of GC (Canada) evaluation team for this specific bid. These reports are intended solely for evaluation purposes and will remain within the confines of GC (Canada).

**Q&A 7-29 of March 28**

**Q7:** In Attachment 1 to Part 4 - Evaluation Criteria, it's our understanding that the Mandatory resource (MR 1.2) can be different from the Rated Resource (RR1.2) are different. Can you please confirm ?

**A7:** No, the named resources at MR must be the same at RR, per category.

-----

**Q8:** In Attachment 1 to Part 4 - Evaluation Criteria, would it be possible to use the same qualifications that are requested for MR1.2 for RR1.2? If not, is it possible that the rated resource be provided at a later date for example at the time of the test ?

**A8:** No, the qualifications requested in MR1.2 will not be used at RR1.2. As indicated in the answer to question 7, the Named Resource proposed for each RR must be the same as the one proposed for the MR of the same category. The point rated criteria are additional criteria for the same resources.

All RR criteria are to be submitted at a later stage following bid closing, as per section 4.1.1.3 of the RFSO. This is also clarified in amendment 003.

-----

**Q9:** Is it possible to request for an extension to the submission deadline?

**A9:** Yes, see amendment 003 for extension.

-----  
**Q10:** In Part 1, General Information, regarding 1.8, are we understanding correctly that the only way to submit our bid that is entirely made up of electronic documents is via the Canada Post system mentioned in the RFP?

**A10:** You can submit your offer to PSPC Bid Receiving Unit by fax at the number provided on the cover page or electronically via Canada Post Corporation (CPC) Connect services as per the instructions detailed in Part 2 – Offeror Instructions, section 2.2 Submission of offers of the RFSO.

-----  
**Q11:** At Attachment 1 to Part 4 – Evaluation where criteria ask for VPAT experience, do we have to send the VPATs with our bid or only tell you they exist (and are available upon request)?

**A11:** Yes, the Offerors have to send the VPATs with their bids by providing the requested number of reports following the VPAT format as per the criteria.

-----  
**Q12:** Regarding PART 3 and 3.1 Offer preparation Instructions of the English RFSO, what is supposed to go in Section IV?

**A12:** Section IV is merged with Section III. Please see amendment 003 for correction and refer to Part 3 – Offer Preparation Instructions and Part 5 – Certifications of the RFSO for what to include in Section III.

-----  
**Q13:** Regarding section 3.2 of Part 3 of the RFSO, are we allowed to provide Sections I, II, and III in one document?

**A13:** As indicated in section 3.1 of the RFSO and in amendment 003, the offer must be separated in three sections (I, II and III).

-----  
**Q14:** Regarding Section II Financial Offer of 3.2 Offer submission Form, is HST an excise tax or an “Applicable Tax”?

**A14:** HST is an Applicable Tax.

-----  
**Q15:** At subsection 1.1.1 of Attachment 1 to Part 4 – Evaluation Criteria, where the RFSO says “Project names of all projects where the Named Resources performed in this role”, for some of our Named Resources this could be dozens of projects: do you really need them "all"? Same question for “Company (client) names of **all** projects...”?

**A15:** The projects must meet the criteria and the period. For example, if a criterion asks for 12+ months of experience in web accessibility testing, you must provide as many projects related to web accessibility testing to cover that period.

-----

**Q16:** Regarding the table in 2.1 Mandatory Corporate (MC) of Attachment 1 to Part 4 – Evaluation Criteria, in the “Reference in Bid” column in the table, what are you imagining we would put in the cells for each of the rows MC1.1 through MC1.6 in order to “demonstrate our compliance” from a “corporate” perspective. We’re eager to please, but we are confused as to what kind of wording or information you are expecting in that column (or within another document we will provide that will be referenced in that column)?

**A16:** You must provide a reference (section, page number) to where in your bid you provided the information to demonstrate that you meet the criteria. This will allow us to easily find it.

See amendment 003 for clarifications of what is required to demonstrate conformance to some MC criteria.

-----

**Q17:** Regarding section 2.2 Mandatory Resource (MR) of Attachment 1 to Part 4 – Evaluation Criteria, for example, the MR 1.1 and MR 2.1 row, you request that we describe the testing methodology for the Named Resource. Does this mean that we are only to provide one Named Resource per category? Or are you saying that every Named Resource for a given category must provide a separate methodology? We have one methodology we use corporate-wide for a given category, so we’re unclear as to why, if we name more than one Named Resource per category, as to why each one needs a personal methodology (rather than providing our corporate methodology for all people involved in each category).

**A17:** While you can bid for an individual category, you must propose, at a minimum, one named resource per category in which you are interested. It is acceptable to use the same testing methodology for different named resources and categories, provided that it satisfies the criteria, and it is explicitly stated as such.

-----

**Q18:** Regarding certifications of the corporate as well as certifications for the Named Resources in Attachment 1 to Part 4 – Evaluation Criteria for items such as IAAP WAS certification, do we simply tell you what we know to be true and you will ask for evidence if you need it later ...or must we attach certificates and the like to prove these statements to you as part of our bid?

**A18:** You must provide a copy of your valid membership, accreditation, and/or qualifications. See amendment 003 for clarifications.

-----

**Q19:** Regarding Annex B1 (Self-Evaluation Grid) of the RFSO, how are we to fill in Annex B1 before the Sample ACT testing has occurred (which doesn't happen til after the bid date), seeing as the outcomes of that testing make up part of the grid?

**A19:** This Annex must be completed and submitted at the time of the testing, and not at bid closing. Refer to section 4.1.1.3 Test of the RFSO and amendment 003 for clarifications.

-----  
**Q20:** Regarding section 7.2 Security Requirements of Part 7 of the RFSO, *“The Contractor must, at all times during the performance of the Contract, hold a valid Facility Security Clearance at the level of SECRET, issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).”* must we already have this in place in order to submit a compliant bid?

**A20:** No. As indicated in section 6.1 Security Requirements, the conditions must be met prior to issuance of an SO. At bid closing, the Offerors should provide a completed Application for Registration (AFR) form to be given further consideration in the procurement process. Please refer to section 5.2.2 Security Requirements – Required Documentation for more details.

-----  
**Q21:** Regarding Annex C - Security Requirement Checklist, are we correct that there is nothing we need to do regarding the Security Requirments Check List before the RFSO closing date?

**A21:** Not in regards to this Annex, however Offerors are reminded to obtain the required security clearance and, as applicable, security capabilities promptly.

-----  
**Q22:** Regarding Annex D – Federal Contractors Program for Employment Equity - Certification, must we provide a filled copy of this form with our bid?

**A22:** Yes. Please refer to Part 5 of the RFSO.

-----  
**Q23:** There are some links in the RFSO that still do not work following amendment 001, can you fix them? (For example: multiline URLs, the Information Technology Industry Council (ITIC) website page for the VPAT® link at section 3.2 of Attachment 1 to Part 4, the FCP Limited Eligibility to Bid link at section 5.2.3 of Part 5 and the PWGSC Forms Catalogue website link at section 7.9 of Part 7A and Annex H.

**A23:** Please see amendment 003 and revised RFSO. Some links are clickable and working, while for others you have to copy and paste into your browser.

For multi-line URLs that are clickable but not working, when copying and pasting it into a browser, you may get a page not found message due to missing spaces or hyphens. To reach the page, you need to edit the URL to add the missing spaces/hyphens as per the URL in the RFSO.

Information Technology Industry Council (ITIC) website page for the VPAT® link at section 3.2 of Attachment 1 to Part 4 has been provided in amendment 003.

The FCP Limited Eligibility to Bid link at section 5.2.3 of Part 5 is the same link than the ones at Part 5 - 5.2.3, Part 7A - 7.12 and Part 7B-7.8 of Annex H.

The PWGSC Forms Catalogue website link at section 7.9 of Part 7A and Annex H is only available to the GC. In call-ups where these forms may be used, Canada will initiate the completion of the forms and send them to the Offeror at this time.

-----

**Q24:** For Website Accessibility Testing, MR1.3 at Attachment 1 to Part 4 asks for 6 ACRs, then RC 1 asks for 2 ACRs. Does this mean we need to submit a total of 8, or can it be a total of 6 ACRs?

**A24:** The Offeror must submit, at a minimum, a total of 6 ACRs for these criteria. The Offeror can use 2 out of the 6 ACRs from RC1 for MR1.3. The Offeror must explicitly specify which reports provided at RC1 are used for MR1.3.

-----

**Q25:** We want to participate in multiple categories. At Attachment 1 to Part 4, MR6.2 asks for 6 ACRs. Can these be the same as the 6 ACRs we will provide in MR1.3?

**A25:** Yes, the Offeror must explicitly specify which reports are provided for which criterion.

-----

**Q26:** At Attachment 1 to Part 4, for ACR formats, you have asked for the ACRs to be in VPAT version 2.0 or higher.

- Our reporting template (fully accessible in Excel and Word) is different but covers everything in VPAT 2.0 or 2.3. Can we supply our own reporting templates, or do you need us to port over the content of our reports in VPAT 2.3 format?
- Do we require the VPAT format for anything other than MR6.2 and RC1, report 1?

**A26:** VPAT format is required for ACR reports for MR6.2 and RC1. As per Annex A1, it will also be required for RR1.1, RR2.1, RR2.2, RR2.3 at the testing exercise of the evaluation described in section 4.1.1.3.

VPAT format is NOT required for ACR reports for MR1.3, MR2.2, MR3.3, MR4.3-A, MR4.3-B, MR5.2.

-----  
**Q27:** At Attachment 1 to Part 4, for Document Accessibility Testing, MR2.2 asks for 8 ACRs. We usually remediate documents (Word, PDF, Powerpoint, Excel) for our clients and send them back PAC 3.0 conformance reports with before (not accessible) and after (accessible) files.

- Are the PAC 3.0 conformance reports OK or do you need VPAT reports?
- If you need VPAT reports, do you want them for both broken AND corrected files or just the broken OR corrected files?

**A27:** VPAT format is required for ACR reports for MR6.2 and RC1. As per Annex A1, it will also be required for RR1.1, RR2.1, RR2.2, RR2.3 at the testing exercise of the evaluation described in section 4.1.1.3.

VPAT format is NOT required for ACR reports for MR1.3, MR2.2, MR3.3, MR4.3-A, MR4.3-B, MR5.2.

Offerors must submit ACR reports for both corrected and broken files.

-----  
**Q28:** Regarding Attachment 1 to Part 4, and the first paragraph of Annex A1, can you please confirm that:

- We do not address RR1.1, RR2.1, RR2.2, and RR2.3 in the bid, but these require a test that is done after we pass the mandatory requirements.
- We must submit the other RR items (RR1.2, and RR2.4 to RR6) with the bid.

**A28:** All RR criteria are to be submitted at a later stage following bid closing, as per section 4.1.1.3 of the RFSO. This is also clarified in amendment 003.

-----  
**Q29:** Regarding Attachment 1 to Part 4, MR2.2 requests ACRs for documents, can these ACRs be based on the industry-standard W3C's WCAG-EM Report rather than be an ACR based on the VPAT template?

**A29:** VPAT format is required for ACR reports for MR6.2 and RC1. As per Annex A1, it will also be required for RR1.1, RR2.1, RR2.2, RR2.3 at the testing exercise of the evaluation described in section 4.1.1.3.

VPAT format is NOT required for ACR reports for MR1.3, MR2.2, MR3.3, MR4.3-A, MR4.3-B, MR5.2.

-----  
**Q&A 30 of April 14**

**Q30:** Regarding MR1.3 & MR2.2 technical criteria, given that some accessibility reports produced by resources are confidential by nature (and/or because of the signed NDA) and the tight/limited time period of past 24 months, some of our resources are unable to produce the required no. of reports described in the criteria, therefore we would like to

request to the crown to reduce the no. of reports needed in half, example: MR1.3 from 6 reports to 3 reports; MR2.2 from 8 reports to 4 reports?

**A30:** Canada will not reduce the number of reports required, but will instead extend the acceptance period from 24 months to 48 months, allowing reports completed within the last 48 months to be considered. Please see amendment 004 below and note that all criteria with an acceptance period of 24 months has been changed to 48 months.

## **PART B – Amendments**

Amendment 001 was raised to correct broken web links within the original document.

Amendment 002 was raised to answer supplier questions (Q&A 1-6)

Amendment 003 was raised to:

- Answer supplier questions (Q&A 7-29)
- Extend the RFSO period to May 1, 2023
- Clarify instructions to the evaluation process
- Clarify evaluation criteria
- Change the SO Authority
- Fix two broken links
- Provide an updated copy of the RFSO

Amendment 004 is raised to:

- Answer supplier questions (Q&A 30)
- Amend some criteria as specified below
- Provide an updated copy of the RFSO with the changes in a blue font

-----

In Attachment 1 to Part 4 – Evaluation criteria of the RFSO, at section 2.2 Mandatory Resources (MR) for criteria MC1, MR1.3, MR2.2, MR3.3, MR4.3-A, MR4.3-B, MR5.2 and MR6.2

DELETE twenty-four (24) months; and

INSERT forty-eight (48) months

**\*\*\*All other terms and condition remain unchanged\*\*\***

## UPDATED RFSO AS OF AMENDMENT 004

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Solicitation No. - N° de l'invitation

Amd. No. - N° de la modif

Buyer ID - Id de l'acheteur

2B0KB-219754/A

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# PART 1 - GENERAL INFORMATION

## 1.1 Introduction

The Request for Standing Offers (RFSO) is divided into seven parts plus 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.

The following Annexes are appended to and form part of this RFSO:

- Annex A – Statement of Work
- Attachment 1 to Annex A - Glossary of Acronyms for Accessibility Testers Standing Offer
- Annex B – Electronic Payment Instruments
- Annex C – Security Requirements Checklist
- Annex D - Federal Contractors Program for Employment Equity - Certification
- Annex E – Standing Offer Usage Report
- Annex F – PSPC 942 Form, Call-up Against a Standing Offer
- Annex G - Offer Submission Form
- Annex H – References Links

### Copyright notice

This document references ICT accessibility requirements from the EN 301 549 v3.2.1 (2021-03) Harmonised European Standard "Accessibility requirements for ICT products and services" (© used under license from European Telecommunications Standards Institute 2021. © Comité Européen de Normalisation 2021. © Comité Européen de Normalisation Électrotechnique 2021. All rights reserved.)

