



**Return Bids to:
Retourner Les Soumissions à:**

Natural Resources Canada/ Ressources naturelles
Canada Bid Receiving/ Réception des
soumissions

See herein for bid submission instructions/ Voir
ici pour les instructions de soumission des offres

**Request for Proposal (RFP)
Demande de proposition (DDP)**

Proposal To: Natural Resources Canada

We hereby offer to sell to His Majesty the King 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 therefor.

Proposition à: Ressources Naturelles Canada

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

Comments – Commentaires

Issuing Office – Bureau de distribution

Finance and Procurement Management Branch
Natural Resources Canada
580 Booth Street
Ottawa, Ontario K1A 0E4

Title – Sujet NDT Online Certification Examination Service	
Solicitation No. – No de l’invitation NRCan- 5000076974	Date: Novembre, 29, 2023
Requisition Reference No. - N° de la demande 178702	
Solicitation Closes – L’invitation prend fin: at – à 02:00 PM (Eastern Standard Time (EST)) on – le December 28, 2023	
Address Enquiries to: - Adresse toutes questions à: Roya Ayam Roya.Ayam@NRCan-RNCan.gc.ca	
Destination – of Goods and Services: Destination – des biens et services: See herein.	
Security – Sécurité There are security requirements associated with this requirement.	
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l’entrepreneur Telephone No.:- No. de téléphone: Email – Courriel :	
Name and Title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/de l’entrepreneur (taper ou écrire en caractères d’imprimerie) <hr/>	
Signature	Date



TABLE OF CONTENTS

PART 1 - GENERAL INFORMATION 5

1.1 INTRODUCTION..... 5

1.2 SUMMARY..... 5

1.3 DEBRIEFINGS 5

PART 2 - BIDDER INSTRUCTIONS 6

2.1 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS..... 6

2.2 SUBMISSION OF BIDS..... 6

2.3 FORMER PUBLIC SERVANT 7

2.4 ENQUIRIES - BID SOLICITATION 8

2.5 APPLICABLE LAWS 8

2.6 IMPROVEMENT OF REQUIREMENT DURING SOLICITATION PERIOD 9

2.7 BASIS FOR CANADA'S OWNERSHIP OF INTELLECTUAL PROPERTY..... 9

2.8 BID CHALLENGE AND RECOURSE MECHANISMS..... 9

PART 3 - BID PREPARATION INSTRUCTIONS 10

3.1 BID PREPARATION INSTRUCTIONS..... 10

3.2 SECTION I: TECHNICAL BID 10

3.3 SECTION II: FINANCIAL BID..... 10

3.3.1 EXCHANGE RATE FLUCTUATION..... 10

3.4 SECTION III: CERTIFICATIONS 10

3.5 SECTION IV: ADDITIONAL INFORMATION 11

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION 12

4.1 EVALUATION PROCEDURES 12

4.1.1 TECHNICAL EVALUATION..... 12

4.2 BASIS OF SELECTION..... 12

4.2.1 HIGHEST COMBINED RATING OF TECHNICAL MERIT (60%) AND PRICE (40%)..... 12

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION..... 14

5.1 CERTIFICATIONS REQUIRED WITH THE BID 14

5.1.1 INTEGRITY PROVISIONS - DECLARATION OF CONVICTED OFFENCES..... 14

5.1.2 ADDITIONAL CERTIFICATIONS REQUIRED WITH THE BID 14

5.1.2.2 ABORIGINAL DESIGNATION 14

5.2 CERTIFICATIONS PRECEDENT TO CONTRACT AWARD AND ADDITIONAL INFORMATION..... 14

5.2.1 INTEGRITY PROVISIONS – REQUIRED DOCUMENTATION..... 15

5.2.2 ADDITIONAL CERTIFICATIONS PRECEDENT TO CONTRACT AWARD 15

5.2.3 FORMER PUBLIC SERVANT 15

PART 6 – SECURITY, FINANCIAL AND OTHER REQUIREMENTS 17

6.1 SECURITY REQUIREMENTS 17

PART 7 - RESULTING CONTRACT CLAUSES..... 18

7.1 STATEMENT OF WORK..... 18

7.1.1 OPTIONAL SERVICES..... 18

7.2 STANDARD CLAUSES AND CONDITIONS 18

7.3 SECURITY REQUIREMENTS 18

7.4 TERM OF CONTRACT 19

7.5 AUTHORITIES..... 19



7.6	PROACTIVE DISCLOSURE OF CONTRACTS WITH FORMER PUBLIC SERVANTS	20
7.7	PAYMENT	20
7.9	INVOICING INSTRUCTIONS	21
7.10	CERTIFICATIONS AND ADDITIONAL INFORMATION.....	21
7.11	APPLICABLE LAWS	21
7.12	PRIORITY OF DOCUMENTS	21
7.13	FOREIGN NATIONALS (CANADIAN CONTRACTOR <i>OR</i> FOREIGN CONTRACTOR).....	21
7.14	INSURANCE - NO SPECIFIC REQUIREMENT	22
7.15	DISPUTE RESOLUTION.....	22
	ANNEX “A” - STATEMENT OF WORK.....	23
	ANNEX “B” - BASIS OF PAYMENT	37
	ANNEX “C” - SECURITY REQUIREMENTS CHECK LIST.....	38
	APPENDIX “1” - EVALUATION CRITERIA	42
1.	TECHNICAL CRITERIA	42
1.1	MANDATORY EVALUATION CRITERIA.....	42
1.2	EVALUATION OF RATED CRITERIA	42
	APPENDIX “2” - FINANCIAL PROPOSAL FORM	45
1.	FIRM PRICE	45



The Articles contained in this document are mandatory in their entirety, unless otherwise indicated. Acceptance of these Articles, in their entirety, as they appear in this document, is a Mandatory requirement of this RFP.

Suppliers submitting a proposal containing statements implying that their proposal is conditional on modification of these clauses or containing terms and conditions that purport to supersede these clauses or derogate from them will be considered non-responsive.

Bidders with concerns regarding the provisions of the Bid Solicitation document (including the Resulting Contract Clauses) should raise such concerns in accordance with the Enquiries provision of this RFP.

By signing its bid, the bidder confirms that they have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and certifies that:

1. The Bidder 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 Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.



PART 1 - GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, 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.

The Annexes include:

- Annex A – Statement of Work
- Annex B – Basis of Payment
- Annex C – Security Requirements Checklist

The Appendices include:

- Appendix 1 – Evaluation Criteria
- Appendix 2 – Financial Proposal Form

1.2 Summary

- 1.2.1 By means of the RFP, Natural Resources Canada (NRCan) is seeking proposals from bidders to:
implement and maintain an online candidate management service and provide exam proctoring services.
- 1.2.2 There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.
- 1.2.3 This bid solicitation allows bidders to use the CPC Connect service provided by Canada Post Corporation to transmit their bid electronically. Bidders must refer to Part 2 entitled Bidder Instructions, and Part 3 entitled Bid Preparation Instructions, of the bid solicitation, for further information.
- 1.2.4 The requirement is subject to the provisions of the Canadian Free Trade Agreement (CFTA), Canada-Korea Free Trade Agreement (CKFTA), Canada-Chile, Canada-Colombia, Canada-Honduras, and Canada-Panama.

1.3 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing will be done in writing or by email.



PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

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

The [2003](#) (2023-06-08), Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

- **In the complete text content (except Section 1 and 3)**
Delete: Public Works and Government Services Canada” and “PWGSC”
Insert: “Natural Resources Canada.” and “NRCan”
- **At 02 Procurement Business Number:**
Delete: “Suppliers are required to”
Insert: “It is suggested that suppliers”
- **At 08 Transmission by facsimile or by Canada Post Corporation's (CPC) Connect service, article 1:**
Delete: in its entirety
- **At 08 Transmission by facsimile or by Canada Post Corporation's (CPC) Connect service, article 2a:**
Delete: : The only acceptable email address to use with CPC Connect for responses to bid solicitations issued by PWGSC headquarters is: [tps-gc.pareceptiondessaoumissions-apbidReceiving.pwgsc@tps-gc-pwgsc.gc.ca](mailto:tpsgc.pareceptiondessaoumissions-apbidReceiving.pwgsc@tps-gc-pwgsc.gc.ca). or, if applicable, the email address identified in the bid solicitation.
Insert: The only acceptable email address to use with CPC Connect for responses to bid solicitation issued by NRCan is: procurement-approvisionnement@NRCan-RNCan.gc.ca
- **At 08, Transmission by facsimile or by Canada Post Corporation's (CPC) Connect service, article 2b:**
Delete: “six business days”
Insert: “five business days”
- **At 20, Further information, article 2b:**
Delete: in its entirety

Subsection 5.4 of [2003](#) (2023-06-08), Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days

Insert: 180 days

2.2 Submission of Bids

Bidders must submit all proposals using the Canada Post Canada (CPC) Connect service. Given the current constraints on NRCan’s networks, the electronic mail system has a limit of 1GB per single message received and a limit of 20GB per conversation.

