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**Attn: Glauco Santos**

**FOR ELECTRONIC BIDS:**

The electronic mailbox is equipped to send an automatic reply to all messages received. If you do not receive an automatic response, please contact the Contracting Authority to ensure your bid was received. Please note that it is the bidder's sole responsibility to ensure that all bids submitted are received in their entirety by Citizenship and Immigration Canada by the closing date and time indicated in this RFP.

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The Government Electronic Tendering Service on [buyandsell.gc.ca/tenders](http://buyandsell.gc.ca/tenders) will be the sole authoritative source for Government of Canada tenders that are subject to trade agreements or subject to departmental policies that require public advertising of tenders.

**REQUEST FOR PROPOSAL**

**Proposal To: Citizenship and Immigration Canada**

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

**Instructions : See Herein**

**Instructions: Voir aux présentes  
Issuing Office – Bureau de distribution  
Citizenship and Immigration Canada  
Procurement and Contracting Services  
70 Crémazie  
Gatineau, Québec K1A 1L1**

<b>Title – Sujet</b>	
<b>Secondary School Engagement</b>	
<b>Solicitation No. – N° de l'invitation</b>	<b>Date</b>
<b>CIC-156901</b>	<b>2023-11-20</b>
<b>Solicitation Closes – L'invitation prend fin at – à</b>	<b>Time Zone Fuseau horaire</b>
<b>2:00 PM</b>	<b>EST</b>
<b>on – 2023-12-12</b>	
<b>F.O.B. - F.A.B.</b>	
<b>Plant-Usine: <input type="checkbox"/></b>	<b>Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/></b>
<b>Address Inquiries to: - Adresser toutes questions à :</b>	
<a href="mailto:IRCC.BidsReceiving-Receptiondessoumissions.IRCC@cic.gc.ca">IRCC.BidsReceiving-Receptiondessoumissions.IRCC@cic.gc.ca</a>	
<b>Telephone No. – N° de téléphone :</b>	
<b>819 – 664 - 7501</b>	
<b>Destination – of Goods, Services, and Construction: Destination – des biens, services et construction :</b>	
See Herein	
<b>Delivery required - Livraison exigée</b>	
See Herein	
<b>Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Facsimile No. – N° de télécopieur Telephone No. – N° de téléphone</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/firm</b>	
<b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur</b>	
<b>(type or print)/ (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>



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## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

**The bid solicitation is divided into seven parts plus attachments as follows:**

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

### **1.2 Summary**

Immigration Refugees and Citizenship Canada, through the International Experience Canada (IEC) program requires a vendor with the ability to promote IEC's international experience program via an online platform, to secondary school students. The IEC program is focused on informing secondary school students about the opportunities they have to improve their cultural and civic awareness and the value and benefits of international experiences. The online platform must be innovative, engaging and interactive while maintaining the ability to display information in both English and French.

#### **1.2.1 Single Contract**

Canada is seeking to establish a contract for an online platform solution as defined in Appendix "D", Statement of Work, for (2) two years and (3) three months.

### **1.3 Debriefings**

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within fifteen (15) working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone, or video-conference.



The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an impartial, independent venue for Canadian bidders to raise complaints regarding the award of certain federal contracts under \$30,300 for goods and \$121,200 for services. If you have concerns regarding the award of a federal contract below these dollar amounts, you may contact OPO by e-mail at [boa.opo@boa-opo.gc.ca](mailto:boa.opo@boa-opo.gc.ca), by telephone at 1-866-734-5169, or by web at [www.opo-boa.gc.ca](http://www.opo-boa.gc.ca). For more information on OPO's services or to determine if your concerns are within the Ombudsman's mandate, please see the [Procurement Ombudsman Regulations](#) or visit the [OPO website](#).

#### **1.4 Mandatory Requirements**

Where the words “must”, “shall” or “will” appear in this RFP, the clause is to be considered as a mandatory requirement.



## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

All Citizenship and Immigration Canada (CIC) instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out on the [CIC Website](#).

All SACC manual clauses for specific instructions not covered by the standard instructions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](#) issued by Public Works and Government Services Canada.

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

The [CIC-SI-001 \(2016-05-26\)](#) Standard Instructions – Goods or Services Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

### 2.2 Submission of Bids

Bids must be submitted only to Citizenship and Immigration Canada by the date, time and place indicated on page 1 of the bid solicitation.