## 1.2 Summary

- 1.2.1 This Request for Standing Offer is to satisfy a requirement that Canada has for accessibility conformance testing of computer technology systems against Information Communication Technology (ICT) accessibility requirements. In order to accomplish this, the Government of Canada is establishing a repeatable procurement process to provide specialized testing services to ensure conformance to accessibility standards including the [EN 301 549 \(2021\)](#) (which includes [WCAG 2.1](#)).
- 1.2.2 The period of the Standing Offer is from date of issuance for a period of twelve (12) months, with the irrevocable option to extend the term by four (4) additional one year periods under the same conditions of the Standing Offer.
- 1.2.3 The initial period will have a limited number of Identified Users. Subsequent annual refreshes will add further Identified Users as well as refreshing the Offerors' list and services offered through this Standing Offer.
- 1.2.4 The Request for Standing Offers (RFSO) is to establish Standing Offers for the requirement detailed in the RFSO, to the Identified Users across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries to locations within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside of the resulting standing offers.
- 1.2.5 Offerors are reminded of the importance of reading this document in its entirety, as well as all documents incorporated by reference. By submitting an offer, Offerors are acknowledging that they agree to the process and terms and conditions described in this RFSO.
- 1.2.6 The Standing Offers resulting from this RFSO solicitation may be used by Identified Users to fulfill their individual requirements. Only "pre-qualified suppliers" awarded a Standing Offer via this RFSO solicitation and qualified for the relevant Category(ies) will be eligible to provide the requested services to the Identified Users.
- 1.2.7 Only Identified Users will be authorized to issue call-ups against this NMSO. A list of Identified Users will be provided at Part 7.7 - Identified Users.

## 1.3 Categories

- 1.3.1 Offers will be evaluated on a category basis. It is not necessary to make an offer for all categories to be issued a Standing Offer.
- 1.3.2 The categories of this RFSO reflect the Government of Canada's current requirements for accessibility testing. These include:
- Web accessibility conformance testing;
  - Document accessibility testing;
  - Software accessibility conformance testing;
  - Native Mobile Applications accessibility conformance testing;
  - Hardware ICT accessibility conformance testing; and,
  - Accessibility test coordination.

- 1.3.3 Details of the general definitions for the Categories are available at Annex A, Statement of Work.
- 1.3.4 Canada reserves the right to add, modify or remove categories in future refresh solicitation.

## 1.4 Regions

- 1.4.1 In submitting a bid to this RFSO, Offerors will have the opportunity to select which Regions they will be pre-qualified to provide services to, should their bid result in the issuance of a Standing Offer.
- 1.4.2 Here is a list of the Regions:
- National Capital
  - Atlantic
  - Quebec
  - Ontario
  - Western
  - Pacific
  - Remote / Virtual Access: This is a separate region and does not include any of the other Regions. It is a region that is used when a Client has no preference in terms of where the work is performed.
- 1.4.3 The selection of any Region by the Offeror does not extend an offer of services to any Metropolitan Areas. Regions are considered exclusive of each other for the purpose of offering services and must be individually selected during the Offeror's response to the RFSO solicitation.

Offerors are encouraged to visit the [Definitions of the Remote/Virtual Access, Regions and Metropolitan Areas](https://www.tpsgc-pwgsc.gc.ca/app-acq/spc-cps/dznrrm-dnzmra-eng.html) page for more information (<https://www.tpsgc-pwgsc.gc.ca/app-acq/spc-cps/dznrrm-dnzmra-eng.html>)

## 1.5 Refresh Solicitation

A Notice will be posted on the Government Electronic Tendering Service approximately every 12 months following the initial RFSO closing date to allow new suppliers to submit an offer. Suppliers may submit an offer for a Standing Offer by responding to the posted refresh terms and conditions in effect.

This process will also permit existing suppliers to modify their financial offer and/or qualify under additional categories and/or propose additional resources. It is not mandatory for existing suppliers to provide a response to a refresh solicitation if they do not wish to modify their initial offer.

Canada may issue an unlimited number of Standing Offers and may continue to issue Standing Offers to new Offerors throughout the SO period.

## 1.6 Trade Agreements

The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the Canada-Chile Free Trade Agreement (CCFTA), the

Canada-Peru Free Trade Agreement (CPFTA), the Canada-Colombia Free Trade Agreement (CCoIFTA), the Canada- Panama Free Trade Agreement (CPanFTA), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), the Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP), the Canadian Free Trade Agreement (CFTA), the Canada-Ukraine Free Trade Agreement (CUFTA), the Canada-Korea Free Trade Agreement (CKFTA) and the Canada-United Kingdom Trade Continuity Agreement (Canada-UK TCA).

## 1.7 Federal Contractors Program

The Federal Contractors Program (FCP) for employment equity applies to this procurement; refer to Part 5 – Certifications and Additional Information, Part 7A -Standing Offer, and Part 7B - Resulting Contract Clauses and the annex titled Federal Contractors Program for Employment Equity - Certification.

## 1.8 CPC Connect

This RFSO allows offerors to use the CPC Connect service provided by Canada Post Corporation to transmit their offers electronically. Offerors must refer to Part 2 of the RFSO entitled Offeror Instructions and Part 3 of the RFSO entitled Offer Preparation Instructions, for further information on using this method.

## 1.9 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](https://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<https://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

## 1.10 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.

## 1.11 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.

## 1.12 Acronyms, Key Terms and Definitions

Acronyms	Definitions
----------	-------------

AIT	Agreement on Internal Trade
CISD	Canadian Industrial Security Directorate
CLCSA	Comprehensive Land Claims Settlement Area
DOS	Designated Organizational Screening
FCP	Federal Contractors Program
FSC	Facility Security Clearance
GETS	Government Electronic Tendering Service
MSC	Main Supplier Contact
NAFTA	North American Free Trade Agreement
NPP	Notice of Proposed Procurement
PSAB	Procurement Strategy for Aboriginal Business
PWGSC	Public Works and Government Services Canada
PSPC	Public Services and Procurement Canada
QUR	Quarterly Usage Report
RFSA / RFSO	Request for Supply Arrangement / Request for Standing Offer
SA	Supply Arrangement
SRCL	Security Requirements Check List
SO	Standing Offer

A glossary of acronyms related to the Statement of Work is detailed in [Attachment 1 to Annex A - Glossary of Acronyms](#)..

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## 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 [2006](#) (2022-12-01) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

Subsection 5.4 of [2006](#), Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days

Insert: 180 days

### 2.2 Submission of Offers

Offers must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit via by the date and time indicated on page one of the RFSO.

Note: For offerors choosing to submit using Canada Post Corporation (CPC) Connect services for offers closing at the Bid Receiving Unit in the National Capital Region (NCR), the email address is:

[tpsgc.pareceptiondessaoumissions-apbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca](mailto:tpsgc.pareceptiondessaoumissions-apbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca)

Note: **Offers will not be accepted if emailed directly to this email address.** This email address is to be used to open a CPC Connect conversation, as detailed in Standard Instructions [2006](#), or to send offers through a CPC Connect message if the offeror is using its own licensing agreement for CPC Connect services.

### 2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to 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.

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## 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 Offeror a FPS in receipt of a pension?

**YES ( ) NO ( )**

If so, the Offeror must provide the following information, for all FPS 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, Offerors agree that the successful Offeror'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 Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive?

**YES ( ) NO ( )**

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If so, the Offeror 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 five (5) 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 resulting Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province of Ontario, Canada.

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, the Offeror is deemed to have consented to the applicable laws as specified herein by Canada.

## 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:

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- 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.

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## PART 3 - OFFER PREPARATION INSTRUCTIONS

### 3.1 Offer Preparation Instructions

- If the Offeror chooses to submit its offer electronically, Canada requests that the Offeror submits its offer in accordance with section 08 of the 2006 standard instructions. The CPC Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.

Canada requests that the offer be gathered per section and separated as follows:

Section I: Technical Offer

Section II: Financial Offer

Section III: Certifications [and Additional Information](#)

- If the Offeror chooses to submit its offer in hard copies, Canada requests that the Offeror provides its offer in separately bound sections as follows:

Section I: Technical Offer (2 hard copies)

Section II: Financial Offer (2 hard copies)

Section III: Certifications and Additional Information (2 hard copies)

If there is a discrepancy between the wording of the soft copy on electronic media and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

- If the Offeror is simultaneously providing copies of its offer using multiple acceptable delivery methods, and if there is a discrepancy between the wording of any of these copies and the electronic copy provided through CPC Connect service, the wording of the electronic copy provided through CPC Connect service will have priority over the wording of the other copies.

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) paper;
- (b) use a numbering system that corresponds to the RFSO.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](#) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, Offerors should:

- 1) Include all environmental certification(s) relevant to your organization (e.g., ISO 14001, Leadership in Energy and Environmental Design (LEED), Carbon Disclosure Project, etc.)

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- 2) Include all environmental certification(s) or Environmental Product Declaration(s) (EPD) specific to your product/service (e.g., Forest Stewardship Council (FSC), ENERGYSTAR, etc.)
- 3) Unless otherwise noted, Offerors are encouraged to submit offers electronically. If hard copies are required, Offerors should:
  - a. use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
  - b. use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

## 3.2 Offer Submission Form

Offerors are requested to include the [Annex G - Offer Submission Form](#) with their offers. It provides a common form in which Offerors can provide information required for evaluation and contract award, such as a contact name and the Offerors' Procurement Business Number, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Offer Submission Form is incomplete or requires correction, Canada will provide the Offeror with an opportunity to do so.

### Section I: Technical Offer

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

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

### Section II: Financial Offer

- A. Offerors must submit their financial offer in Canadian funds and in accordance with the pricing schedule detailed in Attachment 2 to Part 4 – Pricing Schedule. The Offeror must include a single, firm all-inclusive price for each Region for which the Offeror is proposing to offer a Category.
- B. Offerors must submit their rates FOB destination; Canadian customs duties and excise taxes included, as applicable; and Applicable Taxes excluded.
- C. When preparing their financial offer, Offerors should review clause 4.1.2, Financial Evaluation, of Part 4 of the bid solicitation; and article 7.5, Payment, of Part 7 of the RFSO.
- D. The total amount of Applicable Taxes must be shown separately, if applicable. Unless otherwise indicated, Offerors must include a single, firm, all-inclusive rate quoted in Canadian dollars in each cell requiring an entry in the pricing tables.

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**E. Variation in Resource Rates By Time Period:** For any given resource category, where the financial tables provided by Canada allow different firm rates to be charged for a resource category during different time periods:

- (i) the rate bid must not increase by more than 5% from one time period to the next, and
- (ii) the rate bid for the same resource category during any subsequent time period must not be lower than the rate bid for the time period that includes the first month of the Initial Contract Period.

Where any rate bid that does not comply with (i) and (ii) above, the Offeror will be considered non-responsive and disqualified.

**F. All Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Standing Offer Period, including any option periods. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Offeror.

**G. Blank Prices:** Offerors are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Offeror leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Offeror confirm that the price is, in fact, \$0.00. No Offeror will be permitted to add or change a price as part of this confirmation. Any Offeror who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

### 3.2.1 Electronic Payment of Invoices - Offer

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

If Annex "B" 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.

Canada requests that offerors:

1. select option 1 or, as applicable, option 2 below; and
2. include the selected option in Section II of their offer.

#### Option 1:

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

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

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Wire Transfer (International Only)

**Option 2:**

The Offeror does not accept to be paid by Electronic Payment Instruments.

**3.2.2 Exchange Rate Fluctuation**

[C3011T](#) (2013-11-06), Exchange Rate Fluctuation

**Section III: Certifications**

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

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## **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) Although the evaluation and selection will be conducted in steps, the fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Offeror has been successful in all the previous steps. Canada may conduct steps of the evaluation in parallel.
- (d) If Canada seeks clarification or verification from the Offeror about its bid, the Offeror will have 2 working days (or a longer period if specified in writing by the SO Authority) to provide the necessary information to Canada. Failure to meet this deadline may result in the offer or a part thereof being declared non-responsive.
- (e) Canada may, at its discretion, conduct additional evaluation processes at any time during the SO period to qualify additional resources on categories for which the Offeror is already compliant. In that case, Canada will notify all Offerors of its intent to conduct another evaluation process and the Offerors will have 10 working days to propose new resources in accordance with the evaluation process described in this section.

#### **4.1.1 Technical Evaluation**

##### **4.1.1.1 Mandatory Technical Criteria**

- (i) Each offer will be reviewed for compliance with the mandatory requirements of the solicitation. Any element of the solicitation that is identified specifically with the words "must" or "mandatory" is a mandatory requirement. Offers that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.
- (ii) The mandatory technical criteria are described in Section 2 of [Attachment 1 to Part 4 – Evaluation Criteria](#).

##### **4.1.1.2 Point Rated Technical Criteria**

- (i) Each offer will be rated by assigning a score to the rated requirements, which are identified in the solicitation by the word "rated" or by reference to a score. Offerors who fail to submit complete offers with all the information requested by this solicitation will be rated accordingly.
- (ii) The rated requirements are described in Section 3 of [Attachment 1 to Part 4 – Evaluation Criteria](#).

##### **4.1.1.3 Test**

Each offer declared responsive following the evaluation of the Rated Corporate (RC) criteria, as per

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section 3.1 of Attachment 1 to Part 4, will be required to participate in a testing exercise. This testing exercise will take place following bid closing and will be evaluated against the Rated Resources (RR) criteria as described in section 3.2 of Attachment 1 to Part 4 and in accordance with Annex A1 and Annex B1 of Part 4.

The offeror will receive notification of this exercise during the evaluation period and will have 10 working days to complete the testing exercise and submit their responses.

#### **4.1.2 Financial Evaluation**

For offer evaluation and offeror selection purposes only, the evaluated price of an offer will be determined in accordance with the Pricing Schedule detailed in [Attachment 2 to Part 4 – Pricing Schedule](#).

Each Offeror will have a “total evaluated price” calculated in each Region it submitted an Offer. The total evaluated price will be determined in accordance with the Pricing Schedule detailed in [Attachment 2 to Part 4 – Pricing Schedule](#).

### **4.2 Basis of Selection**

1. To be declared responsive, an offer must:
  - a. comply with all the requirements of the Request for Standing Offers (RFSO);
  - b. meet all mandatory technical evaluation criteria; and
  - c. obtain the required minimum of points for the technical evaluation criteria which are subject to point rating.
2. Offers not meeting (a), (b) or (c) above will be declared non-responsive.
3. For each Region (1.4.2) and Category (1.3.2), responsive offers will be ranked in ascending order of lowest price and will be recommended for issuance of an SO. If an Offeror has more than one responsive offer (within different Regions), only one SO will be recommended for issuance which will combine the specific Regions.

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# Attachment 1 to Part 4 - Evaluation Criteria

## 1. Evaluation Criteria

### 1.1 Introduction

A full description of the solicitation evaluation requirements and selection methodology is in section 4.1 of the Request for Standing Offer.

#### 1.1.1 Verifying Named Resource Experience

To verify experience of a Named Resource, offerors must provide documentation including the following information:

- Date ranges of when they performed this role, including a count of the total number of months.
- Project names of all projects where the Named Resource performed in this role
- Company (client) names of all projects where the Named Resource performed in this role
- The name of the employers that the Named Resource was employed with during this time.