Bids must be submitted no later than the date and time indicated on page 1 of the bid solicitation.

Only bids submitted using CPC Connect service will be accepted.



At least five (5) business days before the bid solicitation closing date, it is necessary for the Bidder to send an email requesting to open CPC Connect conversation to the following address:

procurement-provisionnement@NRCan-RNCan.gc.ca

Note 1: Bids will not be accepted if e-mailed directly to this address. This e-mail address is to be used to open CPC Connect conversation, as detailed in the Standard Instructions [2003 \(article 08, paragraph 2\)](#), or to send bids through CPC Connect message if the bidder is using its own licensing agreement for CPC Connect.

Note 2: Send as early as possible in order to ensure a response, Requests to open a CPC Connect conversation received after that time may not be answered.

IMPORTANT: It is requested that you write the bid solicitation number in "Subject" of the email:

[NRCan-5000076974- NDT Online Certification Examination Service](#)

NRCan will not assume responsibility for proposals directed to any other location.

The onus is on the Bidder to ensure that the bid is submitted correctly using CPC Connect service. Not complying with the instructions may result in NRCan's inability to ascertain reception date and/or to consider the bid prior to contract award. Therefore, NRCan reserves the right to reject any proposal not complying with these instructions.

Due to the nature of the bid solicitation, bids transmitted by email, mail or facsimile to NRCan will not be accepted.

2.3 Former Public Servant

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

Definitions

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

- 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](#)



Act, R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the Canadian Forces Superannuation Act, R.S., 1985, c. C-17, the Defence Services Pension Continuation Act, 1970, c. D-3, the Royal Canadian Mounted Police Pension Continuation Act, 1970, c. R-10, and the Royal Canadian Mounted Police Superannuation Act, R.S., 1985, c. R-11, the Members of Parliament Retiring Allowances Act, R.S. 1985, c. M-5, and that portion of pension payable to the Canada Pension Plan Act, R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

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

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

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

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with Contracting Policy Notice: 2019-01 and the Guidelines on the Proactive Disclosure of Contracts.

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

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

2.4 Enquiries - Bid Solicitation

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

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

2.5 Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____ (*insert the name of the province or territory*).

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.



2.6 Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least ten (10) calendar days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

2.7 Basis for Canada's Ownership of Intellectual Property

Natural Resources Canada has determined that any intellectual property rights arising from the performance of the Work under the resulting contract will belong to Canada, on the following reasons: as set out in the *Policy on Title to Intellectual Property Arising Under Crown Procurement Contracts*.

1. Where the main purpose of the Crown Procurement Contract, or the deliverables contracted for, is:
 - o 4.1 To generate knowledge and information for public dissemination.

2.8 Bid Challenge and Recourse Mechanisms

- (a) Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.
- (b) Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's [Buy and Sell](#) website, under the heading "[Bid Challenge and Recourse Mechanisms](#)" contains information on potential complaint bodies such as:
 - Office of the Procurement Ombudsman (OPO)
 - Canadian International Trade Tribunal (CITT)
- (c) Suppliers should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

The Bidder must submit its bid electronically and in accordance with section 08 of 2003 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 Bidders provide their bid in separately bound sections as follows:

- Section I: Technical Bid (1 PDF File, electronic copy)
- Section II: Financial Bid (1 PDF File, electronic copy) in a separate file and document
- Section III: Certifications (1 PDF File, electronic copy) in a separate file and document

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

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

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) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, bidders 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.)
- 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.)

3.2 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 and describe their approach 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.

3.3 Section II: Financial Bid

Bidders must submit their financial bid in accordance with Appendix 2 - Financial Proposal Form. The total amount of Applicable Taxes must be shown separately.

3.3.1 Exchange Rate Fluctuation

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

3.4 Section III: Certifications

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



3.5 Section IV: Additional Information

In Section IV of their bid, bidders must provide:

1. their legal name;
2. their Procurement Business Number (PBN);
3. the name of the contact person (provide also 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 their bid, and any contract that may result from their bid;
4. for Part 6, article 6.1, Security Requirement, of the bid solicitation:
5. for each individual who will require access to classified or protected information, assets or sensitive work sites:
 - a. the name of the individual;
 - b. the date of birth of the individual; and
 - c. if available, information confirming the individual meets the security requirement as indicated in Part 7 - Resulting Contract Clauses; and
6. for each proposed location of work performance or document safeguarding, the address containing the information below.

Address:
Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code
Country



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 criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.1 Technical Evaluation

Mandatory and point rated technical evaluation criteria are included in Appendix “1” – Evaluation Criteria.

4.2 Basis of Selection

4.2.1 Highest Combined Rating of Technical Merit (60%) and Price (40%)

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation; and
 - b. meet all mandatory criteria; and
 - c. obtain the required minimum number of points specified in Appendix “1” – Evaluation Criteria for the point rated technical criteria.
2. Bids not meeting (a), (b) or (c) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60% for the technical merit and 40% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 60%.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40%.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45). You will see that Bidder 1 has the highest combined rating of 84.18 and, therefore, is awarded the contract.

Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)				
		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
	Pricing Score	$45/55 \times 40 = 32.73$	$45/50 \times 40 = 36$	$45/45 \times 40 = 40$



Combined Rating	83.84	75.56	80.89
Overall Rating	1st	3rd	2nd



PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Required with the Bid

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the Integrity declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

5.1.2 Additional Certifications Required with the Bid

5.1.2.2 Aboriginal Designation

Who is eligible?

- a. An Aboriginal business, which can be:
 - i. a band as defined by the Indian Act
 - ii. a sole proprietorship
 - iii. a limited company
 - iv. a co-operative
 - v. a partnership
 - vi. a not-for-profit organization

in which Aboriginal persons have at least 51 percent ownership and control,

OR

- b. A joint venture consisting of two or more Aboriginal businesses or an Aboriginal business and a non-Aboriginal business(es), provided that the Aboriginal business(es) has at least 51 percent ownership and control of the joint venture.

When an Aboriginal business has six or more full-time employees at the date of submitting the bid, at least thirty-three percent of them must be Aboriginal persons, and this ratio must be maintained throughout the duration of the contract.

The supplier must certify in its submitted bid that it is an Aboriginal business or a joint venture constituted as described above.

Our Company is NOT an Aboriginal Firm

Our Company is an Aboriginal Firm, as identified above.

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](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

- Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Bidder or, in the case of a private company, the owners of the company.
- Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the name of the owner(s).
- Bidders bidding as partnerships do not need to provide lists of names.

Name of Bidder: _____

OR

Name of each member of the joint venture:

- Member 1: _____
- Member 2: _____
- Member 3: _____
- Member 4: _____

Identification of the administrators/owners/Board of Directors:

SURNAME	NAME	TITLE

5.2.2 Additional Certifications Precedent to Contract Award

5.2.3 Former Public servant

Former Public Servants See the Article in Part 2 of the bid solicitation entitled Former Public Servant for a definition of "Former Public Servant".	Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant"
	Is the Bidder a FPS who received a lump sum payment under the terms of the Work Force Adjustment Directive?



	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant"
--	---

SIGNATURE for CERTIFICATION

The Contractor certifies having read and understood the information included in the present document and acknowledges receipt.

Name Date

Signature of Authorized Representative



PART 6 – SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirements

1. Before award of a contract, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
 - (d) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (e) the Bidder must provide the addresses of proposed site(s) or premises of work performance and document safeguarding as indicated in Part 3 - Section IV Additional Information.
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the [Contract Security Program](#) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.



PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex A and the Contractor's technical bid entitled _____, dated _____. (*to be completed at contract award*)

7.1.1 Optional Services

The Contractor grants to Canada the irrevocable option to acquire the goods, services or both described at Annex-A Statement of Work of the Contract under the same conditions and at the prices and/or rates stated in the Contract. The option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment.

The Contracting Authority may exercise the option at any time before the expiry of the Contract by sending a written notice to the Contractor.

7.2 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

7.2.1 General Conditions

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

- As applicable, replace references to Public Works and Government Services Canada (PWGSC) with Natural Resources Canada (NRCan).

7.2.2 Supplemental General Conditions

[4007](#) (2022-12-01), Canada to Own Intellectual Property Rights in Foreground Information.

7.3 Security Requirements

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

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE No. 178702

1. The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), and obtain approved Document Safeguarding Capability at the level of PROTECTED B, issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).
2. The Contractor personnel requiring access to PROTECTED information, assets, or sensitive site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CSP, PWGSC.
3. The Contractor MUST NOT utilize its facilities to process, produce, or store PROTECTED information or assets until the CSP, PWGSC has issued written approval.
4. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce, or store PROTECTED information until the CSP, PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of PROTECTED B.



5. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, PWGSC.
6. The Contractor must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
 - (b) *Contract Security Manual* (Latest Edition).

7.3.2 Contractor's Sites or Premises Requiring Safeguarding Measures

- 7.3.2.1** Where safeguarding measures are required in the performance of the Work, the Contractor must diligently maintain up to date the information related to the Contractor's and proposed individuals' sites or premises for the following addresses:

Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code
Country

- 7.3.2.2** The Company Security Officer must ensure through the [Contract Security Program](#) that the Contractor and individuals hold a valid security clearance at the required level.