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

### 2.3 Enquiries - Bid Solicitation

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

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

### 2.4 Applicable Laws

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

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or



territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.

## 2.5 Basis for Canada's Ownership of Intellectual Property

Citizenship and Immigration Canada has determined that any intellectual property rights arising from the performance of the Work under the resulting contract will belong to Canada, for the following reasons, as set out in the [Policy on Title to Intellectual Property Arising Under Crown Procurement Contracts](#):

- the main purpose of the Contract, or of the deliverables contracted for, is to generate knowledge and information for public dissemination;

## 2.6 Former Public Servant

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

### Definitions

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

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

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

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



R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

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

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

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

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

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

### **Work Force Adjustment Directive**

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

If so, the Bidder must provide the following information:

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

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.





## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

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

Section I: Technical Bid – 1 (one) electronic copy via email

Section II: Financial Bid - 1 (one) electronic copy via email

Section III: Certifications - 1 (one) electronic copy via email

**Canada requests that respondents submit their response in unprotected (i.e. no password) PDF format by email. Complete size of emails containing a response must not exceed 10MB. Emails exceeding 10MB will not be received. Should the size of email(s) exceed 10MB, respondents must contact the Contracting Authority at least 48 hours prior to the closing date to discuss alternatives.**

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

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- (a) use a numbering system that corresponds to the bid solicitation; and
- (b) page numbering must be used on the bottom right of each page of the proposal

In accordance with the [Treasury Board Contracting Policy](#) and the *Accessible Canada Act*, federal departments and agencies must consider accessibility criteria and features when procuring goods or services. Therefore, bidders are encouraged to highlight all the accessibility features and components of their proposal for this Statement of Work (SOW) and must:

- (i) demonstrate how the bidder's proposed goods and/or services meet the accessibility requirement at delivery; or
- (ii) describe how the bidder would deliver its goods and/or services under any resulting contract in a way that satisfies the mandatory requirement.

#### Section I: Technical Bid

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

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their



bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

## **Section II: Financial Bid**

Bidders must submit their financial bid in accordance with Appendix “E”, Basis of Payment. The total amount of applicable taxes must be shown separately, if applicable.

Bidders should include the following information in their financial bid by completing Appendix “I”, Vendor Information and Authorization and include it with their bid:

1. Their legal name;
2. Their [Business Number](#) (BN); and
3. The name of the contact person (including this person's mailing address, phone and facsimile numbers, and email address) authorized by the Bidder to enter into communications with Canada with regards to:
  - a) their bid; and
  - b) any contract that may result from their bid.

Proposed rates or firm prices must be in Canadian dollars.

The Bidder's firm pricing in response to this RFP and resulting contract(s) must include all overhead, general & administrative costs and profit. Included are the following costs that may be incurred in providing the required services: office space, computer hardware and software, word processing, preparation of reports, photocopying, courier services, facsimile services, telephone services, local travel expenses, and administration related to non-local travel expenses. "Local" as used here is defined as where the Work is to be performed in Canada as may be specified in the RFP and the resulting Contract(s).

Bidders must provide in their financial bid a price breakdown as detailed in Appendix “E”, Basis of Payment.

## **3.2 SACC Manual Clauses**

### **C3011T (2013-11-06) - Exchange Rate Fluctuation**

The requirement does not provide for exchange rate fluctuation protection. Any request for exchange rate fluctuation protection will not be considered and will render the bid non-responsive.

## **Section III: Certifications**

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



## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 4.1 Evaluation Procedures

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

#### 4.1.1 Technical Evaluation

##### 4.1.1.1 Mandatory Technical Criteria

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

Mandatory requirements are evaluated on a simple pass or fail basis. Failure by a Bidder to meet any one of the mandatory requirements will render the Bidder's proposal **non-responsive and will not be given further consideration**. The treatment of mandatory requirements in any procurement process is absolute. Each mandatory technical criterion should be addressed separately.

For each project summary provided, Bidders are required to provide specific dates (month and year) of experience as well as the total duration of project (number of months). The month(s) of experience listed for a project whose timeframe overlaps that of another referenced project will only be counted once. For example: Project 1 timeframe is July 2001 to December 2001; Project 2 timeframe is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.