#### 1.1.2 Verifying Submitted Accessibility Conformance Reports (ACRs)

When submitting ACRs for the Mandatory Resource criteria, the Offeror must include an attestation that lists the following:

- The role that the named resource performed on the project
- The number of accessibility testers involved in the project
- The type of ICT solution evaluated (web, software, documents, hardware, etc.)
- The duration of testing for the project

#### 1.1.3 Guidelines on submitting ACRs

The following guidelines apply to all mandatory criteria and point-rated criteria:

When submitting Accessibility Conformance Reports, offerors must secure any necessary approvals before submitting the reports. All Accessibility Conformance Reports must be evaluated on a third party ICT solution. The unredacted reports must clearly state the solution name and the names of the evaluators. If necessary, images displaying confidential/product functionality can be removed from the report providing that in the bid submission it is made clear information has been removed due to confidentiality. Anonymous and redacted reports will not be accepted – as redacted reports are often not accessible.

#### 1.1.4 Verifying Named Resource Qualifications

To verify the qualifications of a Named Resource, Offerors must provide a copy of the valid memberships, accreditations, and qualifications.

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## 2. Mandatory Criteria

### 2.1 Mandatory Corporate (MC)

The Offeror must demonstrate their compliance with the following mandatory corporate criteria.

ID	Criteria	Reference in Bid (To be Completed by Offeror)
MC1	The Offeror must demonstrate that they have performed a minimum of 450 hours total of any one or combination of the following Accessibility Conformance Testing Services (MC1.1, MC1.2, MC1.3, MC1.4, MC1.5, MC1.6) within the last <b>forty-eight (48)</b> months by providing invoices:	
MC1.1	<ul style="list-style-type: none"><li>Web accessibility testing Testing of web pages and web applications against <a href="#">WCAG 2.0+ standards</a></li></ul>	
MC1.2	<ul style="list-style-type: none"><li>Document testing Testing non-web documents - including but not limited to PDF, Word and PowerPoint - against the <a href="#">WCAG 2.0+</a> or <a href="#">EN 301 549 standards</a>.</li></ul>	
MC1.3	<ul style="list-style-type: none"><li>Software testing Testing non-web desktop applications, including Windows native applications, against the <a href="#">EN 301 549 standard</a>, without access to source code.</li></ul>	
MC1.4	<ul style="list-style-type: none"><li>Native Mobile Applications testing Testing iOS and/or Android native applications against <a href="#">EN 301 549</a>, <a href="#">WCAG</a>, or <a href="#">Revised Section 508 standards</a>, without access to source code.</li></ul>	
MC1.5	<ul style="list-style-type: none"><li>Hardware testing Testing hardware ICT solutions against <a href="#">EN 301 549</a> or <a href="#">Revised Section 508 standards</a>.</li></ul>	

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MC1.6	<ul style="list-style-type: none"><li>• Accessibility test coordination Coordinating multiple testers performing various accessibility testing requirements; ensuring consistency and quality; and providing reports in a standard reporting template.</li></ul>	
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## 2.2 Mandatory Resource (MR)

The Offeror must demonstrate their compliance to at a minimum, one (1) of the following mandatory resource criteria MR1, MR2, MR3, MR4-A, MR4-B, MR5, MR6 corresponding to the Resource Categories described in section [3.2 Rated Resource \(RR\)](#) in the Attachment 1 to Part 4 - Evaluation Criteria.

Offerors may propose more than one resource per category. For an Offeror to be declared compliant for a category, at least one of the resources proposed for the category must be declared responsive.

ID	Category	Criteria	Reference in Bid (To be Completed by Offeror)
MR1	Web accessibility testing	The Offeror must meet all of the following requirements to pass MR1: MR1.1, MR1.2 and MR 1.3	
MR1.1	Web accessibility testing	Named Resource for <a href="#">Category 1</a> must briefly describe their: <ul style="list-style-type: none"> <li>web accessibility testing process and methodology and explain how it results in consistent outcomes.</li> </ul>	
MR1.2	Web accessibility testing	Named Resource for <a href="#">Category 1</a> must provide evidence of graduating from a two plus (2+) years post-secondary program in any of the following: <ul style="list-style-type: none"> <li>web accessibility</li> <li>web development</li> <li>computer programming</li> <li>computer science or computer systems engineering</li> <li>or 12+ months of full-time professional experience in web accessibility testing.</li> </ul> <p>For more details, please refer to <a href="#">1.1.1 Verifying Named Resource Experience</a> section of the <a href="#">Attachment 1 to Part 4 -</a></p>	

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ID	Category	Criteria	Reference in Bid (To be Completed by Offeror)
		<a href="#">Evaluation Criteria.</a>	
MR1.3	Web accessibility testing	<p>Named resource for <a href="#">Category 1</a> must provide six (6) significant and independent* Accessibility Conformance Reports for websites or web applications completed within the last <a href="#">forty-eight (48)</a> months, where conformance is measured in whole or in part against <a href="#">WCAG 2.0+</a> success criteria. Named Resource must be listed as a tester or author in each report.</p> <p>For more details, please refer <a href="#">to 1.1.2 Verifying Submitted Accessibility Conformance Reports (ACRs)</a> section of the <a href="#">Attachment 1 to Part 4 - Evaluation Criteria.</a></p> <p>* For reports to be “independent”, the tested solution name (including version and date tested) on each report must be unique. For reports to be “significant”, testing and related activities must have resulted in at minimum five (5) billed hours for each report.</p>	
MR2	Document accessibility testing	The Offeror must meet all of the following requirements to pass MR2: MR2.1 and MR2.2	
MR2.1	Document accessibility testing	Named Resource for <a href="#">Category 2</a> must briefly describe their document accessibility testing process and methodology and explain how it results in consistent outcomes.	
MR2.2	Document accessibility	Named Resource for <a href="#">Category 2</a> must provide eight (8) significant	

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ID	Category	Criteria	Reference in Bid (To be Completed by Offeror)
	testing	<p>and independent* Accessibility Conformance Reports for document types including, but not limited to: PDF, Word, Excel, or PowerPoint completed within the last <b>forty-eight (48)</b> months, where conformance is measured in whole or in part against <a href="#">WCAG 2.0+</a> success criteria. Named Resource must be listed as a tester or author in each report.</p> <p>For more details, please refer to <a href="#">1.1.2 Verifying Submitted Accessibility Conformance Reports (ACRs)</a> section of the <a href="#">Attachment 1 to Part 4 - Evaluation Criteria</a>.</p> <p>* For reports to be “independent”, the tested solution name (including version and date tested) on each report must be unique. For reports to be “significant”, testing and related activities must have resulted in at minimum two (2) billed hours for each report.</p>	
MR3	Non-Web Desktop software accessibility testing	The Offeror must meet all of the following requirements to pass MR3: MR3.1, MR3.2 and MR3.3	
MR3.1	Non-Web Desktop software accessibility testing	Named Resource for <a href="#">Category 3</a> must briefly describe their non-web desktop software accessibility testing process and methodology and explain how it results in consistent outcomes.	
MR3.2	Non-Web Desktop software accessibility testing	Named Resource for <a href="#">Category 3</a> must provide evidence of completing a two plus (2+) years post-secondary program in any of	

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ID	Category	Criteria	Reference in Bid (To be Completed by Offeror)
		<p>the following:</p> <ul style="list-style-type: none"> <li>• computer programming</li> <li>• computer science</li> <li>• computer systems engineering</li> <li>• computer science or computer systems engineering</li> <li>• or 12+ months of full-time professional experience in non-web desktop software testing.</li> </ul> <p>For more details, please refer to <a href="#">1.1.1 Verifying Named Resource Experience</a> section of the <a href="#">Attachment 1 to Part 4 - Evaluation Criteria</a>.</p>	
MR3.3	Non-Web Desktop software accessibility testing	<p>Named Resource for <a href="#">Category 3</a> must provide six (6) significant and independent* Accessibility Conformance Reports for Non-Web Desktop Software applications completed within the last <a href="#">forty-eight (48)</a> months, where conformance is measured in whole or in part against <a href="#">WCAG 2.0+</a> success criteria. Named Resource must be listed as a tester or author in each report.</p> <p>For more details, please refer <a href="#">to 1.1.2 Verifying Submitted Accessibility Conformance Reports (ACRs)</a> section of the <a href="#">Attachment 1 to Part 4 - Evaluation Criteria</a>.</p> <p>* For reports to be “independent”, the tested solution name (including version and date</p>	

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ID	Category	Criteria	Reference in Bid (To be Completed by Offeror)
		tested) on each report must be unique. For reports to be “significant”, testing and related activities must have resulted in at minimum seven (7) billed hours for each report.	
MR4-A	Native mobile applications accessibility testing - Android	The Offeror must meet all of the following requirements to pass MR4-A: MR4.1-A, MR4.2-A and MR4.3-A	
MR4.1-A	Native mobile applications accessibility testing - Android	Named Resource for <a href="#">Category 4</a> must briefly describe their native mobile applications accessibility testing process and methodology and explain how it results in consistent outcomes.	
MR4.2-A	Native mobile applications accessibility testing - Android	<p>Named Resource for Category 4 must provide evidence of completing a two plus (2+) years post-secondary program in any of the following:</p> <ul style="list-style-type: none"> <li>• mobile application development</li> <li>• computer programming</li> <li>• computer science</li> <li>• computer systems engineering</li> <li>• or 12+ months of full-time professional experience in native mobile applications accessibility testing.</li> </ul> <p>For more details, please refer to <a href="#">1.1.1 Verifying Named Resource Experience</a> section of the <a href="#">Attachment 1 to Part 4 - Evaluation Criteria</a>.</p>	

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ID	Category	Criteria	Reference in Bid (To be Completed by Offeror)
MR4.3-A	Native mobile applications accessibility testing - Android	<p>Named Resource for <a href="#">Category 4</a> must provide three (3) significant and independent* Accessibility Conformance Reports for Android Native Mobile Applications completed within the last <a href="#">forty-eight (48)</a>, where conformance is measured in whole or in part against <a href="#">WCAG 2.0+</a> success criteria. Named Resource must be listed as a tester or author in each report.</p> <p>For more details, please refer to <a href="#">1.1.2 Verifying Submitted Accessibility Conformance Reports (ACRs)</a> section of the <a href="#">Attachment 1 to Part 4 - Evaluation Criteria</a>.</p> <p>* For reports to be “independent”, the tested solution name (including version and date tested) on each report must be unique. For reports to be “significant”, testing and related activities must have resulted in at minimum five (5) billed hours for each report.</p>	
MR4-B	Native mobile applications accessibility testing - iOS	The Offeror must meet all of the following requirements to pass MR4-B: MR4.1-B, MR4.2-B and MR4.3-B	
MR4.1-B	Native mobile applications accessibility testing - iOS	Named Resource for <a href="#">Category 4</a> must briefly describe their native mobile applications accessibility testing process and methodology and explain how it results in consistent outcomes.	

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ID	Category	Criteria	Reference in Bid (To be Completed by Offeror)
MR4.2-B	Native mobile applications accessibility testing - iOS	<p>Named Resource for <a href="#">Category 4</a> must provide evidence of completing a two plus (2+) years post-secondary program in any of the following:</p> <ul style="list-style-type: none"><li>• mobile application development</li><li>• computer programming</li><li>• computer science</li><li>• computer systems engineering</li><li>• or 12+ months of full-time professional experience in native mobile applications accessibility testing.</li></ul> <p>For more details, please refer to <a href="#">1.1.1 Verifying Named Resource Experience</a> section of the <a href="#">Attachment 1 to Part 4 - Evaluation Criteria</a>.</p>	
MR4.3-B	Native mobile applications accessibility testing - iOS	<p>Named Resource for <a href="#">Category 4</a>- must provide three (3) significant and independent* Accessibility Conformance Reports for iOS Native Mobile Applications completed within the last <a href="#">forty-eight (48)</a> months, where conformance is measured in whole or in part against <a href="#">WCAG 2.0+</a> success criteria. Named Resource must be listed as a tester or author in each report.</p> <p>For more details, please refer to <a href="#">1.1.2 Verifying Submitted Accessibility Conformance Reports (ACRs)</a> section of the <a href="#">Attachment 1 to Part 4 - Evaluation Criteria</a>.</p>	

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ID	Category	Criteria	Reference in Bid (To be Completed by Offeror)
		* For reports to be “independent”, the tested solution name (including version and date tested) on each report must be unique. For reports to be “significant”, testing and related activities must have resulted in at minimum five (5) billed hours for each report.	
MR5	Hardware ICT accessibility testing	The Offeror must meet all of the following requirements to pass MR5: MR5.1 and MR5.2	
MR5.1	Hardware ICT accessibility testing	Named Resource for <a href="#">Category 5</a> must briefly describe their Hardware ICT testing process and explain how it results in consistent outcomes.	
MR5.2	Hardware ICT accessibility testing	<p>Named Resource for <a href="#">Category 5</a> must provide six (6) significant and independent* Accessibility Conformance Reports for Hardware ICT completed within the last <a href="#">forty-eight (48)</a> months, where conformance is measured in whole or in part against <a href="#">EN 301 549 or Revised Section 508</a> criteria. Named Resource must be listed as a tester or author in each report.</p> <p>For more details, please refer to <a href="#">1.1.2 Verifying Submitted Accessibility Conformance Reports (ACRs)</a> section of the <a href="#">Attachment 1 to Part 4 - Evaluation Criteria</a>.</p> <p>* For reports to be “independent”, the tested solution name (including version and date tested) on each report must be unique. For reports to be</p>	

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ID	Category	Criteria	Reference in Bid (To be Completed by Offeror)
		"significant", testing and related activities must have resulted in at minimum two (2) billed hours for each report.	
MR6	Accessibility test coordination	The Offeror must meet all of the following requirements to pass MR6: MR6.1 and MR6.2	
MR6.1	Accessibility test coordination	<p>Named Resource for <a href="#">Category 6</a> must provide evidence of completing a two plus (2+) years post-secondary program in any of the following:</p> <ul style="list-style-type: none"> <li>• web accessibility</li> <li>• web development</li> <li>• computer programming</li> <li>• computer science or computer systems engineering.</li> <li>• Or 12+ months experience in the past 5 years as an Accessibility Test Coordinator.</li> </ul> <p>For more details, please refer to <a href="#">1.1.1 Verifying Named Resource Experience</a> section of the <a href="#">Attachment 1 to Part 4 - Evaluation Criteria</a>.</p>	
MR6.2	Accessibility test coordination	Named Resource for <a href="#">Category 6</a> must have produced at minimum six (6) significant and independent* Accessibility Conformance Reports using the VPAT® version 2.0 or higher format. These reports must have been completed within the last <a href="#">forty-eight (48)</a> months. Three (3) or more of these reports must	

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ID	Category	Criteria	Reference in Bid (To be Completed by Offeror)
		<p>include the Named Resource as an Accessibility Test Coordinator and involve coordinating the results of multiple (2 or more) accessibility testers.</p> <p>For more details, please refer <a href="#">to 1.1.2 Verifying Submitted Accessibility Conformance Reports (ACRs)</a> section of the <a href="#">Attachment 1 to Part 4 - Evaluation Criteria</a>.</p> <p>* For reports to be “independent”, the tested solution name (including version and date tested) on each report must be unique. For reports to be “significant”, testing and related activities must have resulted in at minimum seven (7) billed hours for each report.</p>	

### 3. Point-rated Criteria

Bids which meet all the mandatory corporate criteria, and at minimum one (1) of the mandatory resource criteria (MR1, MR2, MR3, MR4-A, MR4-B, MR5, MR6) will be evaluated against the following rated criteria. Each point-rated requirement should be addressed separately.