7.4 Term of Contract

7.4.1 Period of the Contract

The period of the Contract is from date of Contract to May 31, 2026, inclusive.

7.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to five (5) additional one (1) year periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least five (5) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

7.4.3 Comprehensive Land Claims Agreements (CLCAs)

The Contract is not subject to any Comprehensive Land Claims Agreements.

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: **Roya Ayam**
Title: Senior Procurement Specialist
Organization: Natural Resources Canada (NRCan)
Address: 580 Booth Street, Ottawa, ON K1A 0E4
E-mail address: Roya.Ayam@NRCan-RNCan.gc.ca

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



7.5.2 Project Authority

The Project Authority for the Contract is: *(to be provided at contract award)*

Name: _____
 Title: _____
 Organization: _____
 Address: _____
 Telephone: ____ - ____ - _____
 E-mail address: _____

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

7.5.3 Contractor's Representative *(to be provided at contract award)*

Name: _____
 Title: _____
 Organization: _____
 Address: _____
 Telephone: _____
 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 Payment

7.7.1 Basis of Payment- Firm Price, Firm Unit Price(s) or Firm Lot Price(s)

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 Annex A for a cost of \$ _____ *(To be provided at contract award)*. 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.

7.8 Multiple Payments

Canada will pay the Contractor upon completion and delivery of units 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;
the Work delivered has been accepted by Canada



7.9 Invoicing Instructions

Invoices shall be submitted using **the following method**:

E-mail:

Invoicing-Facturation@nrcan-rncan.gc.ca

Note: Attach "PDF" file. No other formats will be accepted.

Please do not submit invoices using more than one method as this will not expedite payment.

Invoices and all documents relating to a contract must be submitted on the Contractor's own form and shall bear the Contract number: _____ (*to be provided at contract award*)

Invoicing Instructions to suppliers: <http://www.nrcan.gc.ca/procurement/3485>

7.10 Certifications and Additional Information

7.10.1 Compliance

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

7.11 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____ (*to be inserted at contract award*).

7.12 Priority of Documents

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

- a) the Articles of Agreement;
- b) [4007](#) (2022-12-01), Canada to Own Intellectual Property Rights in Foreground Information;
- c) the general conditions 2035 (2022-12-01), General Conditions – Higher Complexity - Services;
- d) Annex A, Statement of Work;
- e) Annex B, Basis of Payment;
- f) Annex C, Security Requirement Checklist; and
- g) the Contractor's bid dated _____, (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award:* ", as clarified on _____ " **or** ", as amended on _____ " *and insert date(s) of clarification(s) or amendment(s) including its Inuit Benefits Plan. (if applicable)*).

7.13 Foreign Nationals (Canadian Contractor OR Foreign Contractor)

SACC Manual clause [A2000C](#) (2006-06-16) Foreign Nationals (Canadian Contractor)

OR

SACC Manual clause [A2001C](#) (2006-06-16) Foreign Nationals (Foreign Contractor)



7.14 Insurance - No Specific Requirement

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.

7.15 Dispute Resolution

- (a) The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.
- (b) The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.
- (c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- (d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "[Dispute Resolution](#)".



ANNEX “A” - STATEMENT OF WORK

SW 1.0 TITLE:

NRCan Non-Destructive Testing Certification Body Online Examination System (NDTCB OES).

SW 2.0 BACKGROUND

Natural Resources Canada (NRCan) manages Canada's nation-wide program for the certification of individuals performing non-destructive testing (NDT). The NRCan National NDT Certification Body (NDTCB) provides:

- Certification of Non-Destructive Testing (NDT) Personnel in accordance with CAN/CGSB-48.9712 standard
- Portable x-ray tube-based fluorescence (XRF) analyzer operator certification according to the specifically adapted ISO 20807 standard
- Canadian Nuclear Safety Commission's (CNSC) Exposure Device Operator written examination (EDO)

Previously, written multiple-choice questions examinations for all NDTCB certifications are conducted at a small network of NRCan NDTCB's authorized exam centres (AEC). Candidates are required to write a paper-based exam, which is then graded by hand by an examiner at the NDTCB office in Hamilton, ON. It can take multiple weeks for a candidate to receive the exam's result notification.

In 2017, EDO written exams started to employ the computer-based administration and examination system with an expanded network of exam centres throughout Canada. It was deployed and is still currently administered through the same third-party contractor with the NDTCB. Unofficial exam results are shown as soon as the candidate completes the exam, then are confirmed by an Official Exam Results letter from NDTCB sent out by e-mail. Additionally, candidates have more exam centre options where to write the in- person proctored exams across Canada.

To date, all NDT methods (MT, PT, UT, ET, RT, VT, UTPA & Level 3 Basic) written multiple-choice questions examinations and the XRF written exams have been deployed in the computer-based administration and examination system under the same contractor as the EDO exams.

This modernization project deployment has been well-received by the NDT candidates and well-supported by our AEC's. It has significantly contributed to the faster turnaround times of the written exam results for the candidates and freeing-up some time for the examiners to be able to focus more on the practical part of the exams, which will continue to be delivered in a paper-based format. In addition, the number of applicants for the NDTCB exams has been consistently rising. Without a method to expedite the booking, grading, and processing of exams, wait times are likely to increase.

The NDTCB programs have greatly benefitted from the implementation of the effective computer-based testing across all NDTCB written examinations by providing faster exam result turnaround times and an efficient way of analyzing the candidates' performance and exam-related data.

NDTCB intends to continue delivering the computer-based exam administration and examination system, through a third-party contractor, for all written examination component of all its certification programs to provide better and improved services to the public.

SW 3.0 SCOPE

NRCan NDTCB requires the contractor to provide a computer-based online system for 1) Candidate management service (CMS); and 2) Exam proctoring services for all NRCan NDTCB written exams (EDO, NDT Methods and XRF) in order to continue and potentially improve the currently offered NDTCB written online examinations.

Additional non-sequential optional services that NRCan NDTCB may opt to deploy are listed as Phases 2 to 5 in Section SW 5.0.



SW 3.1 Online Candidate Management Service

The Contractor will be required to develop and manage an online Candidate Management Service (CMS) customized to meet NRCan's exam requirements. In general, the CMS must include the following three components:

1. **Registration interface** - A web site where the candidate is able to view and register for an exam on available dates and locations for various exam centres.
2. **Exam interface** - A webpage where the candidate is able to take the exam by logging in to the exam centre computer equipped with all interface security requirement as per section 3.1.4.
3. **Administrative interface** - This interface, complete with user and permissions controls, allows for NRCan NDTCB staff to:
 - a. Track and modify the exam questions, exam requests, booking information, etc;
 - b. Access and receive the exam results for each candidate;
 - c. Access and receive the proctors' and candidates' comments about the exam;

SW 3.1.1. Candidate Management Service – Exam Registration Interface:

The Contractor will be required to develop and implement a framework for exam registration and related services. This exam registration interface must:

1. Allow candidates to view the dates, times, fees for various exams in various cities, and to register for them;
2. Restrict exam booking registration to only candidates approved by NRCan NDTCB;
3. Advise all exam centres (and candidates for online proctored exams) to use the most recent versions of their preferred web browser from their exam computers, which will give them the maximum possible protection and compatibility with the Contractor's web servers;
4. Indicate exam preparation requirements and exam day reporting instructions;
5. Provide timely confirmation of booked exam registration to the candidate by email;
6. Be capable of automatically informing the relevant exam centre each time a candidate has registered for an exam by email with information such as candidate name, selected exam method and candidate contact information (phone number and/or email address);
7. Require the candidates to use their unique NRCan NDTCB registration number as username and designate password to create their online exam account, which is the same username and password to be used to access the exam at one of the exam centres.
8. Be capable of allowing candidates to cancel or reschedule exam appointments without forfeiting the fee if the cancellation notice is received within a specified timeframe. The number of days to be confirmed in consultation with NRCan and the contractor;
9. Instruct a candidate who fails an exam about the cool-down period between exam retakes. Therefore, the exam system must be capable of preventing candidates from registering to retake the exam within the assigned waiting period (default is 30 days; this period can change during this contract). If the exam candidate attempts to do so, the system must inform the candidate of the number of days remaining until the exam can be attempted again;
10. Keep track of the number of exams attempts by all candidates and ensure different exam versions (exam forms) are given on subsequent attempts;
11. Be available for candidates to register 7 days/week and 24 hours/day. Should an outage of the system occur, the Contractor must be able to get the system back online within 5 calendar days, or be in breach of the contract;
12. Provide candidates and exam centres technical support via telephone and/or email in both English and French languages during account registration and exam booking process.
13. Ensure to keep an up-to-date information of the exam centres including exam schedules, hours of operation, location and contact information listed in the candidate website;

SW 3.1.2. Candidate Management Service – Exam Interface:

'Exam' or 'examination' refers to a unique set of questions for a given subject matter area, regardless of the order those questions are arranged. A 'version' is a subset of an exam that specifies a specific order those unique questions are arranged. A 'module' refers to a section within a version that pertains to a given subject matter area.