No.	Mandatory Technical Criterion	MET	NOT MET	Cross Reference to Proposal (Page #)
<b>M1</b>	<p>The bidder must have successfully completed at minimum two (2) projects which resulted in the provision of information through interactive means in the past 5 years via an online platform.</p> <p>To demonstrate experience, the bidder must submit a description of two (2) projects that they have completed within the last five (5) years of bid closing date.</p> <p>The relevant projects must include a description that will support the following criteria:</p> <ol style="list-style-type: none"> <li>1. Project purpose was to provide educational information to secondary school students.</li> <li>2. One of the main target groups for the project(s) were Canadian youth in secondary school.</li> <li>3. Project includes description of online platform and extent of interactivity</li> </ol>			
<b>M2</b>	<p>The bidder must submit a URL to an existing online platform or test site, available in English and French, where online quiz questions can be posted for the duration of the contract, and which will enable students to respond/answer the quiz questions by researching the IEC website.</p>			
<b>M3</b>	<p>The bidder must have and provide a URL to an existing online platform, available in English and French, where learning module content can be posted for the duration of a specified campaign, one learning module per year for the duration of the contract, and which will enable students to access the module content and respond to questions by researching the IEC or Government of Canada websites, and other IEC stakeholder content.</p>			
<b>M4</b>	<p>The bidder must demonstrate with website analytics from past projects the ability to reach at minimum 50,000 engagements during the life of the contract</p>			
<b>M5</b>	<p>The bidder must demonstrate with website analytics from past projects the ability to produce and host at least 40 separate questions on the interactive platform</p>			

#### 4.1.1.2 Point Rated Technical Criteria

Each Technical Bid that meets all the Mandatory Requirements specified above will be evaluated and scored in accordance with the following point-rated evaluation criteria table(s). Each point rated technical criterion should be addressed separately.

For each project summary provided, Bidders are required to provide specific dates (month and year) of experience as well as the total duration of project (number of months). The month(s) of



experience listed for a project whose timeframe overlaps that of another referenced project will only be counted once. For example: Project 1 timeframe is July 2001 to December 2001; Project 2 timeframe is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.

No.	Description	Scoring Methodology	Maximum points	Cross Reference to Proposal
<b>R1</b>	The bidder should demonstrate with website analytics from past projects the ability to reach a minimum target of over 50,000 engagements during the life of the contract.	Points per number of engagements: 2 points = 50,001 to 75,000 3 points = 75,001 to 100,000 4 points = 100,001 to 125,000 5 points = >125,000	<b>5</b>	
<b>R2</b>	The bidder should demonstrate with website analytics from past projects the ability to produce and host questions on the interactive platform.	Point for capacity to host on an interactive platform per number of questions:  3 points = from 41 to 60 questions 4 points = from 61 to 70 questions 5 points = >70 questions	<b>5</b>	
<b>R3</b>	The bidder should demonstrate the ability to produce and host learning modules on the interactive platform.	The description of learning module can obtain a maximum of 6 points with the following considerations:  - 2 points - Students are asked to interact with the module and answer questions that require some research - 2 points - Students are able to research IEC, IRCC, Government of Canada, and IEC Stakeholder websites to learn about the program without having to leave the proposed platform - 2 points - User interface is inviting to youth, which includes factors such as a balance of authentic visuals supported by clear information	<b>6</b>	
<b>R4</b>	The bidder should submit reports indicating have established relationships with secondary schools across Canadian provinces and territories to ensure IEC obtains the targeted exposure	Points per secondary school reach in Canadian provinces/territories (PTs):  - 0 points = 0 PTs - 1 points = 1 to 3 PTs - 2 points = 4 to 6 PTs	<b>4</b>	



No.	Description	Scoring Methodology	Maximum points	Cross Reference to Proposal
	and engagement levels among secondary students.	<ul style="list-style-type: none"> <li>- 3 points = 7 to 12 PTs</li> <li>- 4 points = All 13 PTs</li> </ul>		
<b>R5</b>	The bidder should provide a URL of the system that demonstrates the ability to provide information on IEC IRCC, the Government of Canada, and approved IEC stakeholders through a platform that is interactive for the user. The user must be able to conduct functions as a way to learn about IEC and IRCC, Government of Canada, and approved IEC Stakeholders. This could include (but not limited to) having users: answer questions, research information, and/or incentivize users to learn about IEC and IRCC, the Government of Canada, and approved IEC Stakeholders.	The description of interactivity can obtain a maximum of 9 points with the following considerations: <ul style="list-style-type: none"> <li>- 3 points - Students are asked to answer questions that require some research</li> <li>- 3 points - Students are able to research IEC and IRCC, Government of Canada, and approved IEC Stakeholder websites to learn about the program without having to leave the proposed platform</li> <li>- 3 points - User interface is inviting to youth, which includes factors such as a balance of authentic visuals supported by clear information</li> </ul>	<b>9</b>	
<b>TOTAL POINTS</b>			_____	<b>/29</b>

#### 4.1.2 Financial Evaluation

Only the proposals that are technically responsive will be considered for financial evaluation.