#### 3.1 Rated Corporate (RC)

The following RC apply only to bids which have met MR1, MR2, MR3, MR4-A, MR4-B, MR5 or MR6 criteria. Bids which fail to obtain the required minimum number of points specified for each RC will be declared non-responsive.

ID	Maximum / Minimum Points	Criteria	Reference in Bid	Points scored (*filled in by Canada evaluator)
RC1	Maximum points for RC1: 65	The Offeror must provide 2 reports produced as deliverables from a single previous ICT accessibility testing contract. These reports must be provided for the same evaluation. The following		

ID	Maximum / Minimum Points	Criteria	Reference in Bid	Points scored (*filled in by Canada evaluator)
	<p>points</p> <p>Minimum points for RC1: 40 points</p>	<p>reports must be provided:</p> <ol style="list-style-type: none"> <li>1. An Accessibility Conformance Report following the Voluntary Product Accessibility Template (VPAT®) format. Max: <b>30 points</b>. <ol style="list-style-type: none"> <li>a. A report is provided in VPAT® 2.0, 2.1, or 2.2 format, fully conforming to the requirements of that template: <b>5 points</b> OR:</li> <li>b. A report is provided in VPAT® 2.3 or newer format, fully conforming to the requirements of that template: <b>10 points</b> (mutually exclusive to “a”). <ol style="list-style-type: none"> <li>i. The report is evaluated against <a href="#">EN 301 549 (2018 or newer)</a> criteria in addition to the <a href="#">WCAG 2.1</a> criteria: 5 points</li> </ol> </li> <li>c. Testing methodology and tools used in testing are documented: 5 points</li> <li>d. The “Explanations” column of all criteria that is not listed as “Supports” or “Not Applicable” contains text explaining why these criteria did not meet the guidelines: <b>10 points</b></li> </ol> </li> <li>2. A report detailing all issues which do not meet success criteria which includes suggested remediation, as applicable. Max: <b>35 points</b> <ol style="list-style-type: none"> <li>a. The report is evaluated against <a href="#">EN 301 549 (2018 or newer)</a> criteria in addition to the <a href="#">WCAG 2.1 criteria</a>: <b>5 Points</b></li> <li>b. Testing methodology and tools used in testing are documented: <b>5 points</b></li> <li>c. Each issue that causes a failure of an accessibility criterion are clearly</li> </ol> </li> </ol>		

ID	Maximum / Minimum Points	Criteria	Reference in Bid	Points scored (*filled in by Canada evaluator)
		<p>identified by (<b>Total: 15 points</b>):</p> <ul style="list-style-type: none"> <li data-bbox="695 541 1081 793">i. Describing precisely the process required to replicate the issue, using any required specificity such as the page URL, application state, element selector or line of code: <b>5 points</b>;</li> <li data-bbox="695 814 1081 1161">ii. Documenting by criteria name and number which accessibility requirements are not met as a result of the identified issue (e.g. from the EN 301 549 (2021): “7.2.1 Audio description playback, 7.3 User controls for captions and audio description”): <b>5 points</b></li> <li data-bbox="695 1182 1081 1497">iii. Providing an image identifying elements related to the failure where applicable. If the identification of issues cannot be further clarified by the inclusion of an image this criterion is deemed to be met: <b>5 points</b></li> </ul> <p>d. Details are given for how to remediate each issue, which may include (<b>10 Points</b>):</p> <ul style="list-style-type: none"> <li data-bbox="695 1633 1081 1845">i. Providing a specific, correct technique to resolve the issue (e.g. code, links to the solution on a website, link to relevant platform documentation, link to WCAG Sufficient</li> </ul>		

ID	Maximum / Minimum Points	Criteria	Reference in Bid	Points scored (*filled in by Canada evaluator)
		Techniques);  ii. Listing each required technique associated to resolve the identified issue, if more than one technique is required.		
RC2	Maximum points for RC2: 45 points  Minimum points for RC2: 0 points	If the Offeror is a member of one or more of the following bodies, the Offeror must provide evidence of current membership by providing a copy of their valid membership and/or current ISO accreditation.  1. <a href="#">IAAP membership (English only)</a> : <b>5 points</b> 2. <a href="#">W3C membership (English only)</a> : <b>5 points</b> 3. <a href="#">ISO/IEC 17020:2012</a> or current: <b>20 points</b> 4. <a href="#">ISO 9001:2015</a> or current: <b>15 points</b>		

### 3.2 Rated Resource (RR)

Canada does not require Offerors to include the RRs in their technical offer. The RRs will be evaluated at a later date during the testing exercise in accordance with this section and section 4.1.1.3.

Offers which meet the corresponding MR will be evaluated and scored as specified in the tables below. For example, offers which only meet MR1 and MR3 will only have RR1.1, RR1.2 and RR3 evaluated. The Named Resource proposed for each RR must be the same as the one proposed for the MR of the same category.

For each RR, offers which fail to obtain the required minimum number of points specified will be deemed non-responsive for that resource category. For example, an offer which meets MR1 and MR3, and meets the required minimum number of points for RR1 and RR1.2 but not RR3, will be considered only for resource Category 1 - Web accessibility testing.

**Important note regarding Category 2 - Document accessibility testing:** a bid which meets the MR2 (Document accessibility testing) will be required to meet **any** or **all** of the required minimum points for RR2.1 (Document accessibility testing - Word), RR2.2 (Document accessibility testing - PowerPoint) or RR2.3 (Document accessibility testing - PDF).

Examples:

- if a bid meets MR2 and RR2.1 but does not meet RR2.2 and RR2.3, the bid will be considered for the resource Category 2 - Document accessibility testing – Word only.
- if a bid meets MR2 and RR2.1 and RR2.2 but does not meet RR2.3, the bid will be considered for the resource Category 2 - Document accessibility testing – Word and PowerPoint.

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- if a bid meets MR2 and RR2.1 and RR2.2 and RR2.3, the bid will be considered for the resource Category 2 - Document accessibility testing – Word, PowerPoint and PDF.

The Sample EN 301 549 (2021) accessibility conformance test (Sample ACT) requirement in RR1.1, RR2.1, RR2.2 and RR2.3 must be evaluated against the [2021 version of the EN 301 549 standard](#).

To download the latest version of the VPAT®, which includes the EN 301 549 standard, visit the [Information Technology Industry Council \(ITIC\) website page for the VPAT®](#).

The points listed for each qualification serve as the number of points awarded for meeting the criterion. For example, if you have multiple certificates from Coursera and Deque, only 5 points will be assigned.

ID	Category	Maximum / Minimum Points	Criteria	Reference in Bid
RR1.1	Web accessibility testing	Maximum points for RR1.1: <b>100 points</b> Minimum points for RR1.1: <b>70 points</b>	<p>Sample ACT:</p> <p>The Named Resource must perform a sample EN 301 549 (2021) accessibility conformance test (“sample ACT”) on a web page specified by Canada. Responses will be scored according to Annex A1: Testing scoring guide and instructions.</p> <p>The score for RR1.1 is calculated by dividing the Named Resource’s score on the sample ACT (“nrScore”) by the maximum score for the sample ACT (“maxScore”) then multiplying by 100 to yield a score between 0 and 100.</p> <p>Score for RR1.1 = (nrScore / maxScore) * 100</p> <p>The maxScore cannot be disclosed here as it would compromise this evaluation activity.</p>	
RR1.2	Web accessibility testing	Maximum points for RR1.2: <b>60 points</b> Minimum points for RR1.2: <b>5 points</b>	<p>The Named Resource has the following qualifications:</p> <ul style="list-style-type: none"> <li>International Association of Accessibility Professionals (IAAP) Certified Professional in Accessibility Core Competencies (CPACC): <b>5 points</b></li> <li>IAAP Web Accessibility</li> </ul>	

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ID	Category	Maximum / Minimum Points	Criteria	Reference in Bid
			<p>Specialist (WAS): <b>15 points</b></p> <ul style="list-style-type: none"> <li>• IAAP Certified Professional in Web Accessibility (CPWA): <b>5 points</b></li> <li>• Department of Homeland Security (DHS) Trusted Tester Certification for Web: <b>15 points</b></li> <li>• Digital / Web Accessibility Certificate from Coursera, LinkedIn Learning, Udacity, Brainstation, Deque University or equivalent online course: <b>5 points</b></li> <li>• Graduate of 1+ year accessibility program from an accredited internationally recognized college or university: <b>5 points</b></li> <li>• International Software Testing Qualifications Board (ISTQB) Certification: <b>5 points</b></li> <li>• Contributing member of accessibility standards working group such as W3C WCAG working groups: <b>5 points</b></li> </ul> <p>For more details, please refer to 1.1.4 Verifying Named Resource Qualifications section of Attachment 1 to Part 4 - Evaluation Criteria.</p>	
RR2.1	Document accessibility testing - Word	<p>Maximum points for RR2.1: <b>100 points</b></p> <p>Minimum points for RR2.1: <b>70 points</b></p>	<p>Sample ACT (Word):</p> <p>The Named Resource must perform a sample EN 301 549 (2021) accessibility conformance tests ("sample ACT") on documents specified by Canada. Responses will be scored according to Annex A1: Testing scoring guide and instructions.</p>	

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ID	Category	Maximum / Minimum Points	Criteria	Reference in Bid
			<p>This RFSO is qualifying suppliers who can prove their ability to qualify for document accessibility for Word, PowerPoint and PDF. Future procurements may have a qualification process for Excel.</p> <p>The score for RR2.1 is calculated by dividing the Named Resource's score on the sample ACT ("nrScore") by the maximum score for the sample ACT ("maxScore") then multiplying by 100 to yield a score between 0 and 100.</p> <p>Score for RR2.1 = (nrScore / maxScore) * 100</p> <p>The maxScore cannot be disclosed here as it would compromise this evaluation activity.</p>	
RR2.2	Document accessibility testing - PowerPoint	<p>Maximum points for RR2.2: <b>100 points</b></p> <p>Minimum points for RR2.2: <b>70 points</b></p>	<p>Sample ACT (PowerPoint):</p> <p>The Named Resource must perform a sample EN 301 549 (2021) accessibility conformance tests ("sample ACT") on documents specified by Canada. Responses will be scored according to Annex A1: Testing scoring guide and instructions.</p> <p>This RFSO is qualifying suppliers who can prove their ability to qualify for document accessibility for Word, PowerPoint and PDF. Future procurements may have a qualification process for Excel.</p> <p>The score for RR2.2 is calculated by dividing the Named Resource's score on the sample ACT ("nrScore") by the maximum score for the sample ACT ("maxScore") then multiplying by 100 to yield a score between 0 and 100.</p> <p>Score for RR2.2 = (nrScore / maxScore) * 100</p>	

ID	Category	Maximum / Minimum Points	Criteria	Reference in Bid
			The maxScore cannot be disclosed here as it would compromise this evaluation activity.	
RR2.3	Document accessibility testing - PDF	Maximum points for RR2.3: <b>100 points</b> Minimum points for RR2.3: <b>70 points</b>	<p>Sample ACT (PDF):</p> <p>The Named Resource must perform a sample EN 301 549 (2021) accessibility conformance tests ("sample ACT") on documents specified by Canada. Responses will be scored according to Annex A1: Testing scoring guide and instructions.</p> <p>This RFSO is qualifying suppliers who can prove their ability to qualify for document accessibility for Word, PowerPoint and PDF. Future procurements may have a qualification process for Excel.</p> <p>The score for RR2.3 is calculated by dividing the Named Resource's score on the sample ACT ("nrScore") by the maximum score for the sample ACT ("maxScore") then multiplying by 100 to yield a score between 0 and 100.</p> <p>Score for RR2.3 = (nrScore / maxScore) * 100</p> <p>The maxScore cannot be disclosed here as it would compromise this evaluation activity.</p>	
RR2.4	Document accessibility testing (Word, PowerPoint, PDF)	Maximum points for RR2.4: <b>30 points</b> Minimum points for RR2.4: <b>0 points</b>	<p>The Named Resource has the following qualifications:</p> <ul style="list-style-type: none"> <li>• International Association of Accessibility Professionals (IAAP) Accessible Document Specialist (ADS): <b>15 points</b></li> <li>• Document Accessibility Certificate from LinkedIn Learning, Udacity, Brainstation, Deque University</li> </ul>	

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ID	Category	Maximum / Minimum Points	Criteria	Reference in Bid
			<p>or equivalent online course: <b>5 points</b></p> <ul style="list-style-type: none"> <li>• Graduate of 1+ year accessibility program from an accredited internationally recognized college or university: <b>5 points</b></li> <li>• Contributing member of accessibility standards working group such as W3C WCAG working groups: <b>5 points</b></li> </ul> <p>For more details, please refer to 1.1.4 Verifying Named Resource Qualifications section of Attachment 1 to Part 4 - Evaluation Criteria.</p>	
RR3	Non-Web Desktop Software accessibility testing	<p>Maximum points for RR3: <b>70 points</b></p> <p>Minimum points for RR3: <b>5 points</b></p>	<p>The Named Resource has the following qualifications:</p> <ul style="list-style-type: none"> <li>• International Association of Accessibility Professionals (IAAP) Certified Professional in Accessibility Core Competencies (CPACC): <b>5 points</b></li> <li>• IAAP Web Accessibility Specialist (WAS): <b>10 points</b></li> <li>• IAAP Certified Professional in Web Accessibility (CPWA): <b>5 points</b></li> <li>• Department of Homeland Security (DHS) Trusted Tester Certification for Web: <b>10 points</b></li> <li>• Digital / Web Accessibility Certificate from Coursera, LinkedIn Learning, Udacity, Brainstation, Deque University or equivalent online course: <b>5 points</b></li> </ul>	

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ID	Category	Maximum / Minimum Points	Criteria	Reference in Bid
			<ul style="list-style-type: none"> <li>• Graduate of 1+ year accessibility program from an accredited internationally recognized college or university: <b>5 points</b></li> <li>• International Software Testing Qualifications Board (ISTQB) Certification: <b>15 points</b></li> <li>• Substantial professional QA experience of 5 years or more. <b>15 points</b></li> </ul> <p>For more details, please refer to 1.1.4 Verifying Named Resource Qualifications section of Attachment 1 to Part 4 - Evaluation Criteria.</p>	
RR4	Native Mobile Applications accessibility testing	<p>Maximum points for RR4: <b>60 points</b></p> <p>Minimum points for RR4: <b>5 points</b></p>	<p>The Named Resource has the following qualifications:</p> <ul style="list-style-type: none"> <li>• International Association of Accessibility Professionals (IAAP) Certified Professional in Accessibility Core Competencies (CPACC): <b>5 points</b></li> <li>• IAAP Web Accessibility Specialist (WAS): <b>10 points</b></li> <li>• IAAP Certified Professional in Web Accessibility (CPWA): <b>5 points</b></li> <li>• Department of Homeland Security (DHS) Trusted Tester Certification for Web: <b>10 points</b></li> <li>• International Software Testing Qualifications Board (ISTQB) - Foundation Level Mobile Application Testing Certification: <b>15 points</b></li> <li>• Mobile Accessibility Certificate</li> </ul>	