The exam interface must:

1. Meet all security requirements as outlined in Section 3.1.4 of this contract;
2. Require that each candidate provides consent for their name, contact information, exam results, and score to be stored in the contractor's database and transferred to NRCan NDTCB;
3. Be capable of containing multiple different NRCan NDTCB exams simultaneously. These exams have various time limits for completion, ranging from 30 minutes to 4 hours.
4. Be capable of storing a large bank of questions for each exam (both English & French versions), including essay type exam forms, with any number of versions.
5. Include an introductory tutorial with sample questions so that the candidates can practice answering questions, reviewing answers and become familiar with the online exam user interface.
6. Display the number of questions and the amount of time remaining to complete the exam on the candidate's screen as the candidates write the exam;
7. Contain the necessary tools and/or security systems to protect the confidentiality of the exams and the integrity of the examination process;
8. Be capable of supporting questions that include various media formats such as graphic images, diagrams, illustrations, graphs, tables, photos, audio and video;
9. Be compliant with [Canada Treasury board requirements for website publishing](#).
10. Be capable of addressing the needs of candidates with disabilities (with special vision and/or medical needs) who require special accommodations to take the exam, such as large-print examinations or extended time to complete the exam. It is expected that the proctoring organization or exam centres/proctors will make the necessary accommodations and/or activate the necessary features of the exam system before these exam candidates take the exam, when provided with authorization by NRCan NDTCB. For more information about Testing accommodations, please refer to the [NRCan NDTCB Policy Manual](#);
11. Be capable of grading each module separately, in addition to providing a final score for the exam.
12. Be capable to provide the exam results to the candidate on screen immediately after completion of the exam. The exam system must also be capable of sending the results at a later time by email to the candidate and relevant stakeholders (to be determined by NRCan NDTCB), as an option if NRCan NDTCB opted to switch mode for exam results delivery.
13. Be capable of supporting concurrent users from various locations across Canada and must be capable of increasing its capacity due to an increase in demand.
14. Inform NRCan of technical issues with the online exam system and recommend improvements or changes to the exam system or proctoring processes and guidelines, as necessary;
15. Include detailed instructions on the use and troubleshooting of the system by various users (NRCan NDTCB administrators, exam proctoring organization, exam centres, exam proctors, and candidates).

SW 3.1.3. Candidate Management Service – Administrative Interface

The administrative interface must include the capability to:

1. Provide varying levels of access privileges to specific components of the exam system through a secure, password-protected connection to various stakeholders within and outside of NRCan NDTCB, as required and identified by NRCan NDTCB (e.g. IT, administrator, exam centre proctor);
2. View the list of exam stakeholders and their access privileges, and modify them as required;
3. Create new exams (e.g. adding/replacing questions and answers as supplied by NRCan NDTCB, and identifying correct answers and passing grades);
4. Delete existing exams and/or exam questions;
5. Edit existing exams (e.g. modifying exam questions and answers as supplied by NRCan NDTCB, deleting exam questions, adding exam questions, modifying passing grades);
6. Produce various statistical reports on the usage patterns of the system and the exam results;
7. Credit or reimburse the candidates for the exam registration and proctoring fees incurred, should any technical issues prevent exam candidates from taking the exams at the scheduled times;
8. Be able to import exam questions from Excel files provided by NRCan NDTCB. Note that all NDTCB's written multiple-choice questions exams are fully developed and do not require exam design and development.
9. Transfer core exam information in a timely manner (frequency to be determined) directly to an



NRCan NDTCB database via an XML formatted data file. The core information will likely include, but is not limited to, the following data:

- a. The name of the candidate who wrote the exam
 - b. The mailing address, telephone number and email address of the candidate
 - c. The candidate's NRCan registration number
 - d. The exam date and time (including start and end times)
 - e. The exam category/type
 - f. The score for each module within the exam for Level3 Basic exam
 - g. The overall exam score
 - h. The number of exam attempts
 - i. The name of the service organization that the exam candidate works for, if applicable
10. Allow NRCan to search and retrieve data and produce various customized reports on exam trends and patterns. This could include, but is not limited to the following:
- a. All of the candidate's details, such as name, name of service organization, identification of exam centre and proctor, exam category/type, exam scores for each module, overall score, pass or fail status, exam start and end times, time spent, number and percentage of questions answered, number and percentage of correct answers.
 - b. A list of candidates who completed exams that can be customized by service organization, by exam centre and proctor, by exam category/type. The list must include information on exam scores, pass/fail status, time spent and submission date.
 - c. A report with information by service organization and/or by exam centre and proctor, identifying the number of candidates who completed the exams (by exam category/type) and the number of exam candidates who registered for an exam (by exam category/type) but have not yet completed the exam.
 - d. A report with information by service organization and/or by exam centre or proctor, identifying the candidates' average exam grades (by exam category/type) and the number of candidates who completed the exams.
 - e. A report that identifies (by exam category/type), the exam questions chosen by candidates by percentage, which also identifies the correct answer for each question.
 - f. A list of candidates who have failed an exam (by exam category/type) and who are in the waiting queue, indicating their status, such as the number of days left before they can retake the exam.
 - g. An item analysis on each exam to provide NRCan with statistics on the effectiveness of the exam questions. For example, the exam system must be able to calculate the percentage of candidates who selected the correct response for each question (question difficulty) and correlate a candidate's response to each question with their total score on the test (question discrimination).

Optional Phase (4) – Communication between Contractor's Database with a NRCan Database (CRM) details and candidate e-portal

11. Allow NRCan NDTCB to create and run custom report queries (or provide another similar scripting resource for extracting and analyzing the data in the exam system database. This includes providing NRCan NDTCB with the information required for a person with technical knowledge to use the service.
- a. In the case of SQL scripting, the required information would include a database table map with table names, lists of primary keys, lists of data stored within the tables, and lists of relationships between the tables. A database user that NRCan NDTCB has the username and password for would need to have read privileges on these tables.
 - b. In the case of another scripting solution, the details of the application-programming interface (API) would be required.
12. Have scripting solution for adding exam information to the database in bulk. This could take any common form such as, but not limited to:
- a. Defining an API and providing an execution environment for groups of statements adhering to that API.
 - b. Defining an XML Schema for XML files to adhere to, with the understanding that XML files matching this schema can be uploaded to the system and the data in the file would be added to the database.



13. Integrate the proposed SaaS service with NRCan's e-Portal solution using one of SAMLv2, Liberty ID-FF, or WS-Federation for trust federation.
14. The contractor must have professional services resources with previous Identity and Access Management federation experience to the contractor's certification SaaS service in order to complete the e-Portal integration work

SW 3.1.4. Security Requirements

1. For all the Candidate Management Service interfaces, the contractor must use Transport Layer Security (TLS) / Secure Socket Layer (SSL) that provides cryptographic protocols which ensures privacy between communicating applications and its users over the Internet. TLS/SSL must be used to create a secure environment for web browsing, emailing, or other client-server applications. For example, TLS must be used to create a secure connection between the online exam system / web servers and the exam centre's web browser.
2. The candidate's financial information, online financial transactions or other personal information must be encrypted in such a way that only the candidate and the Contractor can access and use it. All of the candidate information must be protected by TLS/SSL, with an encryption key length of 168 bits, which is the highest level commercially available. TLS/SSL encryption requires the use of a digital certificate, which contains identity information about the certificate owner as well as a public key, used for encrypting communications. These certificates are installed on a server – typically a web server if the intention is to create a secure web environment, although they can also be installed on mail or other servers for encrypting other client-server communications. The secured web server must be identified by a padlock symbol at the bottom of the browser window or in the address bar, as well as by a URL that begins with "https" rather than "http."
3. Where retention is concerned, candidates' personal and financial information, exams and exam scores must be stored on the Contractor's servers and be guarded, both physically and electronically.
4. For extra protection, the firewall-protected servers must not be directly connected to the Internet. TLS/SSL must also be used with the Contractor's database and directory servers to encrypt server queries (i.e. if NRCan or a candidate wants to check a previous exam score).
5. For all exam interfaces, the contractor must use a secured web browser at all times where the candidate is not allowed to open any other applications and websites with internet connectivity, which enables the candidates to cheat on the exam (e.g. lockdown browser), other than the relevant exam webpage.