The price of the bid will be evaluated in Canadian dollars, applicable taxes are excluded.

For the purposes of bid evaluation, Basis of Payment, Appendix “E” will be used. The Bidder must provide a firm all-inclusive price for the online web hosted platform along with the associated creation of interactive questions and answers and online courses as per Appendix “D” Statement of Work.

The “TOTAL EVALUATED PRICE” in Appendix “E”, Basis of Payment, excluding taxes, will be used to determine the financial evaluation score.

#### 4.1.3 Formulas in Pricing Schedule

If the Pricing Schedule provided to bidders include any formula, Canada may re-input the prices provided by bidders into a fresh table, if Canada believes that the formulae may no longer be functioning properly in the version submitted by a bidder.

## 4.2 Basis of Selection

### 4.2.1 Basis of Selection - Highest Combined Rating of Technical Merit and Price

4.2.1.2 To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation; and
- b. meet all mandatory criteria;

4.2.1.3 Bids not meeting (a) or (b) will be declared non-responsive.

4.2.1.4 The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70 % for the technical merit and 30 % for the price.

4.2.1.5 To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 70 %.

4.2.1.6 To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30 %.

4.2.1.7 For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.

4.2.1.8 Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

**The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 70/30 ratio of technical merit and price, respectively. The total available points equal's 135 and the lowest evaluated price is \$45,000 (45).**

#### Basis of Selection - Highest Combined Rating of Technical Merit (70%) and Price (30%)

		Bidder 1	Bidder 2	Bidder 3
<b>Overall Technical Score</b>		<b>115/135</b>	<b>89/135</b>	<b>92/135</b>
<b>Bid Evaluated Price</b>		<b>\$55,000.00</b>	<b>\$50,000.00</b>	<b>\$45,000.00</b>
<b>Calculations</b>	<b>Technical Merit Score</b>	$115/135 \times 70 = 59.62$	$89/135 \times 70 = 46.15$	$92/135 \times 70 = 47.70$
	<b>Pricing Score</b>	$45/55 \times 30 = 24.55$	$45/50 \times 30 = 24.55$	$45/45 \times 30 = 30.00$
<b>Combined rating</b>		<b>84.17</b>	<b>70.7</b>	<b>77.7</b>
<b>Overall rating</b>		<b>1<sup>st</sup></b>	<b>3<sup>rd</sup></b>	<b>2<sup>nd</sup></b>





## PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

### 5.1 Certifications Required with the Bid

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

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

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the Integrity declaration form available on the [Forms for the Integrity Regime](#) website, to be given further consideration in the procurement process.

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

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

#### 5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property agreement of the [Ineligibility and Suspension Policy](#), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

#### 5.2.2 Integrity Provisions – List of Names

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide a completed List of Names in the Integrity Verification form available on the [Integrity Regime website](#), to be given further consideration in the procurement process.





### **5.2.3 Federal Contractors Program for Employment Equity – Bid Certification**

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the [Federal Contractors Program \(FCP\)](#) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the webpage.

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

#### **Certification**

By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.



## PART 6 - RESULTING CONTRACT CLAUSES

### APPENDIX “A”, GENERAL TERMS AND CONDITIONS

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

#### **A1. Standard Acquisition Clauses and Conditions Manual**

All instructions, general terms, conditions and clauses identified herein by title, number and date are set out in the Standard Acquisition Clauses and Conditions (SACC) Manual issued by Public Works and Government Services Canada (PWGSC) and in the Citizenship and Immigration Canada Terms and Conditions Manual.

**A1.1** An electronic version of the [SACC Manual](#) is available on the Buy and Sell Website.

**A1.2** An electronic version of the Citizenship and Immigration Canada (CIC) Contract Terms and Conditions is available on the [CIC Website](#).

#### **A2. Terms and Conditions of the Contract**

**A2.1** The general terms, conditions and clauses identified herein by title, number and date, are hereby incorporated by reference into and form part of this Contract, as though expressly set out herein, subject to any other express terms and conditions herein contained.