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ID	Category	Maximum / Minimum Points	Criteria	Reference in Bid
			<p>from Coursera, LinkedIn Learning, Udacity, Brainstation, Deque University or equivalent online course: <b>10 points</b></p> <ul style="list-style-type: none"> <li>Graduate of 1+ year accessibility program from an accredited internationally recognized college or university: <b>5 points</b></li> </ul> <p>For more details, please refer to 1.1.4 Verifying Named Resource Qualifications section of Attachment 1 to Part 4 - Evaluation Criteria.</p>	
RR5	Hardware accessibility testing	<p>Maximum points for RR5: <b>25 points</b></p> <p>Minimum points for RR5: <b>0 points</b></p>	<p>The Named Resource has the following qualifications:</p> <ul style="list-style-type: none"> <li>International Association of Accessibility Professionals (IAAP) Certified Professional in Accessibility Core Competencies (CPACC): <b>5 points</b></li> <li>IAAP Web Accessibility Specialist (WAS): <b>5 points</b></li> <li>IAAP Certified Professional in Web Accessibility (CPWA): <b>5 points</b></li> <li>Department of Homeland Security (DHS) Trusted Tester Certification for Web: <b>5 points</b></li> <li>Graduate of 1+ year accessibility program from an accredited internationally recognized college or university: <b>5 points</b></li> </ul> <p>For more details, please refer to 1.1.4 Verifying Named Resource Qualifications section of Attachment 1</p>	

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ID	Category	Maximum / Minimum Points	Criteria	Reference in Bid
			to Part 4 - Evaluation Criteria.	
RR6	Accessibility test coordination	Maximum points for RR6: <b>75 points</b> Minimum points for RR6: <b>5 points</b>	The Named Resource has the following qualifications: <ul style="list-style-type: none"> <li>• International Association of Accessibility Professionals (IAAP) Certified Professional in Accessibility Core Competencies (CPACC): <b>5 points</b></li> <li>• IAAP Web Accessibility Specialist (WAS): <b>10 points</b></li> <li>• IAAP Accessible Document Specialist (ADS) certification: <b>10 points</b></li> <li>• IAAP Certified Professional in Web Accessibility (CPWA): <b>5 points</b></li> <li>• Department of Homeland Security (DHS) Trusted Tester Certification for Web: <b>10 points</b></li> <li>• Digital / Web Accessibility Certificate from Coursera, LinkedIn Learning, Udacity, Brainstation, Deque University or equivalent online course: <b>5 points</b></li> <li>• Graduate of 1+ year accessibility program from an accredited internationally recognized college or university: <b>5 points</b></li> <li>• IT Project Management Professional (PMP) certification, or substantial experience of 60 months or more in a project management role: <b>10 points</b></li> </ul>	

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ID	Category	Maximum / Minimum Points	Criteria	Reference in Bid
			<ul style="list-style-type: none"><li>• International Software Testing Qualifications Board (ISTQB) Certification: <b>5 points</b></li><li>• International Software Testing Qualifications Board (ISTQB) - Foundation Level Mobile Application Testing Certification: <b>5 points</b></li><li>• Contributing member of accessibility standards working group such as W3C WCAG working groups: <b>5 points</b></li></ul> <p>For more details, please refer to 1.1.4 Verifying Named Resource Qualifications section of Attachment 1 to Part 4 - Evaluation Criteria.</p>	

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## Annex A1 - Testing scoring guide and instructions for the Sample EN 301 549 (2021) accessibility conformance test (Sample ACT)

The proposed Named Resource is to identify accessibility conformance issues on a sample web page or sample documents. The sample ACT documents that include, Word, PowerPoint, PDF and a website, will be issued to all responsive suppliers to mandatory criteria after bid closing. The Offerors will be given 10 days to enter the website.

The Offerors that are invited to participate in this testing exercise will have 48h to ask questions at the beginning of the 10 working days testing period.

Canada has previously identified the accessibility conformance issues in order to generate an “answer key”. The “answer key” will be used to score the offeror’s named resources who meet all other requirements. The “answer key” will be only available to Canada’s evaluators. The results of each evaluation should be delivered in an Accessibility Conformance Report (ACR) based on the VPAT® format, as well as a supplementary detailed issues report. The supplementary detailed issues report must include, where applicable:

- A brief description of the issue
- Screenshots of the issue
- Steps to reproduce the issue
- Suggested fixes (code, a link to a documented fix online, etc.)

Each sample ACT evaluated must be submitted in separate reports. For example, if the named resource is evaluating a website and Word and PDF documents, 6 separate reports must be provided (1 ACR and 1 detailed issues report for each evaluation).

The offers will be evaluated by Canada’s Accessibility Subject Matter Experts. The evaluation team will stay consistent per round of this Standing Offer. Each offeror’s results will be made available to them on request after the offers have been evaluated.

### General instructions

- Points are given for each issue identified by the tester which is in the answer key; the EN 301 549 (2021) which includes WCAG 2.1 at level “A” and “AA” Success Criteria (SC) which fail because of that issue; and the sufficient technique(s) to resolve the issue such that any SC failed exclusively due to the issue will then pass.
  - Issues are identified in the response at an appropriate level of granularity. For example, if all images are missing alt text, the issue can be identified as “all images are missing alt text”, rather than identifying each individual image. Differences in granularity of issue reporting will not be penalized, as long as the issues are correctly and clearly identified.
- Submit your best answers only.
- If the issue does not exist in the answer key, no points will be given.
- [Additional points](#) will be awarded if the Offeror’s deliverable(s) are accessible.

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## Annex B1 - Offerors Self-Evaluation Grid

\*Note, complete the Self-Evaluation Grid below **for each issue identified** in the Sample ACT documents (i.e. Offeror must copy and paste the template grid, in the detailed report of the issues, depending on the number of issues identified).

### Total number of points

The scores for RR1.1, RR2.1, RR2.2 and RR2.3 are calculated by dividing the Named Resource's score on the sample ACT ("nrScore") by the maximum score for the sample ACT ("maxScore") then multiplying by 100 to yield a score between 0 and 100. For example:

- Score for RR1.1 = (nrScore / maxScore) \* 100

The maxScore is calculated by multiplying the total number of issues by the issue total points (4+ points) plus the additional points for delivering the ACR in an accessible format (maximum 10 points).

The nrScore is calculated by adding the Named Resource's score for each issue (4+ points per issue) plus any additional points for delivering the ACR in an accessible format (maximum 10 points). The

maxScore cannot be disclosed here as it would compromise this evaluation activity.

### Self-Evaluation Grid for Each Issue

Marking Criterion	Points	Comments	Reference (page or section) in Issues Report
1. Identify the issue (2 points) <ul style="list-style-type: none"><li>• Refer to element selector, line of code, heading style, etc. depending on the tested digital content.</li><li>• If the issue occurs in response to an interaction process, describe the process required to replicate the issue.</li><li>• Include a screenshot whenever possible</li><li>• Only 1 mark will be given if the issue is properly identified without sufficient detail (such as screenshot, element selector, steps to reproduce).</li></ul>	/ 2		

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Marking Criterion	Points	Comments	Reference (page or section) in Issues Report
<p>2. Associate the correct EN 301 549 (2021) Success Criterion (SC) with the issue <b>(1+ points)</b></p> <ul style="list-style-type: none"> <li>If more than 1 SC fail from this issue, 1 mark for each SC correctly identified.</li> </ul>	/ 1+		
<p>3. Provide a link to at least one specific, correct WCAG <u>Sufficient Technique</u> to resolve the issue such that any SC failed exclusively due to the issue will then pass. <b>(1 points)</b></p> <ul style="list-style-type: none"> <li>If no Sufficient Technique applies, provide a clear, relevant fix (code, link to the fix on an online resource, etc.).</li> <li>Part marks (0.5 point) if techniques given partially resolve the issue.</li> </ul>	/ 1		
Issue Total	/ 4+		

### Additional points – Delivery of the ACR in an Accessible Format

Marking Criterion	Points	Comments
1.0 - Points for providing an accessible document	10 (Total Points)	
<p>1.1 - Part marks will be given if the provided document will pass the automated accessibility checker (max. 5 points);</p> <ul style="list-style-type: none"> <li>0 errors (5 points)</li> <li>1 to 3 errors (3 points)</li> <li>4 errors or more (0 points)</li> </ul>		
<p>1.2 - manual testing pass (max. 5 points).</p> <ul style="list-style-type: none"> <li>0 errors (5 points)</li> <li>1 to 3 errors (3 points)</li> <li>4 errors or more (0 points)</li> </ul>		

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## Attachment 2 to Part 4 - Pricing Schedule

Offerors must submit a pricing schedule for each region for which they are providing an offer.

The total evaluated price will be determined by the total hourly rate for region and resource category for all SO periods.

Region: *to be inserted by offeror*

Resource categories	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	TOTAL = Initial + Option Period 1 + ...
	Initial SO Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4	
Web accessibility conformance tester						
Document accessibility conformance tester						
Software accessibility testing						
Native Mobile Application accessibility conformance tester						
Hardware accessibility conformance tester						
Accessibility test coordinator						

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## **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.

### **5.2 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

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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 time frame 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 \(ESDC\) - Labour's](#) website.

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 Status and Availability of Resources**

SACC Manual Clause M3020T (2016-01-28) Status of Availability of resources – Offer applies to and forms part of the Standing Offer

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## PART 6 - SECURITY 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.

### 6.2 Insurance Requirements

SACC Manual clause G1005C Insurance – No Specific Requirement (2016-01-28) applies to and forms part of the contract.

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## **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**

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 must, at all times during the performance of the Contract, hold a valid Facility Security Clearance at the level of SECRET, issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).
2. The Contractor personnel requiring access to CLASSIFIED/PROTECTED information, assets or sensitive site(s) must EACH hold a valid personnel security screening at the level of SECRET, or RELIABILITY STATUS, as required, granted or approved by the CSP, PWGSC.
3. The Contractor MUST NOT remove any CLASSIFIED/PROTECTED information or assets from the identified site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, PWGSC.
5. The Contractor must comply with the provisions of the:
  - (a) Security Requirements Check List and security guide (if applicable), attached at Annex D;
  - (b) *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**

2005 (2002-12-02) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Contract.

##### **7.3.2 Standing Offers Reporting**

The Offeror must compile and maintain records, on its provision of goods and services to Canada under contracts resulting from the Standing Offer. This data must also include all purchases done by Canada, including those acquired and paid for by Canada acquisition card.

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The Offeror must provide this data, in electronic format (Excel spreadsheet format), in accordance with the reporting requirements detailed below and Annex E Standing Offer Usage Report. If some data is not available, the reason must be indicated in the report. If no goods or services are provided during a given period, the Offeror must still provide a "NIL" report.

The data must be submitted electronically on a quarterly basis to the Standing Offer Authority.

The quarterly reporting periods are defined as follows:

Quarter	Period Covered	Due on or Before
1st	April 1 to June 30	July 15th
2nd	July 1 to September 30	October 15th
3rd	October 1 to December 31	January 15th
4th	January 1 to March 31	April 15th

The data must be submitted to the Standing Offer Authority no later than fifteen (15) calendar days after the end of the reporting period.

## 7.4 Term of Standing Offer

### 7.4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is from date of award to Be Inserted Upon Standing Offer issuance.

### 7.4.2 Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for four (4) additional one (1)-year periods, under the same conditions and at the rates or prices 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 30 days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

### 7.4.3 Comprehensive Land Claims Agreements (CLCAs)

The Standing Offer (SO) is for the delivery of the requirement detailed in the SO to the Identified Users across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries to locations within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside of the standing offer.

### 7.4.4 Delivery Points

Delivery of the requirement will be made to delivery point(s) specified below:

- i. National Capital Region (NCR)
- ii. British Columbia;
- iii. Alberta and/or Saskatchewan and/or Manitoba;

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- iv. Quebec excluding NCR;
- v. Ontario excluding NCR;
- vi. Atlantic Provinces (New Brunswick, Nova Scotia, Prince Edward Island, Newfoundland and Labrador)
- vii. Nunavut and/or Northwest Territories and/or Yukon.

## 7.5 Authorities

### 7.5.1 Standing Offer Authority

The Standing Offer Authority is:

Name: Audrey St-Cyr

Title: Team Leader

Public Works and Government Services Canada

Acquisitions Branch

Directorate: Professional Services Directorate

Address: 10 Wellington Street, Gatineau QC

E-mail address: [Audrey.St-Cyr@tpsgc-pwgsc.gc.ca](mailto:Audrey.St-Cyr@tpsgc-pwgsc.gc.ca)

The Standing Offer Authority is responsible for the establishment of the SO, its administration, and its revision (if applicable) and management of the Standing Offer, (including any extensions, set asides or cancellations). Revisions or amendments to the Standing Offer shall only be authorized in writing by the Standing Offer Authority. The Offeror must not perform work in excess of or outside the scope of the Standing Offer based on verbal or written requests or instructions from anyone other than the Contracting Authority and any work so conducted shall be at the Offeror's sole risk and expense and shall not be charged to any Identified User unless otherwise agreed to in writing by the Contracting Authority.

Upon the making of a Call-up, the Identified User, as Contracting Authority, will be responsible for any contractual issues relating to individual Call-ups made against the SO by any identified user.

### 7.5.2 Project Authority

The Project Authority for the Standing Offer is identified in the call-up against the Standing Offer.

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

### 7.5.3 Offeror's Representative

Name: *To be inserted upon standing offer issuance*

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_ Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_\_

Facsimile: \_\_\_\_-\_\_\_\_-\_\_\_\_\_

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E-mail address: \_\_\_\_\_

## 7.6 Proactive Disclosure of Contracts with Former Public Servants

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

## 7.7 Identified Users

The Identified Users (also called “**Clients**”) include the following government departments and agencies:

- Shared Services Canada (SSC)
- Health Canada (HC)
- Canada Revenue Agency (CRA)
- Canada School of Public Service (CSPS)
- Canadian Heritage (CH)
- Public Services and Procurement Canada (PSPC)
- Employment and Social Development Canada

Canada may, at any time, withdraw authority from any of the Identified Users to use the SO.

Canada may periodically amend the list of Identified Users.

## 7.8 Call-up Procedures

### 7.8.1 Multiple Offers Exist

Multiple Standing Offers have been issued for this requirement. Call-ups will be allocated among all the Offerors in accordance with the processes described below within the specified monetary limitations.