SW 3.2. Exam Proctoring and Related Services:

SW 3.2.1 Exam Proctoring Services

The Contractor will be required to provide the following exam proctoring and related services to candidates on an ongoing basis, as required. The proctoring services must include but are not limited to:

1. Setting up proctor accounts for NRCan NDTCB's current network of authorized examination centres (AEC's) and additional OES AEC's to utilize the online exam system for NDTCB-specific certification examinations;
2. Developing and managing own network of exam centres and exam proctors across Canada that can provide exam delivery services as required in this Statement of Work;
3. Coordinating and managing the distribution of payments for proctoring services to participating exam centres;
4. Initiating, preparing and managing any necessary contracts or agreements with the exam centres and proctors, or other necessary contractors or suppliers;
5. Developing processes and guidelines for exam proctoring and related services across Canada;
6. Managing all communications to and from all exam centres and proctors across Canada concerning exam proctoring and related services, processes and guidelines;
7. Providing information and/or training to exam proctors and staff of exam centres on the roles and responsibilities associated with exam proctoring and on the use of the online exam system and its



- troubleshooting;
8. Providing a complete list of exam centres and proctors to NRCAN NDTCB with the contact information and the language(s) in which the services are available;
 9. Ensuring that each proctor is a disinterested third party, with each one captured in a documented and signed (by the proctor) attestation; responding to enquiries from candidates by email or telephone regarding exam centres, scheduling, proctors or other relevant topics;
 10. Ensuring a minimum of one proctor for each room and a maximum of 30 candidates in a room. Additional proctors are required if more than 30 candidates are registered for an exam, or if more than one room is used for the exam session;
 11. Provide training to proctors at each site to verify and confirm exam candidate's identification (e.g. photo ID, personal identifier number), how to enter the testing system, launch candidate exams, maintain security of the exam content, etc;
 12. Ensuring that only NRCAN NDTCB-approved materials are brought into the exam centre for use during exam (e.g. no cell phones or any equipment with internet connectivity);
 13. Ensuring that candidates have the use of an acceptable computer and relevant software or other resources (e.g. scientific calculator) during the exam (refer to section 3.2.2 of this document);
 14. Ensuring that candidates do not have access to other Internet resources and any resources to aid them during the exam process;
 15. Assisting candidates to log into exam system; supervising candidates during exam and providing general support; troubleshooting exam system, as necessary;
 16. Provide immediate technical support via e-mail and/or telephone to candidates and proctors during the days and times that exam centres are open, and exams are being administered. Technical issues related to the online exam system must be resolved in a timely manner. In addition, the Contractor must provide technical support to NRCAN NDTCB during regular business hours (Monday to Friday, between 8:00 am to 5:00 pm EST).
 17. Promptly inform NRCAN NDTCB of technical issues encountered by candidates and proctors during exam proctoring.
 18. Providing general information to candidates on next steps after completion of exam;
 19. Monitoring the performance of exam centres and proctors on an ongoing basis and making necessary adjustments to improve performance to meet NRCAN NDTCB requirements for online exam system authorized exam centres (OES AEC).
 20. If the Contractor has a current network of exam centres, this list must be submitted to NRCAN NDTCB for review and approval. NRCAN NDTCB reserves the right to exclude centers from the list of approved exam centers.
 21. Printing of document for exam candidates, as required based on needs identified through the special accommodation process, and as instructed solely by NRCAN NDTCB.
 22. The bidder must demonstrate that the servers, for which the collected and produced data will be stored, must reside within Canada.

Optional Phase 3 – Candidate Management Service and Remote (At-Home) Proctoring

23. Ensuring that online proctors monitor no more than six (6) exams at one time (online only).
24. Greeting candidates online, verifying and confirming exam candidates' identification by reviewing their government issued photo identification and their copy of the exam scheduling confirmation e-mail.
25. Securing the testing environment at home - ensuring that only NRCAN-approved material is brought into the exam room for use during the exam.
26. Noting, investigating and stopping suspicious and cheating behaviour and promptly reporting occurrence to NRCAN NDTCB.

SW 3.2.2 Exam Centre Requirements

The Contractor will be required to ensure that all exam centres meet the following requirements:

1. Secured browser functionality (lock down browser) that limits candidate access on the computer's software and internet applications;
2. In-person proctoring;
3. Easily accessible to the public;
4. Accessible to people with disabilities in compliance with local laws and regulations;
5. Closed, secure, private, clean and uncluttered room(s) that provide a quiet environment without disruptions for candidates and proctors during exam writing;



6. Ergonomic chairs, tables and/or desks for candidates and proctors;
7. Storage area for candidate personal belongings (preferably lockers);
8. Privacy panels or other means to enhance exam integrity;
9. Washroom facilities and drinking water in close proximity to the testing room;
10. Telephone (for use by the exam centre proctors or other staff);
11. Video surveillance;
12. Computers, hardware and software for candidates that meet the following requirements:

1. Computer System - Hardware & Software	
	Operating System: <ul style="list-style-type: none"> • PC: Windows 10® (32/64 Bit) or higher • Mac: Mac OS® X 10.7 or higher
	Hardware: <ul style="list-style-type: none"> • Well maintained desktop or laptop computers. • At least 4 GB of RAM per computer • Keyboard • Mouse • Large colour display with at least 1280 x 1024 resolution
	Software: <ul style="list-style-type: none"> • Current version of a web browser that supports the online exam system (i.e. Chrome, Safari, Mozilla, Internet Explorer) • Any additional multimedia or software platform required to support and administer the online exam system (i.e. Adobe Flash Player) Secured browser functionality that limits candidate access on the computers applications and is capable of addressing the needs of candidates with disabilities as addressed in section 3.1.2;
2. Internet:	
	Each computer must have access to reliable Internet such that exams can be loaded without delay to the candidate (i.e. Supports 25Mbps download speed). This is required to access the online exam system and expedite the exam process for exam candidates. However, exam candidates must not be allowed to access other Internet resources to aid them during the exam process, unless authorized by NRCan NDTCB.

SW 3.3 Quality Assurance (QA)

The Contractor must be able to demonstrate that a thorough and efficient Quality Assurance plan has been implemented and report on the results of testing to NRCan NDTCB. The Contractor must:

1. Propose a Quality Assurance plan for NRCan’s approval as detailed in 3.3.1.
2. A final product must be submitted to NRCan NDTCB for NRCan internal QA process.

The Contractor must ensure NRCan NDTCB has access to any administrative controls (test accounts, exam attempts, etc.) necessary to perform this internal QA, as requested by NRCan NDTCB. If the product fails NRCan NDTCB’s QA, a resolution plan and implementation report must be created. -

SW 3.3.1 Develop a Quality Assurance Plan:

The Quality Assurance plan, must include, but is not limited to:

1. State Contractor’s intended use of quality standards, methodologies, procedures and tools for performing the quality assurance activities
2. List Contractor’s proposed resources, schedule and responsibilities for conducting the QA activities;
3. State Contractor’s selected activities and tasks for supporting processes, such as verification, validation, joint review, audit and problem resolution
4. Ensure the whole system adheres to the *current* and applicable Government of Canada and NRCan Policies, Directives and Standards related to IT Applications, Systems and Software, such as GOC Official Languages Act, GOC Web Standards (Standard on Web Usability, Standard on Web Accessibility, the Standard on Web Interoperability and the Standard on Optimizing Websites and Applications for Mobile Devices. And GOC Security Requirements).



SW 3.3.2 Implementation of Quality Assurance Testing

Contractor must :

1. Test the system for conformity to NRCAN NDTCB's approved design documents, instructional standards, guidance and specifications, scripts and storyboards;
2. Test the system for interactivity, functionality and programming bugs;
3. Assure grammatical and spelling accuracy in English and French;
4. Assure all text visible to candidates and proctors is available in both English and French;
5. Ensure consistency throughout the CMS in presentation and Ensuring consistency with guidelines, conventions, taxonomies and / or best practice in the use of metadata; and
6. Perform testing of the system to ensure proper functionality as expected in the candidate environment.
7. Record the results of all QA interventions and making them available to the NRCAN Project Authority or delegate.

SW 3.4 General Administrative Tasks:

General administrative tasks to be performed by the Contractor must:

1. Become familiar with all aspects of the exam delivery framework for all NDTCB Examinations - EDO, NDT Methods and XRF, as described in Section 5.1. This will include reviewing all relevant NRCAN NDTCB documentation and discussing the framework and requirements with NRCAN NDTCB by teleconference, email and/or in person.
2. Ensure seamless transition with the current online exam system. The work plan and schedule for the implementation of the Candidate management service (CMS) and Exam proctoring services will be developed based on NRCAN's requirements, in consultation with NRCAN NDTCB and the current exam system supplier.
3. Be able to transfer existing data from the current contractor's database to the new database (in case of a contract transfer) in a seamless manner, without interrupting the online exam process or loss of data.
4. Work with NRCAN NDTCB on the implementation of the Candidate management service (CMS) and Exam proctoring services , such as the development of processes and guidelines for NRCAN NDTCB CMS, exam proctoring and related services, providing relevant content to be posted on the exam system for review (i.e. includes, but is not limited to text, buttons, page headers, error messages, loading screens, email correspondence, etc.), addressing any issues and participating in the launch of the online exam system and in-person exam proctoring services;
5. Work with NRCAN NDTCB to test the online exam system and exams, and address any issues that are relevant to CMS, exam proctoring and related services; and provide ongoing and timely support to NRCAN NDTCB, exam candidates and exam centres.
6. Timely remittance of all exam fees to exam centres for the use of their facilities and in-person proctoring services in a monthly or bi-weekly frequency.
7. Ensure that all systems and subsystems allow data to be extracted from the system in a format to support psychometric analysis either internally to the contractor or externally.
8. Keep up to date with providing additional reports, editorial changes, functionality improvements, and system compatibility covered under the yearly maintenance fee.