#### **A3. General Conditions**

**A3.1** General Conditions [CIC-GC-001 \(2020-12-02\)](#), Med/High Complexity Goods and Services Contract shall apply to and form part of this Contract.



## APPENDIX “B”, SUPPLEMENTAL TERMS AND CONDITIONS

### B1. Priority of Documents

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

- a) The Articles of Agreement;
- b) Appendix “B” – Supplemental Terms and Conditions;
- c) Appendix “A” – General Terms and Conditions;
- d) Appendix “C” – Terms of Payment;
- e) Appendix “D” – Statement of Work;
- f) Appendix “E” – Basis of Payment
- g) Appendix “F” – Vendor Information and Authorization Form;
- h) the Contractor's proposal dated \_\_\_\_\_(TBD)

### B2. CIC Clauses

The following Citizenship and Immigration Canada Terms and Conditions are incorporated by reference and form part of this Contract:

ID	Date	Title
<a href="#">CIC-SC-002 (2015-02-16)</a>		<a href="#">Crown Owns Intellectual Property (IP) Rights in Foreground Information</a>
<a href="#">CIC-SC-003 (2015-02-16)</a>		<a href="#">Crown Owns Intellectual Property (IP) Rights in Foreground Information – Copyright</a>

### B3. SACC Manual Clauses

The following SACC manual Clauses are incorporated by reference and form part of this Contract:

ID	Date	Title
<a href="#">A9117C</a>	<a href="#">2007-11-30</a>	<a href="#">T1204 - Direct Request by Customer Department</a>
<a href="#">A9116C</a>	<a href="#">2007-11-30</a>	<a href="#">T1204 Information Reporting by Contractor</a>
<a href="#">C0705C</a>	<a href="#">2010-01-11</a>	<a href="#">Discretionary Audit</a>

### B4. Security Requirement

There is no security requirement associated with the requirement.

### B5. Period of Contract

The period of the Contract is from date of contract award to March 31, 2026



## **B6. Termination on Thirty (30) Days Notice**

1. Canada reserves the right to terminate the Contract at any time in whole or in part by giving thirty (30) calendar days written notice to the Contractor.
2. In the event of such termination, Canada will only pay for costs incurred for services rendered and accepted by Canada up to the date of the termination. Despite any other provision of the Contract, there will be no other costs that will be paid to the Contractor as a result of the termination.

## **B7. Certifications / Compliance and Additional Information**

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

## **B8. Insurance Requirements**

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

## **B9. Statement of Work**

The Contractor must perform the Work in accordance with the Statement of Work in Appendix "D".

## **B10. Authorities**

### **B10.1 Contracting Authority**

The Contracting Authority for the Contract is:

**<The Contracting Authority for the Contract is to be identified at Contract award>**

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

### **B10.2 Project Authority**

The Project Authority for the Contract is:

**<The Project Authority for the Contract is to be identified at Contract award>**



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

### **B10.3 Technical Authority**

**<The Technical Authority for the Contract is to be identified at Contract award>**

The Technical Authority will be responsible for providing guidance on the technical requirements and deliverables.

### **B11. Proactive Disclosure of Contract with Former Public Servants *(If applicable)***

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: 2012-2](#) of the Treasury Board Secretariat of Canada.



## APPENDIX “C”, TERMS OF PAYMENT

### C1. Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm price, as specified in Appendix “E”, Basis of Payment for a cost of \$ \_\_\_\_\_. 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.

### C2. Method of Payment

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

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

### C3. Applicable Taxes

Applicable taxes are not included in the amounts shown in the Basis of Payment. Applicable taxes, which are estimated at \$\_\_\_\_\_ (to be determined at contract award), are included in the total contract amount. Applicable taxes are to be shown as separate items on all invoices and claims for progress payments and will be paid by Canada. The Contractor agrees to remit to appropriate tax authorities any amounts of Applicable Taxes paid or due.

### C4. Invoicing Instructions

Each invoice must be supported by:

- a) A list of the work that was completed
- b) A copy of the monthly progress report.

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.

### C5. Travel and Living Expenses

Canada will not accept any travel and living expenses for:

- a) Work performed within the National Capital Region (NCR). The NCR is defined in the [National Capital Act](#), R.S.C. 1985, c. N-4, S.2.;
- b) Any travel between the Contractor's place of business and the NCR; and
- c) Any relocation of resources required to satisfy the terms of the Contract.

These expenses are included in the firm price for professional fees specified above.