When accepted by Canada, each Call-up results in a separate contract between Canada and the Offeror.

### Allocation of Call-Ups - 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 for the Region and Category required 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.

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## 7.8.2 Call-ups

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.

7.8.3.1 Call-ups must be made by Identified Users' authorized representatives under the Standing Offer and must be for or services included in the Standing Offer at the prices and in accordance with the terms and conditions specified in the Standing Offer.

7.8.3.2 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 (attached at Annex G)

or

7.8.3.3 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;

7.8.3.4 confirmation that the user is an Identified User under the Standing Offer with authority to enter into a contract. Requirements for individual Call-ups against this Standing Offer exceeding \$200,000.00 (Applicable Taxes included) must be approved and processed by the Standing Offer Authority (PWGSC). To initiate this process, the Identified User must provide PWGSC Central Allocations with the following:

- A completed and signed 9200 Requisition for Goods and Services form;
- The quotation or proposal from the Offeror; and
- A completed and signed Security Requirements Check List, if applicable.

The Central Allocations e-mail address is:

[RCNAttributionsCentralisees.NCRCentralAllocations@tpsgc-pwgsc.gc.ca](mailto:RCNAttributionsCentralisees.NCRCentralAllocations@tpsgc-pwgsc.gc.ca)

## 7.9 Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using the duly completed forms, as listed below in paragraph 2, or their equivalents in accordance with paragraph 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 must be for 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](#)

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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)
3. Where an equivalent form or electronic call-up document is used, it must contain at a minimum the following information:
- standing offer number;
  - statement that incorporates the terms and conditions of the Standing Offer, and acceptance of those terms;
  - description and unit price for each line item;
  - total value of the call-up;
  - point of delivery;
  - confirmation of the Federal Identified User's authority to enter into a Contract; and
  - acceptance of the terms and conditions of the Standing Offer.
  - confirmation that funds are available under section 32 of the Financial Administration Act
  - allows for collection of the data identified at Annex "B" – Standing Offer Reporting, Article B1, Collection of Data

## 7.10 Financial Limitation

The total cost to Canada resulting from call ups against the Standing Offer must not exceed the sum of **\$ To Be Inserted Upon Standing Offer issuance (Applicable Taxes excluded)** unless otherwise authorized in writing by the Standing Offer Authority. The Offeror must not perform any work or services or supply any articles in response to call ups which would cause the total cost to Canada to exceed the said sum, unless an increase is so authorized.

The Offeror must notify the Standing Offer Authority as to the adequacy of this sum when 75 percent of this amount has been committed, or three (3) months before the expiry date of the Standing Offer, whichever comes first. However, if at any time, the Offeror considers that the said sum may be exceeded, the Offeror must promptly notify the Standing Offer Authority.

## 7.11 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list below, 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 to the extent necessary to resolve such discrepancy.

- a) the call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) [2005](#) (2022-12-01), General Conditions: Standing Offers – Goods or Services;

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- d) Annex A, Statement of Work;
- e) Attachment 2 to Part 4 Pricing Schedule;
- f) Annex C, Security Requirements Check List;
- g) the Offeror's offer dated (*to be inserted upon standing offer award*), (*if the offer was clarified or amended, insert at the time of issuance of the offer. "as clarified on \_\_\_\_\_" or "as amended on \_" and insert date(s) of clarification(s) or amendment(s) if applicable*).

## 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.

### 7.12.2 Federal Contractors Program for Employment Equity - Setting aside

The Offeror understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Offeror and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Standing Offer. If the AIEE becomes invalid, the name of the Offeror will be added to the "[FCP Limited Eligibility to Bid](#)" list. The imposition of such a sanction by ESDC may result in the setting aside of the Standing Offer.

## 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 (*to be inserted upon standing offer issuance*).

## 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.

## 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

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The Contractor must provide the items detailed in the Call-up against the Standing Offer.

## 7.2 Standard Clauses and Conditions

### 7.2.1 General Conditions

[2035](#) (2022-12-01), General Conditions – Higher Complexity - Services apply to and form part of the Contract.

Section 17 Interest on Overdue Accounts [2035](#) (2022-12-01), General Conditions – Higher Complexity - Services will not apply to payments made by credit cards.

## 7.3 Term of Contract

### 7.3.1 Period of the Contract

The period of the Contract is from to Be Inserted Upon Call-Up issuance inclusive (**fill in end date of the period**).

### 7.3.2 Delivery Date

Delivery must be completed in accordance with the call-up against the Standing Offer.

## 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

In consideration of the Contractor satisfactorily completing its obligations under the Contract, the Contractor will be paid firm price(s) as specified in the Contract. Customs duties are included, and Applicable Taxes are extra.

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.

### 7.5.2 Limitation of Price

SACC Manual Clause [C6000C](#) (2017-08-17) Limitation of Price

### 7.5.3 Electronic Payment of Invoices – Call-up

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

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

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- ( ) Wire Transfer (International Only);
- ( ) Large Value Transfer System (LVTS) (Over \$25M)

## 7.6 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.
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.
  - b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

## 7.7 Insurance

SACC Manual clause [G1005C](#) (2016-01-28) Insurance – No Specific Requirement

## 7.8 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "[FCP Limited Eligibility to Bid](#)" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

## 7.9 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](#)."

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# ANNEX "A" - STATEMENT OF WORK

## 1. Background

Recent changes to legislation and policies have created a demand for developing and purchasing accessible Information Communication Technology (ICT) goods and services, and the analysis of existing systems to determine if there are any accessibility gaps. As expressed in the [Accessibility Strategy for the Public Service of Canada](#) released 27 May 2019, the [Guideline on Making Information Technology Usable By All](#) released by the Treasury Board Secretariat of Canada (TBS) has made public commitments that as of 2021, all major new ICT systems launched will be accessible and “usable by all”.

The Government of Canada (“Canada”) has a growing requirement for suppliers to conduct accessibility conformance testing of computer technology systems against ICT accessibility requirements. In order to accomplish this Canada is establishing a repeatable procurement process to provide specialized testing services to ensure conformance to accessibility standards including the [EN 301 549 \(2021\)](#) (which includes [WCAG 2.1](#)).

## 2. Resource Categories

The Offeror Named Resource will be responsible to perform work on one or more of the following six Resource Categories:

1. [Category 1: Web Accessibility Conformance Tester](#)
2. [Category 2: Document Accessibility Conformance Tester](#)
3. [Category 3: Software Accessibility Conformance Tester](#)
4. [Category 4: Native Mobile Application Accessibility Conformance Tester](#)
5. [Category 5: Hardware Accessibility Conformance Tester](#)
6. [Category 6: Accessibility Test Coordinator](#)

While these six Resource Categories are listed as separate engagements, in practical terms an offeror will be asked to test one or more elements of the EN 301 549 within a contract. For example, where a contract is for **accessibility testing**, the contract will likely ask the tester to look at all aspects that apply including: Clause 9 Web, Clause 10 Non-web documents, and Clause 11 Software. This also means that an offeror may be required to provide resources for all six categories or as many categories that are applicable to the required testing - which means all testing must be performed by one offeror per contract.

The Canada requires professional services resources with specialized knowledge in Accessibility Conformance Testing. The requirement is on an “as and when requested” basis across Canada. To note, the scope, evaluation and processes of this procurement vehicle are transparently outlined in this procurement package. Canada reserves the right to update the procurement vehicle and package as internal evaluations occur and findings are implemented.

The Offeror's Named Resource must perform one or more Accessibility Conformance Testing services

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against the EN 301 549 (2021) standard.

If and when Canada implements a newer version of the EN 301 549 standard, the Offeror must be notified in writing and the Offeror's Named Resource must test against the updated version of the standard within 6 (six) months of the updated standard being released.

Canada will notify the Offeror, in writing, if there is any impact to their qualification and if they will be required to go through the qualification process again for the updated standard.

## 2.1 Category 1: Web Accessibility Conformance Tester

The Offeror's Named Resource for Category 1 will be responsible to:

- Test web pages and web applications.
- Perform testing of the identified ICT to determine if the relevant accessibility requirements of the standard are met;
- Identify the testing tools and methodologies used to perform the testing described in previous task, including automated testing, manual testing, testing tools, adaptive technologies, browsers and operating systems, if applicable;
- Provide Accessibility Conformance Reports in a standard reporting template, such as the Voluntary Product Accessibility Template (VPAT®) 2.4+ Rev EU or INT. Template will be agreed to between the Offeror and Canada;
- In a supplementary detailed issues report, clearly identify all issues causing failures of an accessibility requirement by:
  - Describing precisely the process required to replicate the issue;
  - Documenting by criteria name and number which accessibility requirements are not met as a result of the identified issue (e.g. "7.2.1 Audio description playback, 7.3 User controls for captions and audio description"); and,
  - If the following aids in identification of the issue,
    - Identifying which pages or states the issue occurs on, if applicable;
    - Referring to element selector or line of code, if applicable; and
    - Providing an image identifying elements related to the failure.
- On an "as and when" requested basis, provide details identifying how to remediate each issue, which may include:
  - Providing a specific, correct technique to resolve the issue (e.g. code, links to WebAIM, Mozilla, WAI-ARIA or platform documentation, WCAG Sufficient Techniques); and
  - Listing each required technique associated to resolve the identified issue, if more than one technique is required.

## 2.2 Category 2: Document Accessibility Conformance Tester

The Offeror's Named Resource for Category 2 will be responsible to:

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- Testing non-web documents – including but not limited to PDF, Word and PowerPoint.
- Perform testing of the identified ICT to determine if the relevant accessibility requirements of the standard are met;
- Identify the testing tools and methodologies used to perform the testing described in previous task, including automated testing, manual testing, testing tools, adaptive technologies, browsers and operating systems, if applicable;
- Provide Accessibility Conformance Reports in a standard reporting template, such as the Voluntary Product Accessibility Template (VPAT®) 2.4+ Rev EU or INT. Template will be agreed to between the Offeror and Canada;
- In a supplementary detailed issues report, clearly identify all issues causing failures of an accessibility requirement by:
  - Describing precisely the process required to replicate the issue;
  - Documenting by criteria name and number which accessibility requirements are not met as a result of the identified issue (e.g. “7.2.1 Audio description playback, 7.3 User controls for captions and audio description”); and,
  - If the following aids in identification of the issue,
    - Identifying which pages or states the issue occurs on, if applicable;
    - Referring to element selector or line of code, if applicable; and
    - Providing an image identifying elements related to the failure.
- On an “as and when” requested basis, provide details identifying how to remediate each issue, which may include:
- Providing a specific, correct technique to resolve the issue (e.g. code, links to WebAIM, Mozilla, WAI-ARIA or platform documentation, WCAG Sufficient Techniques); and
- Listing each required technique associated to resolve the identified issue, if more than one technique is required.

## 2.3 Category 3: Software Accessibility Conformance Tester

The Offeror’s Named Resource for Category 3 will be responsible to:

- Testing non-web desktop applications, including Windows native applications, without access to source code.
- Perform testing of the identified ICT to determine if the relevant accessibility requirements of the standard are met;
- Identify the testing tools and methodologies used to perform the testing described in previous task, including automated testing, manual testing, testing tools, adaptive technologies, browsers and operating systems, if applicable;
- Provide Accessibility Conformance Reports in a standard reporting template, such as the Voluntary Product Accessibility Template (VPAT®) 2.4+ Rev EU or INT. Template will be agreed to between the Offeror and Canada;

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- In a supplementary detailed issues report, clearly identify all issues causing failures of an accessibility requirement by:
  - Describing precisely the process required to replicate the issue;
  - Documenting by criteria name and number which accessibility requirements are not met as a result of the identified issue (e.g. “7.2.1 Audio description playback, 7.3 User controls for captions and audio description”); and,
  - If the following aids in identification of the issue,
    - Identifying which pages or states the issue occurs on, if applicable;
    - Referring to element selector or line of code, if applicable; and
    - Providing an image identifying elements related to the failure.
- On an “as and when” requested basis, provide details identifying how to remediate each issue, which may include:
  - Providing a specific, correct technique to resolve the issue (e.g. code, links to WebAIM, Mozilla, WAI-ARIA or platform documentation, WCAG Sufficient Techniques); and
  - Listing each required technique associated to resolve the identified issue, if more than one technique is required.

## 2.4 Category 4: Native Mobile Application Accessibility Conformance Tester

The Offeror's Named Resource for Category 4 will be responsible to:

- Testing iOS and/or Android native applications using current versions of iOS/Android operating systems, without access to source code.
- Perform testing of the identified ICT to determine if the relevant accessibility requirements of the standard are met;
- Identify the testing tools and methodologies used to perform the testing described in previous task, including automated testing, manual testing, testing tools, adaptive technologies, browsers and operating systems, if applicable;
- Provide Accessibility Conformance Reports in a standard reporting template, such as the Voluntary Product Accessibility Template (VPAT®) 2.4+ Rev EU or INT. Template will be agreed to between the Offeror and Canada;
- In a supplementary detailed issues report, clearly identify all issues causing failures of an accessibility requirement by:
  - Describing precisely the process required to replicate the issue;
  - Documenting by criteria name and number which accessibility requirements are not met as a result of the identified issue (e.g. “7.2.1 Audio description playback, 7.3 User controls for captions and audio description”); and,
  - If the following aids in identification of the issue,

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- Identifying which pages or states the issue occurs on, if applicable;
  - Referring to element selector or line of code, if applicable; and
  - Providing an image identifying elements related to the failure.
- On an “as and when” requested basis, provide details identifying how to remediate each issue, which may include:
    - Providing a specific, correct technique to resolve the issue (e.g. code, links to WebAIM, Mozilla, WAI-ARIA or platform documentation, WCAG Sufficient Techniques); and
    - Listing each required technique associated to resolve the identified issue, if more than one technique is required.

## 2.5 Category 5: Hardware Accessibility Conformance Tester

The Offeror’s Named Resource for Category 5 will be responsible to:

- Testing hardware ICT products (tangible device, equipment, or physical component of ICT. Examples of hardware include but are not limited to computers, printers, kiosks, virtual reality headsets, and displays).
- Perform testing of the identified ICT to determine if the relevant accessibility requirements of the standard are met;
- Identify the testing tools and methodologies used to perform the testing described in previous task, including automated testing, manual testing, testing tools, adaptive technologies, browsers and operating systems, if applicable;
- Provide Accessibility Conformance Reports in a standard reporting template, such as the Voluntary Product Accessibility Template (VPAT®) 2.4+ Rev EU or INT. Template will be agreed to between the Offeror and Canada;
- In a supplementary detailed issues report, clearly identify all issues causing failures of an accessibility requirement by:
  - Describing precisely the process required to replicate the issue;
  - Documenting by criteria name and number which accessibility requirements are not met as a result of the identified issue (e.g. “7.2.1 Audio description playback, 7.3 User controls for captions and audio description”); and,
  - If the following aids in identification of the issue,
    - Identifying which pages or states the issue occurs on, if applicable;
    - Referring to element selector or line of code, if applicable; and
    - Providing an image identifying elements related to the failure.
- On an “as and when” requested basis, provide details identifying how to remediate each issue, which may include:
  - Providing a specific, correct technique to resolve the issue (e.g. code, links to WebAIM, Mozilla, WAI-ARIA or platform documentation, WCAG Sufficient Techniques); and

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- Listing each required technique associated to resolve the identified issue, if more than one technique is required.