SW 3.5 Language of Work

Language of work must be both English and French for the following services:

1. Online Candidate Management Service (CMS), with a toggle button for the user to switch between them;
2. Exam interface
3. Technical support online and/or via telephone to exam centres and proctors
4. Detailed instructions on the use and troubleshooting of the system by various users (NRCAN NDTCB administrators, exam proctoring organization, exam centres, exam proctors, and exam candidates).
5. Exam proctoring



SW 3.6 IT Security and Information Management Requirements

1. The contractor must be compliant with the Personal Information Protection and Electronic Documents Act (PIPEDA) 10 fair information principles.
2. The contractor must be compliant to NRCAN IT Security Requirements for the Processing, Storage and Transmittal of Protected A & B Information, as stated in the Annex "C".
3. All information must be stored securely at the contractor's system for **6 years** after the last administrative use.
4. After the information retention policy is met, the information will be transferred to NRCAN NDTCB to be lifecycle managed in its own corporate repository. NRCAN NDTCB is solely responsible for the disposition of information collected by the contractor's system. The contractor must be able to export information to NRCAN NDTCB on an annual basis.
5. The contractor must develop and maintain internal policies and procedures that sets out the information security requirements (item#2), the Information Retention Policy (item#3) and the procedure for transferring information from the system to Natural Resources Canada (item#4).

SW 4.0 CONSTRAINTS AND OBLIGATIONS

SW 4.1 Contractor's Constraints

The Contractor:

1. Must not present him or herself as an agent of the Crown or an employee of Natural Resources Canada Non-Destructive Testing Certification Body (NRCAN NDTCB);
2. Must not disclose any personal or corporate information to other parties that the Contractor may have been privy to during the course of work performed, including any information related to the content of the NRCAN NDTCB exams;
3. Must ensure in its hiring and contracting processes, that there are no conflict-of-interest situations that could affect the integrity of the NRCAN NDTCB exams, the exam writing process or the exam system.
4. Must not provide any services to any third party in circumstances that might reasonably give rise to a conflict of interest between the Contractor's duties to that third party and the Contractor's duties under this contract. The Contractor must discuss any potential conflict of interest situations with NRCAN NDTCB prior to providing any services to other parties.

SW 4.2 NRCAN's Obligations

NRCAN will provide the contractor the following:

1. Documentation that outlines the exam delivery framework for NRCAN NDTCB's Phase 1, and all optional phases;
2. Any relevant information for the online exam system and any exam proctoring requirements that NRCAN NDTCB may have;
3. Relevant contact information for its stakeholders, as necessary;
4. Information on any updates or changes related to NRCAN NDTCB's exam delivery framework;
5. All of the exams in English and French to be posted on the online exam system, including multiple-choice answers identifying the correct answers, and any necessary graphic images, diagrams, illustrations, graphs, tables, photos, audio and video;
6. Text in English and French that is to be posted on the online exam system related to the NRCAN exams, such as NRCAN's exam writing/proctoring requirements. Any further translation that may come up over the course of the contract will be done by NRCAN NDTCB;
7. Information on the type of exam data and reports that it requires;
8. Monitor the Contractor's deliverables.

SW 5.0 DELIVERABLES AND MILESTONES

SW 5.1 Phase 1: Current NDTCB Examinations (EDO, NDT Methods and XRF) Certification Examination Candidate Management and Exam Proctoring Services

1. The Contractor must provide a Candidate Management Service (CMS) that meets all the requirements as described in section 3 of this Statement of Work. The online exam system must be ready to deliver the NRCAN NDTCB-approved final exams required as detailed below:



Listed below are the full set-up and delivery of all NDTCB Examinations - EDO, NDT Methods (MT, PT, ET, UT, RT EMC, RT A/S, UTPA, VT, RP, Basic) and XRF.

Deliverable	Description of the related services
Initial Set-up	<ul style="list-style-type: none"> Item bank folder structure set-up to host the bilingual multiple-choice questions – up to 16,000 questions both English & French versions Question metadata schema set- up Bulk content uploads of multiple- choice questions in English and French (provided in Excel template) on 47 Exam Titles, 141 exam Forms Manual item entry of constructed response (essay) questions on 12 exam forms Exam configuration and quality assurance testing Administrator training Project management Launch of the testing website Agreement of timeline and project scope with NRCan NDTCB
Annual License, Hosting and Client Support	<ul style="list-style-type: none"> Annual license fee Storage/hosting Ongoing administrative and technical support for candidates and proctors Ongoing support and assistance to the configuration of NRCan NDTCB admin site.
Online Training for NRCan NDTCB AEC's	<ul style="list-style-type: none"> Online exam system training session(s) and provide training reference documents to AEC proctors

Listed below are the milestones for Phase 1: Current NDTCB Examinations (EDO, NDT Methods and XRF) Certification Examination Candidate Management and exam Proctoring Services:

Project Stage	Deliverables	Timeline
Planning	<p>The contractor must submit Project Plan to NRCan NDTCB team for project completion, detailing:</p> <ul style="list-style-type: none"> Project scope and specifications Process outline (including QA plan) Project timeline 	After initial consultation with NRCan NDTCB
	<p>The contractor must submit all system content (i.e. page content, error messages, button text, email, branding etc.) to NRCan NDTCB for review and translation</p>	No more than 1 month after consultation
Execution	<p>The contractor must implement CMS</p> <ul style="list-style-type: none"> Provide NRCan with regular progress updates Execute Quality Assurance on exam banks and online exam system with NRCan NDTCB 	No more than 4 month after consultation
Training	<p>Contractor must provide Platform Training to:</p> <ul style="list-style-type: none"> NRCan NDTCB personnel NRCan NDTCB AECs 	Prior to project launch
Trial Period	<p>The contractor must demonstrate that the system works properly in a beta test prior to release, and finally be monitored for customer acceptance after project completion.</p>	Four months of trial period after project launch

2. The Contractor must deliver:

- A network of exam centres and exam proctors across Canada that can provide exam proctoring and related services as described in section 3 of this Statement of Work.
- The proctor account set-up for additional NRCan NDTCB's AECs offering NDT-specific online exams as per NRCan NDTCB's request.



Milestones:

Project Stage	Deliverables	Timeline
Planning	NRCan NDTCB provides the additional OES AECs' information to the contractor	Upon successful qualification of the OES AEC
Execution	The contractor must set up the proctor accounts	Within 1-2 weeks after receipt of request from NRCan NDTCB
Training	Contractor must provide Platform Training session and guideline documents to the new NRCan NTCB AECs	

- The contractor must set-up of additional exam centres beyond the current NRCan and Contractor network as needed.

Milestones:

Project Stage	Deliverables	Timeline
Planning	The contractor must submit proposed additional exam centre list to NRCan NDTCB team for review	Upon availability of new exam centre
Execution	The contractor must qualify new exam centres by doing facility screening and audits, set up proctor accounts.	Depending on project timeline
Training	The contractor must provide Platform Training session and guideline documents to the new exam centres	Prior to exam centre deployment

- Any costs that the Contractor incurs associated with the candidates' use of equipment and facilities to take exams, pre-exam assessment services, as well as the services of exam proctors or other staff during the exams, will not be borne by NRCan NDTCB. Should the Contractor choose to charge the candidate for those services, the Contractor must clearly post on the online system and in printed material that the fees being charged by the Contractor are not required by NRCan NDTCB. Additionally, NRCan NDTCB is not responsible or accountable for financial transactions requested by the Contractor.
- The Contractor must be solely responsible and accountable for administering any financial transactions, including credit card payments. In doing so, the Contractor must abide by all applicable privacy laws and the Payment Card Industry Data Security Standard (PCI DSS).
- As NRCan NDTCB is concerned with potential high costs for the candidates to take the exams, the contractor must indicate the maximum cost they would charge candidates for exams in the financial bid section of the RFP for the following exam durations: 30 minutes to 1hr, 1.5hrs to 2.5hrs and 3hrs to 4hrs. In addition, charges to candidates must not exceed the current cost of \$125 per exam title. For NRCan NDTCB authorized exam centers only, \$95 of the per exam fee must be remitted to the exam center by the contractor.
- The rate range indicated in the proposal will form part of the contract and cannot be exceeded during the contract period. If the contractor will be charging the candidates any fee, the system must allow the exam candidates to pay the required fees at the time of registration. The electronic system must accept major credit cards (i.e. VISA, MasterCard) and ensure that payments are secure and in Canadian funds.
- The Contractor is responsible for securely transferring any fees for exam proctoring services directly to the exam proctoring organizations, proctors or other parties as necessary, either through the online exam system or another mechanism.