## APPENDIX “D”, STATEMENT OF WORK

### D.1 Title

Providing Information on International Experience Canada to Secondary School Students

### D2. Objective

Immigration Refugees and Citizenship Canada, through the International Experience Canada (IEC) program is implementing a strategy to inform and educate secondary school students on opportunities for work and travel experiences abroad as part of IEC’s academic sector engagement strategy. This strategy includes increased awareness of different cultures other than their own, helping to instill an appreciation and understanding of Canadian culture and citizenship.

IEC is seeking a contractor that will allow IEC to reach students in secondary schools across Canada via an online platform, in an innovative, engaging, and interactive way where students would seek out/research information about the Program through online learning modules and probing questions. The platform must be available in English and French, to provide information on the Program, its ties to meaningful intercultural experiences, improving personal, cultural and civic awareness, and the value and benefits of international experiences in the workforce at a time when youth are planning their next steps after secondary school.

The intent of this initiative is to provide educational learning modules and online questions and answers to secondary school students in course content such as (but not limited to) career development or civics classes in secondary school classrooms across Canada. The objective of this initiative is to educate secondary school students about the options available for international experiences and encourage them to plan early on, to consider going abroad to develop personal and professional skills and competencies, including an increased awareness and appreciation for cultures other than their own.

### D3. Background

Originating as a cultural exchange, IEC supports Canada’s cultural and economic interests by facilitating bilateral, reciprocal agreements to allow work and travel opportunities for young Canadians and international youth aged 18-35.

The program provides youth with the opportunity to broaden their perspective of the world and their place in it through international work and travel experience. The program also helps build a competitive global workforce that contributes to Canada’s economic success, and supports increased cultural awareness and inclusivity. IEC fosters people-to-people ties and strengthens relationships between Canada and its partner countries.

In its efforts to raise awareness of the IEC to Canadians, a stakeholder engagement strategy, which includes targeting academic networks, has been implemented. As a result of this engagement, discussions with academic stakeholders have identified a specific information gap to secondary school Canadian youth: informing them of the benefits of work and travel abroad at an early age so that they can begin preparing and planning for international experiences. Related to this, youth may also benefit from learning about the rights, privileges and



responsibilities of their own citizenship and its relationship to broader understanding of cultures different than their own.

As IEC is targeting a cultural shift where international experiences become more ingrained into the Canadian mindset, providing accurate information on options and opportunities at an earlier age will be key in encouraging Canadians to plan and prepare for work experiences abroad. At the same time, providing information to this age group could also lead to parents/guardians seeking out accurate and timely information about ways to take advantage of experiences abroad.

This initiative and the resulting knowledge are intended to support the commitments made in IEC's mandate to support the personal and professional development and employability of Canadian participants. The project will provide crucial information and metrics to guide future website development, program direction, policy decisions, and next steps in addressing knowledge and information gaps in this age sector for IEC.

#### **D4. Tasks**

The Contractor will support IEC in creating content for up to 40 questions and answers, as well as two online learning courses for two separate topics, in each official language, that are designed to entice secondary school students to learn more about IEC, and working and travelling abroad more generally.

The questions and answers would appear on the Contractor's online platform on a regular basis throughout the life of the contract. The online learning courses will be separate and stand-alone modules outside of the 40 questions and answers, and will be based on topics that will be determined in collaboration with the Contractor and the Project Authority.

To reach a wide range of students across the country, the content is to be hosted on the Contractor's website/online platform administered by the Contractor, and students using the platform will seek out information by researching pages on the IEC, IEC Stakeholders, and IRCC and other Government of Canada websites. Metrics on usage will be tracked, and regular reports will be provided.

##### **D4.1 Overall**

IEC is seeking a high level of involvement from the Contractor on this project, and their participation in each project task is required. The Contractor is responsible for working closely with IEC as the project evolves, and ensuring the provision of website metrics and reports reflecting usage of IEC-specific content. The Contractor must also ensure appropriate team resources are available for consultations and meetings. All material developed for this project by the Contractor, including questions, raw data and reports are the property of the Government of Canada.

##### **D4.2 Project launch**

The Contractor must attend a meeting with the Project Authority to launch the project. This meeting can be held virtually. The objectives of this meeting will be to review the Contractor's proposal, work plan, and methodology, and to discuss the work to be undertaken and any potential constraints of the impact assessment.