## 2.6 Category 6: Accessibility Test Coordinator

The work of the Category 6 Accessibility Test Coordinator will be specific to the scope of a package of work which includes other testing resources.

The Offeror's Named Resource for Category 6 will be responsible to:

- Coordinating multiple testers performing various accessibility testing requirements; ensuring consistency and quality; and providing reports in a standard reporting template which is agreed upon between the Offeror and Canada as defined in the contract.
- Plan, organize, and schedule testing efforts as instructed by the Technical Authority;
- Provide advice, guidance and coordination efforts for testing strategies and planning, selection of automated testing tools, and identification of resources required for testing;
- Acquire the services of Category 1 to 5 testers as required;
- Determine and indicate which testing methodologies are employed by Category 1 to 5 testers, including providing documentation of any internal methodologies not documented elsewhere;
- Ensure that Category 1 to 5 testers follow the testing methodologies as indicated;
- Apply the WCAG-EM evaluation methodology or another evaluation method agreed upon between the Offeror and Canada where applicable;
- Ensure consistency and quality of testing results; and
- Consolidate results of individual Category 1 to 5 testers into the following reports:
  - a. Accessibility Conformance Reports in a standard reporting template, such as the Voluntary Product Accessibility Template (VPAT®) 2.4+ Rev EU or INT. Template will be agreed to between the Offeror and Canada;
  - b. Issues report detailing all identified issues and suggested remediation, when / as applicable.

## 3. Deliverables

Deliverable Number (SOW Section 3. Deliverables)	Category Reference (SOW Section 2. Resource Categories)	Deliverable	Format
3.1.1 (Deliverable 1.1)	2.1 (Category 1: Web Accessibility Conformance Tester)	Accessibility Conformance Reports in a standard reporting template, such as the Voluntary Product Accessibility Template (VPAT®) 2.4+ Rev EU or INT. Template will be agreed to between the	MS Word in an accessible format

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<b>Deliverable Number (SOW Section 3. Deliverables)</b>	<b>Category Reference (SOW Section 2. Resource Categories)</b>	<b>Deliverable</b>	<b>Format</b>
		Offeror and Canada	
3.1.2 (Deliverable 1.2)	2.1 (Category 1: Web Accessibility Conformance Tester)	Supplementary detailed issues report	MS Word in an accessible format
3.1.3 (Deliverable 1.3)	2.1 (Category 1: Web Accessibility Conformance Tester)	Suggested Remediation Report (as and when requested)	MS Word in an accessible format
3.2.1 (Deliverable 2.1)	2.2 (Category 2: Document Accessibility Conformance Tester)	Provide Accessibility Conformance Reports in a standard reporting template, such as the Voluntary Product Accessibility Template (VPAT®) 2.4+ Rev EU or INT. Template will be agreed to between the Offeror and Canada	MS Word in an accessible format
3.2.2 (Deliverable 2.2)	2.2 (Category 2: Document Accessibility Conformance Tester)	Supplementary detailed issues report	MS Word in an accessible format
3.2.3 (Deliverable 2.3)	2.2 (Category 2: Document Accessibility Conformance Tester)	Suggested Remediation Report (as and when requested)	MS Word in an accessible format
3.3.1 (Deliverable 3.1)	2.3 (Category 3: Software Accessibility Conformance Tester)	Provide Accessibility Conformance Reports in a standard reporting template, such as the Voluntary Product Accessibility Template (VPAT®) 2.4+ Rev EU or INT. Template will be agreed to between the	MS Word in an accessible format

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<b>Deliverable Number (SOW Section 3. Deliverables)</b>	<b>Category Reference (SOW Section 2. Resource Categories)</b>	<b>Deliverable</b>	<b>Format</b>
		Offeror and Canada;	
3.3.2 (Deliverable 3.2)	2.3 (Category 3: Software Accessibility Conformance Tester)	Supplementary detailed issues report	MS Word in an accessible format
3.3.3 (Deliverable 3.3)	2.3 (Category 3: Software Accessibility Conformance Tester)	Suggested Remediation Report (as and when requested)	MS Word in an accessible format
3.4.1 (Deliverable 4.1)	2.4 (Category 4: Native Mobile Application Accessibility Conformance Tester)	Provide Accessibility Conformance Reports in a standard reporting template, such as the Voluntary Product Accessibility Template (VPAT®) 2.4+ Rev EU or INT. Template will be agreed to between the Offeror and Canada	MS Word in an accessible format
3.4.2 (Deliverable 4.2)	2.4 (Category 4: Native Mobile Application Accessibility Conformance Tester)	Supplementary detailed issues report	MS Word in an accessible format
3.4.3 (Deliverable 4.3)	2.4 (Category 4: Native Mobile Application Accessibility Conformance Tester)	Suggested Remediation Report (as and when requested)	MS Word in an accessible format
3.5.1 (Deliverable 5.1)	2.5 (Category 5: Hardware Accessibility Conformance Tester)	Provide Accessibility Conformance Reports in a standard reporting template, such as the Voluntary Product Accessibility Template (VPAT®) 2.4+ Rev EU or INT. Template will be	MS Word in an accessible format

<b>Deliverable Number (SOW Section 3. Deliverables)</b>	<b>Category Reference (SOW Section 2. Resource Categories)</b>	<b>Deliverable</b>	<b>Format</b>
		agreed to between the Offeror and Canada	
3.5.2 (Deliverable 5.2)	2.5 (Category 5: Hardware Accessibility Conformance Tester)	Supplementary detailed issues report	MS Word in an accessible format
3.5.3 (Deliverable 5.3)	2.5 (Category 5: Hardware Accessibility Conformance Tester)	Suggested Remediation Report (as and when requested)	MS Word in an accessible format
3.6.1 (Deliverable 6.1)	2.6 (Category 6: Accessibility Test Coordinator)	Consolidated Accessibility Conformance Reports in a standard reporting template, such as the Voluntary Product Accessibility Template (VPAT®) 2.4+ Rev EU or INT. Template will be agreed to between the Offeror and Canada.	MS Word in an accessible format
3.6.2 (Deliverable 6.2)	2.6 (Category 6: Accessibility Test Coordinator)	Consolidated Issues report detailing all identified issues and suggested remediation, as applicable.	MS Word in an accessible format

#### 4. Location of Work

The Offeror may be required to perform the work virtually or at various Government of Canada locations throughout Canada. This may be necessary because the work required includes:

1. Accessing data and applications onsite, and
2. Accessing and processing protected materials.

The Offeror may be required to perform the work at the Offeror's worksite.

The location will be identified in subsequent contracts issued against the Standing Offer.

#### 5. Language of Work

All work and deliverables must be in English and / or French.

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## **6. Government Furnished Equipment**

The Technical Authority will undertake to provide a workstation, network access and all tools necessary to support the work for each resource provided by the Offeror if required.

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## Attachment 1 to Annex A - Glossary of Acronyms

- **ACR:** Accessibility Conformance Report
- **ADS:** Accessible Document Specialist
- **AWG:** Access Working Group
- **CPACC:** Certified Professional in Accessibility Core Competencies
- **CPWA:** Certified Professional in Web Accessibility
- **DHS:** Department of Homeland Security
- **GC:** Government of Canada
- **IAAP:** International Association of Accessibility Professionals
- **ICT:** Information Communication Technology
- **ICT WG:** Information Communication Technology Working Group
- **ISTQB:** International Software Testing Qualifications Board
- **IT:** Information Technology
- **LOI:** Letter of Interest
- **MC:** Mandatory Corporate
- **MR:** Mandatory Resource
- **NMSO:** National Master Standing Offer
- **PSPC:** Public Services and Procurement Canada
- **QA:** Quality Assurance
- **RC:** Rated Corporate
- **RFI:** Request For Information
- **RFSA:** Request for Supply Arrangement
- **RR:** Rated Resource
- **SA:** Supply Arrangement
- **Sample ACT:** Sample EN 301 549 (2021) Accessibility Conformance Test
- **SC:** Success Criterion / Success Criteria
- **SRCL:** Security Requirement Check List
- **SSC:** Shared Services Canada
- **TBD:** To Be Determined
- **TBS:** Treasury Board Secretariat
- **VPAT®:** Voluntary Product Accessibility Template

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- **WAS:** Web Accessibility Specialist
- **WCAG:** Web Content Accessibility Guidelines
- **WG:** Working Group

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## **ANNEX “B” - 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);
- Wire Transfer (International Only);
- Large Value Transfer System (LVTS) (Over \$25M)

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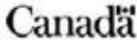
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# ANNEX "C" - SECURITY REQUIREMENTS CHECK LIST

 Government of Canada Gouvernement du Canada	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Contract Number / Numéro du contrat</td> </tr> <tr> <td style="text-align: center;">P2P 97540</td> </tr> <tr> <td style="text-align: center;">Security Classification / Classification de sécurité Unclassified</td> </tr> </table>	Contract Number / Numéro du contrat	P2P 97540	Security Classification / Classification de sécurité Unclassified
Contract Number / Numéro du contrat				
P2P 97540				
Security Classification / Classification de sécurité Unclassified				
<b>SECURITY REQUIREMENTS CHECK LIST (SRCL)</b> <b>LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)</b>				
<b>PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE</b>				
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Shared Services Canada (SSC)	2. Branch or Directorate / Direction générale ou Direction Chief Information Office			
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 Professional Services - Standing offer for accessibility conformance testers.				
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées? <span style="float: right;"> <input checked="" type="checkbox"/> No  <input type="checkbox"/> Yes         </span>				
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? <span style="float: right;"> <input checked="" type="checkbox"/> No  <input type="checkbox"/> Yes         </span>				
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) <span style="float: right;"> <input type="checkbox"/> No  <input checked="" type="checkbox"/> Yes         </span>				
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. <span style="float: right;"> <input checked="" type="checkbox"/> No  <input type="checkbox"/> Yes         </span>				
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? <span style="float: right;"> <input checked="" type="checkbox"/> No  <input type="checkbox"/> Yes         </span>				
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 checked="" 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 checked="" 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"/>	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 checked="" type="checkbox"/>	NATO UNCLASSIFIED <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>		
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>	NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTÉGÉ A <input type="checkbox"/>		
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO RESTRICTED <input type="checkbox"/>	PROTÉGÉ B <input type="checkbox"/>		
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTÉGÉ C <input type="checkbox"/>		
SECRET SECRET <input checked="" type="checkbox"/>	NATO CONFIDENTIAL <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>		
TOP SECRET TRÈS SECRET <input type="checkbox"/>	NATO CONFIDENTIEL <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>		
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	NATO SECRET <input type="checkbox"/>	TOP SECRET TRÈS SECRET <input type="checkbox"/>		
	NATO SECRET <input type="checkbox"/>	TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		
	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>			
	COSMIC TRÈS SECRET <input type="checkbox"/>			
TBS/SCT 350-103(2004/12)		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Security Classification / Classification de sécurité Unclassified</td> </tr> </table>	Security Classification / Classification de sécurité Unclassified	
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Security Classification / Classification de sécurité Unclassified

**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  Yes  
Non  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  Yes  
Non  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 COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input checked="" type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET- SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS 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  Yes  
Non  Oui

If Yes, will unscreened personnel be escorted?  
Dans l'affirmative, le personnel en question sera-t-il escorté?  No  Yes  
Non  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  Yes  
Non  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  Yes  
Non  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  Yes  
Non  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  Yes  
Non  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  Yes  
Non  Oui

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité Unclassified
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**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 / CLASSIFIÉE			NATO				COMSEC					
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COMSEC TOP SECRET / COMSEC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL / CONFIDENTIEL	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 indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).**

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## ANNEX "D" - FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY - CERTIFICATION

I, the Offeror, by submitting the present information to the Standing Offer Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare an offer non-responsive, or may set-aside a Standing Offer, or will declare a contractor in default, if a certification is found to be untrue, whether during the offer evaluation period, during the Standing Offer period, or during the contract period. Canada will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply with any request or requirement imposed by Canada may render the Offer non-responsive, may result in the Standing Offer set-aside or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\) – Labour's](#) website.

Date: \_\_\_\_\_ (YYYY/MM/DD) (If left blank, the date will be deemed to be the RFSO closing date.)

### Complete both A and B.

#### A. Check only one of the following:

- A1. The Offeror certifies having no work force in Canada.
- A2. The Offeror certifies being a public sector employer.
- A3. The Offeror certifies being a [federally regulated employer](#) being subject to the [Employment Equity Act](#).
- A4. The Offeror certifies having a combined work force in Canada of less than 100 permanent full-time and/or permanent part-time employees.
- A5. The Offeror has a combined workforce in Canada of 100 or more employees; and
  - A5.1 The Offeror certifies already having a valid and current [Agreement to Implement Employment Equity](#) (AIEE) in place with ESDC-Labour.

#### OR

- A5.2. certifies having submitted the [Agreement to Implement Employment Equity](#) (LAB1168) to ESDC-Labour. As this is a condition to issuance of a standing offer, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

#### B. Check only one of the following:

- B1. The Offeror is not a Joint Venture.

#### OR

- B2. The Offeror is a Joint venture and each member of the Joint Venture must provide the

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Standing Offer Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)

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## ANNEX "E" - STANDING OFFER USAGE REPORT

Return to: PWGSC  
Acquisitions Branch  
E-mail address: tara.egan@tpsgc-pwgsc.gc.ca

### Quarterly Usage Report Schedule:

1<sup>st</sup> quarter: April 1 to June 30;  
2<sup>nd</sup> quarter: July 1 to September 30;  
3<sup>rd</sup> quarter: October 1 to December 31;  
4<sup>th</sup> quarter: January 1 to March 31.

Supplier: \_\_\_\_\_  
Standing Offer No.: \_\_\_\_\_  
Department or Agency: \_\_\_\_\_  
Reporting Period: \_\_\_\_\_

Item No.	Call-up / Contract Number	Authorised User	Description of product	Quantity	Value of the call-up / contract	GST / HST
1						
2						
3						
4						
5						
6						
7						
8						
...						