SW 5.2 Optional Phase 2: Setup of Additional exams and New Functionalities of the Online Exam System

NRCan NDTCB may opt to add new written exam methods and/or programs into the online exam system. Additionally, new functionalities of the online exam system may be required to address specific needs from NDTCB admin staff and authorized exam centres (AECs). If requested by the NDTCB, additional Phase 2 work can be commissioned using the established amounts in an itemized or pro-rated manner.

Deliverable	Description of the related services
Initial Set-up of Additional exams	<ul style="list-style-type: none"> • Item bank folder structure set-up to host the bilingual multiple-choice questions – up to 16,000 questions both English & French versions • Question metadata schema set- up • Bulk content uploads of multiple- choice questions in English and French (provided in Excel template) on 47 Exam Titles, 141 exam Forms • Manual item entry of constructed response (essay) questions on 12 exam forms • Exam configuration and quality assurance testing • Administrator training • Project management • Launch of the testing website • Agreement of timeline and project scope with NRCan NDTCB
New Functionalities of the Online Exam System	<ul style="list-style-type: none"> • Set-up new online exam functionalities to be developed as needed for: <ul style="list-style-type: none"> • Exam registration and booking system • Exam interface • Proctor Portal account and its management • NDTCB admin account and its management <p>Note: Cost per required system functionality development will be agreed upon by the contractor and NRCan NDTCB based on the project complexity.</p>

SW 5.3 Optional Phase 3: Candidate Management Service and Remote (At-Home) Proctoring

NRCan NDTCB may decide to switch the current exam centre in-person proctored written online exam component of all its certification programs to remote proctoring (at-home delivery) as needed.

Deliverable	Description of the related services
Initial Set-up	<ul style="list-style-type: none"> • Item bank folder structure set-up to host the bilingual multiple-choice questions – up to 16,000 questions both English & French versions • Question metadata schema set- up • Bulk content uploads of multiple- choice questions in English and French (provided in Excel template) on 47 Exam Titles, 141 exam Forms • Manual item entry of constructed response (essay) questions on 12 exam forms • Exam configuration and quality assurance testing • Administrator training • Project management • Launch of the testing website • Agreement of timeline and project scope with NRCan NDTCB
Annual License, Hosting and Client Support	<ul style="list-style-type: none"> • Annual license fee • Storage/hosting • Ongoing administrative and technical support for candidates and proctors • Ongoing support and assistance to the configuration of NRCan NDTCB admin site.



Milestones:

Project Stage	Deliverables	Timeline
Planning	The contractor must submit Project Plan to NRCan NDTCB team for project completion, detailing: <ul style="list-style-type: none"> • Project scope and specifications • Process outline (including QA plan) • Project timeline 	After initial consultation with NRCan NDTCB
	The contractor must submit all system content (i.e. page content, error messages, button text, email, branding etc.) to NRCan NDTCB for review and translation	No more than a month after consult
Execution	The contractor must implement CMS and Remote (at-home) Proctoring <ul style="list-style-type: none"> • Provide NRCan with regular progress updates • Execute Quality Assurance on exam banks and online exam system with NRCan NDTCB 	No more than 4 month after consultation
Training	The contractor must provide Platform Training to: <ul style="list-style-type: none"> • NRCan NDTCB personnel 	Prior to project launch
Trial Period	The contractor must demonstrate that the system works properly in a beta test prior to release, and finally be monitored for NRCan NDTCB's acceptance after project completion	Four months of trial period after project launch

SW 5.4 Optional Phase 4: Communication/Integration between Contractor's Database with NRCan NDTCB's Internal Database and candidate e-portal

Project Stage	Deliverables	Timeline
Planning	Contractor must submit Project Plan to NRCan NDTCB team for project completion, detailing: <ul style="list-style-type: none"> • Project scope and specifications • Process outline (including QA plan) • Project timeline 	After initial consultation with NRCan
	NRCan NDTCB must submit technical requirements for implementation	No more than a month after consultation
Execution	The Contractor must: <ul style="list-style-type: none"> • Provide NRCan with progress updates about developing API access (or alternative) for read/write access to ONLY specified fields. • Provide NRCan with progress updates about the implementation of E- portal integration with the CMS. • Perform Quality Assurance 	Based on the agreed project timeline
Quality Assurance	Submit QA project plan to NRCan	
Training	Contractor must provide Platform Training to NRCan NDTCB personnel	
Trial Period	The contractor must demonstrate that the system works properly in a beta test prior to release, and finally be monitored for NRCan NDTCB's acceptance after project completion	

SW 5.5 Optional Phase 5: Psychometric Service

Psychometric services provided by the junior psychometrician, senior psychometrician & programmer as required by NRCan could include, but are not limited to, the following:



1. Leading minimum of two webinars during the exam blueprinting process (developing and ranking the competency profile);
2. Preparing blueprinting report;
3. Reviewing exam questions during the question refinement process
4. Leading two webinars during the standard setting process;
5. Assisting NRCan NDTCB in exam assembly;
6. Create and modify screens and reports; and
7. Compiling and analyzing statistical reports as requested by NRCan NDTCB, such as question analysis and aggregates across exam forms

Milestones:

Project Stage	Deliverables	Timeline
Planning	Contractor must submit proposal to NRCan NDTCB detailing Professional service details (hours of work, number of workers, interaction necessary with NRCan NDTCB, etc)	After initial consultation with NRCan
Execution	Contractor must complete deliverables as per agreement with NRCan.	Based on the agreed project timeline

SW 6.0 TIMELINES FOR DELIVERABLES

1. Phase 1: All NDTCB Written Examinations (EDO, NDT Methods) and XRF Certification Written Examination Candidate Management (CMS) and exam Proctoring Services must be fully functional on or before June 01, 2024.
2. Depending on the new contractor selected at the end of the Request for Proposal (RFP) process and how soon the competitive process is completed, NRCan NDTCB possibly needs a transition period to ensure continuity of service for the NRCan NDTCB online exam system. In case of contract transfer, an additional transition period (up to 6 months) amendment to the current contract may be coordinated by the NRCan NDTCB to provide time for the transfer of exam data and metadata to the new contractor’s database.



ANNEX "B" - BASIS OF PAYMENT

To be completed at contract award.



ANNEX "C" - SECURITY REQUIREMENTS CHECK LIST



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat 178702
Security Classification / Classification de sécurité UNCLASSIFIED

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine	Natural Resources Canada Canmet/MATERIALS	
2. Branch or Directorate / Direction générale ou Direction	Canmet/MATERIALS	
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 Computer-based system for candidate management and exam proctoring services for all NRCan NDTCB's written exams developed and maintained by a third party contractor.		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)	<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input 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"/>
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 NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité UNCLASSIFIED
--





Government
of Canada

Gouvernement
du Canada

Contract Number / Numéro du contrat

178702

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? No Yes
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? 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? No Yes
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? 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

- RELIABILITY STATUS / COTE DE FIABILITÉ
- TOP SECRET - SIGINT / TRÈS SECRET - SIGINT
- SITE ACCESS / ACCÈS AUX EMPLACEMENTS
- CONFIDENTIAL / CONFIDENTIEL
- NATO CONFIDENTIAL / NATO CONFIDENTIEL
- SECRET / SECRET
- NATO SECRET / NATO SECRET
- TOP SECRET / TRÈS SECRET
- COSMIC TOP SECRET / COSMIC TRÈS SECRET

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? No Yes
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? Non Oui

If Yes, will unscreened personnel be escorted?

Dans l'affirmative, le personnel en question sera-t-il escorté? No Yes

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? No Yes
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? Non Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets? No Yes
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? 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? No Yes
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? 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? No Yes
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? Non Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency? No Yes
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? Non Oui



Contract Number / Numéro du contrat 178702
Security Classification / Classification de sécurité UNCLASSIFIED

PART C - (continued) / PARTIE C - (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.
Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				CONSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTRAINTS	NATO CONFIDENTIAL	NATO SECRET	CONSEC TOP SECRET CONSEC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens Production		✓														
IT Media / Support TI		✓														
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



The Last Page of the SRCL to be completed at contract award.



APPENDIX “1” - EVALUATION CRITERIA

Bidders are advised to address these criteria in the following order and in sufficient depth in their proposals to enable a thorough assessment. NRCan’s assessment will be based solely on the information contained within the proposal. NRCan may confirm information or seek clarification from bidders.

Bidders are advised that only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the criteria will not be considered demonstrated for the purpose of this evaluation.

The Bidder should provide complete details as to where, when (month and year) and how (through which activities/ responsibilities) the stated qualifications/experience were obtained. Experience gained during formal education shall not be considered work experience. All criteria for work experience shall be obtained in a legitimate work environment as opposed to an educational setting. Co-op terms are considered work experience provided they are related to the required services.

Bidders are also advised that the month(s) of experience listed for a project whose time frame overlaps that of another referenced project will only be counted once. For example: project one time frame is July 2001 to December 2001; project two time frame is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.

1. Technical Criteria

1.1 Mandatory Evaluation Criteria

The Mandatory Criteria listed below will be evaluated on a simple pass/fail basis. Proposals which fail to meet the mandatory criteria will be deemed non-responsive.