#### D4.3 Development of questions/answers for use on an online platform

The Contractor will work with the Project Authority to develop up to 40 questions and answers related to International Experience Canada in each official language, for use on the Contractor's website. The Contractor may review and analyze the existing IEC website, other related Government of Canada websites (e.g., travel.gc.ca), appropriate stakeholder websites, and accompanying documentation to assist in question development. Questions and course materials developed under this contract will be translated by the Project Authority.

#### D4.4 Development of online learning courses

The Contractor will work with the Project Authority to develop stand-alone course content related to International Experience Canada for two topic areas in each official language, for use on the Contractor's website. These courses are anticipated to have at maximum 150 questions per module/topic area to encourage secondary school student to learn about and answer questions on each topic to test gained knowledge. The Contractor may review and analyze the existing IEC website as well as IEC's documentation available on topic areas to determine the best fit for a course/module. Questions and answers that make up each course developed under this contract will be translated by the Project Authority.

As part of the course development, the Contractor will provide a pre- and post-survey tool to help measure students' awareness of the course content before and after completing the course. The Contractor will finalize questions to be used with the Project Authority. Results of the pre- and post-survey will be provided in summary form to the Project Authority.

#### D4.5 Host IEC questions, and online courses and content

Upon finalization of questions/answers and online courses, the Contractor will host IEC questions and course modules on their website/online platform. It is anticipated that online questions will either randomly appear, be launched or be presented as part of a specific educational component to secondary school students who are registered with, and who are using the website/platform. It is anticipated that online course modules be launched or be presented as part of a specific educational campaign for a specific time to secondary school students who are registered with, and who are using the website/platform. The IEC questions will be available for the duration of the agreement, with an engagement exposure of at least 50,000 engagements. The IEC course modules will be available for a specified and agreed to campaign time frame. The Contractor will also provide support to schools about technical issues when using the IEC content.

To ensure IEC reaches as many secondary students as possible across provinces/territories, the Contractor should have established relationships with secondary schools across Canadian provinces/territories.

#### D4.6 Provide web usage reports

The Contractor will provide the Project Authority with regular reports that include, but are not limited to:

- Number of questions answered



- Number of times the courses are used/completed during the campaign time frame for each module;
- Number of web pages visited;
- Percentage of questions answered correctly;
- School reach (overall and by province/territory); and
- Number of unique students reached

## **D5. Deliverables**

### **Deliverable 1: Development of Questions**

Based on a review of IEC content and existing website, the Contractor will work with IEC to produce up to 40 questions to be used on the online platform. Adjustments to questions and content may be required as information is revised.

### **Deliverable 2: Host IEC related questions on online platform**

The Contractor will host the questions on their online platform. Questions will be made available to students in secondary schools across the country. Adjustments to web site links referenced in the questions may be required.

### **Deliverable 3: Development of (2) two Online Courses**

Based on a review of IEC content and existing website, the Contractor will work with IEC to produce learning content for online course modules to be used on the online platform for a specified campaign period. Adjustments to questions and content may be required as information is revised.

### **Deliverable 4: Host IEC related course modules on online platform**

The Contractor will host the online course modules on their online platform. Courses will be made available to students in secondary schools across the country for a specified time period of one course module per year of the contract. Adjustments to web site links referenced in the questions may be required.

### **Deliverable 5: Post additional visual identity on Contactor's website/online platform**

The Contractor will ensure that IEC's or IRCC's visual identity will be posted on the website/online platform whenever its questions are visible to students.

### **Deliverable 6: Submit regular reports on web usage statistics**

The Contractor will submit regular reports on web usage for IEC content on a quarterly basis, at minimum.

### **Deliverable 7: Accessibility**

All deliverables must be designed in a manner that ensures that access is not hindered by gender, race, socio-economic status, disability or geography. Content developed must meet Treasury Board Standards for Accessibility (Web Content Accessibility Guidelines 2.0 – Level AA) and must be accessible to a wide range of people with disabilities, including blindness and low vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, photosensitivity and combinations of these. Additional barriers will be discussed with the contractor, if required.