(A) Total Dollar Value Call-ups for this reporting period:	
(B) Accumulated Call-up Totals to Date:	
(A+B) Total Accumulated Call-ups:	

**NIL REPORT:** We have not done any business with the Federal Government over this period: [ ]  
**PREPARED BY:**

NAME: \_\_\_\_\_

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PHONE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_





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## ANNEX "G" - OFFER SUBMISSION FORM

OFFER SUBMISSION FORM		
<b>Offeror's full legal name</b>		
<b>Authorized Representative of Offeror for evaluation purposes (e.g., clarifications)</b>	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
<b>Authorized Representative of the Offeror for contract purposes:</b> The individual that will be designated as the Offeror's Representative if a contract is awarded as a result of this RFSO.	Name	
	Title	
	Telephone #	
	Fax #	
	Email	
<b>Offeror 's Procurement Business Number (PBN) [see the Standard Instructions 2006]</b>  <b>[Note to Offerors: Please ensure that the PBN you provide matches the legal name under which you have submitted your offer. If it does not, the Offeror will be determined based on the legal name provided, not based on the PBN, and the Offeror will be required to submit the PBN that matches the legal name of the Offeror.]</b>		
<b>Jurisdiction of Contract:</b> Province or territory in Canada the Offeror wishes to be the legal jurisdiction applicable to any resulting contract		

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(if other than as specified in solicitation)	
<b>Former Public Servants</b> See the Article in Part 2 of the bid solicitation entitled Former Public Servant for a definition of "Former Public Servant".	Is the Offeror a FPS in receipt of a pension as defined in the bid solicitation? Yes ___ No ___ If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant"
	Is the Offeror a FPS who received a lump sum payment under the terms of the Work Force Adjustment Directive? Yes ___ No ___ If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant"
<b>Security Clearance Level of Offeror</b> [include both the level and the date it was granted] <b>[Note to Offerors: Please ensure that the security clearance matches the legal name of the Offeror. If it does not, the security clearance is not valid for the Offeror.]</b>	

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On behalf of the Offeror, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:

1. The Offeror considers itself and its proposed resources able to meet all the mandatory requirements described in the bid solicitation;
2. This bid is valid for the period requested in the bid solicitation;
3. All the information provided in the bid is complete, true and accurate; and
4. If the Offeror is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.

**Signature of Authorized Representative of Offeror**

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## ANNEX “H” - REFERENCES - LINKS

### EN 301 549 - Links

EN 301 549 Version	URL address
EN 301 549 (2018)	<a href="https://www.etsi.org/deliver/etsi_en/301500_301599/301549/02.01.02_60/en_301549v020102p.pdf">https://www.etsi.org/deliver/etsi_en/301500_301599/301549/02.01.02_60/en_301549v020102p.pdf</a>
EN 301 549 (2021)	<a href="https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.02.01_60/en_301549v030201p.pdf">https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.02.01_60/en_301549v030201p.pdf</a>

### PART 1 - GENERAL INFORMATION - Links

Section number	URL text	URL address
1.2	EN 301 549 (2021)	<a href="#">See “EN 301 549 links” table</a>
1.2	WCAG 2.1	<a href="https://www.w3.org/TR/WCAG21/">https://www.w3.org/TR/WCAG21/</a>
1.4, 1.4.3	Definitions of the Remote/Virtual Access, Regions and Metropolitan Areas	<a href="https://www.tpsgc-pwgsc.gc.ca/app-acq/spc-cps/dznrrm-dnzmra-eng.html">https://www.tpsgc-pwgsc.gc.ca/app-acq/spc-cps/dznrrm-dnzmra-eng.html</a>
1.9	Contract Security Program	<a href="http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html">http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html</a>
1.11	press release	<a href="https://www.canada.ca/en/public-services-procurement/news/2018/07/government-of-canada-awards-contract-for-electronic-procurement-solution.html">https://www.canada.ca/en/public-services-procurement/news/2018/07/government-of-canada-awards-contract-for-electronic-procurement-solution.html</a>

### PART 2 - OFFEROR INSTRUCTIONS - Links

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Section number	URL text	URL address
2.1	Standard Acquisition Clauses and Conditions Manual	<a href="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</a>
2.1	2006	<a href="https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2006/active">https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2006/active</a>
2.3	<i>Financial Administration Act</i>	<a href="http://laws-lois.justice.gc.ca/eng/acts/f-11/">http://laws-lois.justice.gc.ca/eng/acts/f-11/</a>
2.3	Public Service Superannuation Act	<a href="http://laws-lois.justice.gc.ca/eng/acts/P-36/FullText.html">http://laws-lois.justice.gc.ca/eng/acts/P-36/FullText.html</a>
2.3	Supplementary Retirement Benefits Act	<a href="http://laws-lois.justice.gc.ca/eng/acts/S-24/page-2.html">http://laws-lois.justice.gc.ca/eng/acts/S-24/page-2.html</a>
2.3	Canadian Forces Superannuation Act	<a href="http://laws-lois.justice.gc.ca/eng/acts/C-17/page-1.html">http://laws-lois.justice.gc.ca/eng/acts/C-17/page-1.html</a>
2.3	Defence Services Pension Continuation Act	<a href="https://laws.justice.gc.ca/eng/acts/D-1.3/">https://laws.justice.gc.ca/eng/acts/D-1.3/</a>
2.3	Royal Canadian Mounted Police Pension Continuation Act	<a href="http://laws.justice.gc.ca/eng/acts/R-10.6/">http://laws.justice.gc.ca/eng/acts/R-10.6/</a>
2.3	Royal Canadian Mounted Police Superannuation Act	<a href="https://laws-lois.justice.gc.ca/eng/acts/r-11/index.html">https://laws-lois.justice.gc.ca/eng/acts/r-11/index.html</a>
2.3	Members of Parliament Retiring Allowances Act,	<a href="http://laws-lois.justice.gc.ca/eng/acts/m-5/">http://laws-lois.justice.gc.ca/eng/acts/m-5/</a>
2.3	Canada Pension Plan Act	<a href="http://laws-lois.justice.gc.ca/eng/acts/C-8/index.html">http://laws-lois.justice.gc.ca/eng/acts/C-8/index.html</a>
2.3	Contracting Policy Notice: 2019-01	<a href="https://www.canada.ca/en/treasury-board-secretariat/services/policy-notice/changes-contracting-limits-approval-new-requirements.html">https://www.canada.ca/en/treasury-board-secretariat/services/policy-notice/changes-contracting-limits-approval-new-requirements.html</a>
2.3	Guidelines on the Proactive Disclosure of Contracts	<a href="https://www.tbs-sct.canada.ca/pol/doc-eng.aspx?id=14676">https://www.tbs-sct.canada.ca/pol/doc-eng.aspx?id=14676</a>
2.6	Buy and Sell	<a href="https://buyandsell.gc.ca/">https://buyandsell.gc.ca/</a>

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2.6	Bid Challenge and Recourse Mechanisms	<a href="https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/bid-follow-up/bid-challenge-and-recourse-mechanisms">https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/bid-follow-up/bid-challenge-and-recourse-mechanisms</a>
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## PART 3 - OFFER PREPARATION INSTRUCTIONS - Links

Section number	URL text	URL address
3.1	Policy on Green Procurement	<a href="https://www.tbs-sct.canada.ca/pol/doc-eng.aspx?id=32573">https://www.tbs-sct.canada.ca/pol/doc-eng.aspx?id=32573</a>
3.2.2	C3011T	<a href="https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/5/C/C3011T/active">https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/5/C/C3011T/active</a>

## Attachment 1 to Part 4 - Evaluation Criteria – Links

Section number	URL text	URL address
2.1, 2.2	WCAG 2.0+ standards	<a href="https://www.w3.org/TR/WCAG20/">https://www.w3.org/TR/WCAG20/</a>
2.1, 2.2, 3.1, 3.2	EN 301 549 standard, EN 301 549, EN 301 549 (2018 or newer) and 2021 version of the EN 301 549 standard	<a href="#">See "EN 301 549 links" table</a>
2.1	WCAG	<a href="https://www.w3.org/TR/WCAG20/">https://www.w3.org/TR/WCAG20/</a>
2.1, 2.2	Revised Section 508 standards	<a href="https://www.access-board.gov/ict/">https://www.access-board.gov/ict/</a>
3.1	WCAG 2.1 and WCAG 2.1 criteria	<a href="https://www.w3.org/TR/WCAG21/">https://www.w3.org/TR/WCAG21/</a>
3.1	IAAP membership (English only):	<a href="https://www.accessibilityassociation.org/membership">https://www.accessibilityassociation.org/membership</a>
3.1	W3C membership (English only)	<a href="https://www.w3.org/Consortium/membership">https://www.w3.org/Consortium/membership</a>

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3.1	ISO/IEC 17020:2012	<a href="https://www.iso.org/standard/52994.html">https://www.iso.org/standard/52994.html</a>
3.1	ISO 9001:2015	<a href="https://www.iso.org/standard/62085.html">https://www.iso.org/standard/62085.html</a>
3.2	Information Technology Industry Council (ITIC) website page for the VPAT®	<a href="https://www.itic.org/policy/accessibility/vpat">https://www.itic.org/policy/accessibility/vpat</a>
Annex B1 – Offerors Self-Evaluation Grid	Sufficient Technique	<a href="https://www.w3.org/WAI/WCAG21/Understanding/understanding-techniques#sufficient-techniques">https://www.w3.org/WAI/WCAG21/Understanding/understanding-techniques#sufficient-techniques</a>

## PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION - Links

Section number	URL text	URL address
5.1.1	<b>Forms for the Integrity Regime</b>	<a href="http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html">http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html</a>
5.2.1	Ineligibility and Suspension Policy	<a href="http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html">http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html</a>
5.2.2	requirements of the Contract Security Program	<a href="http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html">http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html</a>
5.2.3	Employment and Social Development Canada (ESDC) - Labour's and FCP Limited Eligibility to Bid	<a href="https://www.canada.ca/en/employment-social-development/corporate/portfolio/labour/programs/employment-equity/federal-contractors/compliance-assessment.html">https://www.canada.ca/en/employment-social-development/corporate/portfolio/labour/programs/employment-equity/federal-contractors/compliance-assessment.html</a>
5.2.3	Federal Contractors Program for Employment Equity - Certification	<a href="https://www.canada.ca/en/employment-social-development/corporate/portfolio/labour/programs/employment-equity/federal-contractors/compliance-assessment.html">https://www.canada.ca/en/employment-social-development/corporate/portfolio/labour/programs/employment-equity/federal-contractors/compliance-assessment.html</a>

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## PART 6 - SECURITY AND INSURANCE REQUIREMENTS - Links

Section number	URL text	URL address
6.1	Contract Security Program	<a href="http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html">http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html</a>

## PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES - Links

### A. STANDING OFFER - Links

Section number	URL text	URL address
7.3	Standard Acquisition Clauses and Conditions Manual	<a href="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</a>
7.6	Public Service Superannuation Act	<a href="https://laws-lois.justice.gc.ca/eng/acts/P-36/FullText.html">https://laws-lois.justice.gc.ca/eng/acts/P-36/FullText.html</a>
7.6	Contracting Policy Notice: 2019-01	<a href="https://www.canada.ca/en/treasury-board-secretariat/services/policy-notice/changes-contracting-limits-approval-new-requirements.html">https://www.canada.ca/en/treasury-board-secretariat/services/policy-notice/changes-contracting-limits-approval-new-requirements.html</a>
7.9	PWGSC Forms Catalogue	<a href="http://publiservice-app.tpsgc-pwgsc.gc.ca/forms/text/search_for_forms-e.html">http://publiservice-app.tpsgc-pwgsc.gc.ca/forms/text/search_for_forms-e.html</a> (GC Intranet site)
7.12	FCP Limited Eligibility to Bid	<a href="https://www.canada.ca/en/employment-social-development/corporate/portfolio/labour/programs/employment-equity/federal-contractors/compliance-assessment.html">https://www.canada.ca/en/employment-social-development/corporate/portfolio/labour/programs/employment-equity/federal-contractors/compliance-assessment.html</a>

### B. RESULTING CONTRACT CLAUSES - Links

Section number	URL text	URL address
7.2	2035	<a href="https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-">https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-</a>

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		conditions-manual/3/2035/active
7.4	Public Service Superannuation Act	<a href="https://laws-lois.justice.gc.ca/eng/acts/P-36/FullText.html">https://laws-lois.justice.gc.ca/eng/acts/P-36/FullText.html</a>
7.4	Contracting Policy Notice: 2019-01	<a href="https://www.canada.ca/en/treasury-board-secretariat/services/policy-notice/changes-contracting-limits-approval-new-requirements.html">https://www.canada.ca/en/treasury-board-secretariat/services/policy-notice/changes-contracting-limits-approval-new-requirements.html</a>
7.5.2	SACC Manual Clause C6000C (2017-08-17) Limitation of Price	<a href="https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/5/C/C6000C/7">https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/5/C/C6000C/7</a>
7.7	G1005C	<a href="https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/5/G/G1005C/active">https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/5/G/G1005C/active</a>
7.8	FCP Limited Eligibility to Bid	<a href="https://www.canada.ca/en/employment-social-development/corporate/portfolio/labour/programs/employment-equity/federal-contractors/compliance-assessment.html">https://www.canada.ca/en/employment-social-development/corporate/portfolio/labour/programs/employment-equity/federal-contractors/compliance-assessment.html</a>
7.9	Dispute Resolution	<a href="https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/contract-management/dispute-resolution">https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/contract-management/dispute-resolution</a>

## ANNEX "A" - STATEMENT OF WORK - Links

Section number	URL text	URL address
1	Accessibility Strategy for the Public Service of Canada	<a href="https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/diversity-inclusion-public-service/accessibility-public-service/accessibility-strategy-public-service-toc.html">https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/diversity-inclusion-public-service/accessibility-public-service/accessibility-strategy-public-service-toc.html</a>
1	Guideline on Making Information Technology Usable by All	<a href="https://www.tbs-sct.canada.ca/pol/doc-eng.aspx?id=32620">https://www.tbs-sct.canada.ca/pol/doc-eng.aspx?id=32620</a>
1	EN 301 549 (2021)	<a href="#">See "EN 301 549 links" table</a>
1	WCAG 2.1	<a href="https://www.w3.org/TR/WCAG21/">https://www.w3.org/TR/WCAG21/</a>

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## ANNEX "D" - FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY - CERTIFICATION - Links

Section number	URL text	URL address
-	Employment and Social Development Canada (ESDC) – Labour's	<a href="https://www.canada.ca/en/employment-social-development/corporate/portfolio/labour/programs/employment-equity/federal-contractors.html">https://www.canada.ca/en/employment-social-development/corporate/portfolio/labour/programs/employment-equity/federal-contractors.html</a>
-	federally regulated employer	<a href="https://www.canada.ca/en/services/jobs/workplace/federally-regulated-industries.html">https://www.canada.ca/en/services/jobs/workplace/federally-regulated-industries.html</a>
-	Employment Equity Act	<a href="https://laws-lois.justice.gc.ca/eng/acts/E-5.401/">https://laws-lois.justice.gc.ca/eng/acts/E-5.401/</a>
-	Agreement to Implement Employment Equity	<a href="https://catalogue.servicecanada.gc.ca/content/EForms/en/Detail.html?Form=LAB1168">https://catalogue.servicecanada.gc.ca/content/EForms/en/Detail.html?Form=LAB1168</a>