Criterion ID	Mandatory Criteria	Bid Page # /Reference	Pass/Fail
M1	The Bidder must demonstrate that they have a working, fully bilingual (French and English) equivalent candidate management system that has been in operation within the last two (2) years from date of bid closing.		

1.2 Evaluation of rated criteria

The criteria contained herein will be used by NRCan to evaluate each proposal that has met all of the mandatory criteria.

Proposals must achieve the stated minimum points required overall for the rated criteria to be assessed as responsive under the point rated technical criteria section; proposals not meeting the minimum required points will be deemed non-responsive.

Proposals will be evaluated based on the following criteria:

Req ID	Rated Requirement	Evaluation Criteria Scoring Method	Proposal Ref. Page#
RC1	Examination Centre Network: The Bidder should provide the number and location of existing examination centres in their network that would be available for NRCan examinations.	1 point for each test Centre in Canada Maximum points: 45 points	



Req ID	Rated Requirement	Evaluation Criteria Scoring Method	Proposal Ref. Page#
	<p>Bidder should provide proof of network with details to determine suitability.</p> <p>Proof can be a list of active exam centres located in Canada with contact information that proctors current online exams via a word file, PDF and/or an excel file.</p>		
<p>RC2</p>	<p>If an existing website is to be used for exam candidates to interact with, either when signing up for exams, or when taking the exams, the site(s) should be Web Content Accessibility Guidelines (WCAG) 2.1 compliant.</p> <p>If a new website is to be developed for these purposes, then the bidder should provide evidence of having created sites that are currently WCAG 2.1 compliant for a minimum of one (1) year of experience.</p> <p>The 13 guidelines for WCAG 2.1, and information for meeting compliance, are provided here: https://www.w3.org/WAI/WCAG21/quickref/</p>	<p>a. Bidder to confirm that they have created a website that has met some or all of the 13 WCAG 2.1 guidelines. The bidder should provide document(s) that provide(s) evidence that they developed the website, brief description on the purpose of the website and details how the platform is WCAG 2.1 compliant.</p> <ul style="list-style-type: none"> • 5 points will be awarded for the website provided by the bidder already being used for candidates to sign up for exams or taking exams. <p>b. Bidder to provide self-evaluation of achieving A, AA, or AAA compliance for each of the 13 guidelines with brief explanations of how they achieve each of the success criteria under the guidelines.</p> <ul style="list-style-type: none"> • 2 points will be awarded for meeting the top level of each guideline. • 1.5 point for the second to top. • 1 point for meeting the lowest level. • The top level of compliance for some of the requirements is A-level compliance – in these cases 2 points will be awarded for meeting it, and no points will be awarded for not meeting it. • The top level of compliance for some of the requirements is AA-level compliance – in these cases 2 points will be awarded for meeting AA-level compliance, 1.5 for meeting A-level compliance, and 0 for not meeting it. • No points will be awarded for not meeting the guideline. If a guideline is not relevant to the website (for example, 1.2 may not be relevant if there is not audio or video components to the site) then no points will be awarded for it. • If the total number of points earned exceeds 15 for this rated requirement, only 15 points will be awarded. 	



Req ID	Rated Requirement	Evaluation Criteria Scoring Method	Proposal Ref. Page#
		Maximum total points: 15 points	
RC3	<p>Online Exam System Monitoring: The bidder should provide quality of system monitoring and provide evidence of solutions in place to address the following major security / dependability concerns:</p> <ul style="list-style-type: none"> • Security breach attempts; • Data loss; • Power failures; • System failure; and • User timeouts <p>Evidence(s) can be documentation of the specific issue above with corresponding solution and outcome as part of the technical bid.</p>	<p>3 points for providing acceptable evidence of existing system monitoring solutions in place addressing each of these major security / dependability concerns:</p> <ul style="list-style-type: none"> • Security breach attempts; • Data loss; • Power failures; • System failure; • User timeout <p>Maximum Points: 15</p>	
RC4	<p>The Bidder should have experience* in providing day-to-day support to candidates, exam centres, exam proctors and partner organizations' admin staff. The support includes at a minimum: English and French telephone and email support; On-line Help and/or User Guides</p> <p>*Demonstrated by the Bidder providing information on when (year and month).</p>	<p>5 points for minimum 1-year existing experience in providing support as per the rated requirement.</p> <p>2 points for every additional year of customer service representative experience providing support as per the rated requirement in English language, up to a maximum of 10 points.</p> <p>2 points for every additional year customer service representative experience providing support as per the rated requirement in French language, up to a maximum of 10 points.</p> <p>Maximum Points: 25</p>	
	Maximum Points Available:	100	



APPENDIX “2” - FINANCIAL PROPOSAL FORM

1. Firm Price

Bidder tendered all-inclusive firm price to perform the work is Canadian funds, applicable taxes excluded. Any Travel and Living Expenses and other miscellaneous expenses must be included in the firm price.

Phase 1: Current NDTCB Examinations (EDO, NDT Methods and XRF) Certification Examination Candidate Management and Exam Proctoring Services

List below fees for the full set-up and delivery of all NDTCB Examinations - EDO, NDT Methods (MT, PT, ET, UT, RT EMC, RT A/S, UTPA, VT, RP, Basic) and XRF as per section **SW 5.1 of the Annex A - Statement of Work**.

Initial Contract Period: (June 01, 2024, to May 31, 2026)

Fee Type	Bidder Fee:	Maximum Amount:
Initial Set-up Fee		\$30,000
Annual License, Hosting and Client Support Fee (June 01, 2024 to May 31, 2025)		\$15,000
Annual License, Hosting and Client Support Fee (June 01, 2025 to May 31, 2026)		\$15,000
Online Training Fee for NRCan NDTCB AEC’s		\$300 per AEC
Fee per exam (39 currently active) paid by candidates (\$95 to be remitted to NRCan AECs)		\$125

Option Period 1: (June 01, 2026 to May 31, 2027)

Fee Type	Bidder Fee:	Maximum Amount:
Annual License, Hosting and Client Support Fee		\$15,000

Option Period 2: (June 01, 2027 to May 31, 2028)

Fee Type	Bidder Fee:	Maximum Amount:
Annual License, Hosting and Client Support Fee		\$15,000

Option Period 3: (June 01, 2028 to May 31, 2029)

Fee Type	Bidder Fee:	Maximum Amount:
Annual License, Hosting and Client Support Fee		\$15,000

Option Period 4: (June 01, 2029 to May 31, 2030)

Fee Type	Bidder Fee:	Maximum Amount:
Annual License, Hosting and Client Support Fee		\$15,000

Option Period 5: (June 01, 2030 to May 31, 2031)

Fee Type	Bidder Fee:	Maximum Amount:
Annual License, Hosting and Client Support Fee		\$15,000

2. Optional Services

Optional Phase 2: Setup of Additional exams and New Functionalities of the Online Exam System

NRCan NDTCB may opt to add new written exam methods and/or programs into the online exam system. Additionally, new functionalities of the online exam system may be required to address specific needs from NDTCB admin staff and authorized exam centres (AECs). If requested by the NDTCB, additional Phase 2 work can be commissioned using the established amounts in an itemized or pro-rated manner as per section **SW 5.2 of the Annex A - Statement of Work**.



Fee Type	Bidder Fee:	Maximum Amount:
Set-up Fee of Additional Exams		\$10,000
New Functionalities of the Online Exam System		Up to \$25,000 total

Optional Phase 3: Candidate Management Service and Remote (At-Home) Proctoring

NRCan NDTCB may decide to switch the current exam centre in-person proctored written online exam component of all its certification programs to remote proctoring (at-home delivery) as needed, as per section **SW 5.3 of the Annex A - Statement of Work.**

Fee Type	Bidder Fee:	Maximum Amount:
Initial Set-up Fee		\$30,000
Annual License, Hosting and Client Support Fee		\$15,000
Online proctored exam cost: 30 mins to 1hr exam time		
Online proctored exam cost: 1.5hrs to 2.5hrs exam time		
Online proctored exam cost: 3hrs to 4hrs exam time		

Optional Phase 4: Communication/Integration between Contractor’s Database with NRCan NDTCB’s Internal Database and candidate e-portal

Please see section **SW 5.4 of the Annex A - Statement of Work.**

Fee Type	Bidder Fee:	Maximum Amount:
Developing API access (or alternative) for read/write access to ONLY specified fields		\$150/hr
Professional Services to Integrate E-portal with CMS		\$150/hr

Optional Phase 5: Psychometric Service

NRCan NDTCB may opt to deploy Psychometric Service. For the services required, please see section **SW 5.5 of the Annex A - Statement of Work. 13.** The Bidder is to provide the hourly rate at the start of the contract for each psychometrician/programmer. Note that 100 hours per year is the maximum hours set by NRCan NDTCB for the Psychometric services.

Fee Type	Bidder Fee:	Maximum Amount:
Service fee hourly rate:		
• Senior Psychometrician		\$260/hr
• Junior Psychometrician		\$230/hr
• Programmer		\$160/hr