### Associated Schedule

Deliverable	Associated Schedule
Develop questions in conjunction with the Program	Completion of questions within 4 weeks of contract award
Host questions	Questions are posted on website within two weeks of completion of questions in English and French, and are to remain posted throughout the 2023-2024 and 2024-2026 academic years, until the end of contract
Develop (2) two online courses in conjunction with the Program	Completion of first online course module by March 2024; subsequent course to be produced in 2025. Timing of release and subject matter will be discussed with IEC and Contractor
Host online courses	Courses are posted on website within two weeks of completion in English and French, and are to remain posted one per year for the 2023-2024 and 2024-2026 academic years, until the end of contract
Post IEC visual identity	IEC will provide IEC and/or IRCC visual identity to appear on pages at the same time as IEC questions appear.
Reports	Quarterly, at minimum. Specific statistics will include those outlined in 4.5 and any additional statistics as available and agreed upon by IEC and the Contractor.

#### D6. Reporting

As noted above, the Contractor will submit regular reports on web usage for IEC content on a quarterly basis, at minimum.

#### D7. Limitations and Constraints

The Department will not provide workspace for this project.

The Department will not reimburse the contractor for internet or long-distance charges. These costs are at the expense of the Contractor.

The following limitations and constraints are to be considered by the bidder for the proposed initiative:

- Capacity to host IEC courses and questions in both an English and French online environment.
- Ability to leverage existing networks of secondary schools across all provinces/territories in Canada.
- Ability to meet reporting requirements in a timely manner to allow IEC to report internally on the progress of engagement.



#### **D8. Official Languages**

The Contractor must provide the required services in either of the two official languages (English or French).

#### **D9. Travel**

No travel costs will be reimbursed by the Government of Canada under this contract. All travel costs will be at the expense of the Contractor; however, the need for travel is not anticipated.

#### **D10. Availability of Personnel**

The Contractor certifies that the Contractor, its employees, and subcontractors, will be available to commence performance of the work as of the contract award date, and will remain available to perform the work in accordance with contractual requirements.

#### **D11. Diversity**

IRCC is committed to making our Department more inclusive for everyone and fostering an equitable workplace culture that values diversity and creates an environment that is welcoming and rewarding for all. We encourage the businesses that work with us to reflect these values.

More information can be found at:

<https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/diversity-inclusion-public-service2.html>



## APPENDIX “E”, BASIS OF PAYMENT

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

All deliverables are F.O.B. Destination, and Canadian Customs Duty included and applicable taxes are extra.

For bid evaluation and contractor(s) selection purposes only, the evaluated price of a bid will be determined in accordance with this Basis of Payment, Appendix “E”.

The Bidder must complete this pricing schedule and include it in its financial bid. Other than completing required section(s) in the pricing table below, the bidder must not make any other changes or alternations. By doing so will render the bidder’s response non-compliant and will be eliminated from the competition.

The Contractor will be paid the following all-inclusive **rates** for the work completed in accordance with Appendix “D” Statement of Work. The rates must be all inclusive of any expenditures required to create, publish and host IEC’s interactive questions and online courses, post IEC or IRCC’s visual identity and provide support to schools on technical issues when using the IEC content.

TABLE A – CONTRACT PERIOD From contract award – March 31 <sup>st</sup> , 2026	
Category	Firm Price
All-inclusive package price to develop up to 40 online interactive questions	To Be Provided by Bidder
All-inclusive monthly price to host up to 40 online interactive questions	To Be Provided by Bidder
All-inclusive package price to develop online course – First topic	To Be Provided by Bidder
All-inclusive monthly price to host online course, first topic, for the 2023-2024 academic year	To Be Provided by Bidder
All-inclusive package price to develop online course – Second topic	To Be Provided by Bidder



All-inclusive monthly price to host online course, second topic, for the 2024-2026 academic year (until end of contract)	To Be Provided by Bidder
<b>a) TOTAL EVALUATED PRICE</b>	To Be Provided by Bidder
<b>b) Taxes (specify)</b>	To Be Provided by Bidder
<b>c) Total ( a + b )</b>	To Be Provided by Bidder



## APPENDIX “F”, VENDOR INFORMATION AND AUTHORIZATION FORM

### Vendor Name and Address

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#### Legal Status (incorporated, registered, etc.)

- Individual (Sole proprietor)  
 Privately owned corporation  
 Joint Venture or Corporate entity  
 Other (specify):

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#### GST or HST Registration Number and Business Number (Revenue Canada)\

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#### Name and Title of Person authorized to sign on behalf of Vendor

Print Name \_\_\_\_\_ Title \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

#### Central Point of Contact

The Vendor has designated the following individual as a central point of contact for all matters pertaining to the proposed contract, including the provision of all information that may be requested:

Name and Title \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

Each proposal must include a copy of this page properly completed and signed.