



National Defence

Défense nationale

National Defence Headquarters
Ottawa, Ontario
K1A 0K2

Quartier général de la Défense nationale
Ottawa (Ontario)
K1A 0K2

REQUEST FOR PROPOSAL / DEMANDE DE PROPOSITION

RETURN BIDS TO / RETOURNER LES SOUMISSIONS À:

Director Services Contracting 3 (D Svcs C 3) /
Direction des contrats de service 3 (DC Svc 3)
Attention: Binh Duong
By e-mail to / Par courriel :
binh.duong@forces.gc.ca

Proposal To: National Defence 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 and services listed herein and on any attached sheets at the price(s) set out therefore.

Proposition à: Défense nationale 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 et services énumérés ici et sur toute feuille ci-annexée, au(x) prix indiqués.

Comments – Commentaires

<p>Solicitation Closes / L'invitation prend fin:</p> <p>At / à:</p> <p>02:00 PM Eastern Standard Time (EST)</p> <p>On / le:</p> <p>19 January 2024</p>

Title / Titre First Aid Program	Solicitation No. / N° de l'invitation W6369-23-A012
Date of Solicitation / Date de l'invitation 06 December 2023	
Address Enquiries to / Adresser toutes questions à: Att: Binh Duong Department of National Defence Director Services Contracting (D Svcs C) 3 101 Colonel By Drive Ottawa ON K1A 0K2 Email: binh.duong@forces.gc.ca	
Telephone No. / N° de téléphone	FAX No. / N° de fax
Destination See herein.	

Instructions: Municipal taxes are not applicable. Unless otherwise specified herein all prices quoted must include all applicable Canadian customs duties, GST/HST, excise taxes and are to be delivered Delivery Duty Paid including all delivery charges to destination(s) as indicated. The amount of the Goods and Services Tax/Harmonized Sales Tax is to be shown as a separate item.

Instructions : Les taxes municipales ne s'appliquent pas. Sauf indication contraire, les prix indiqués doivent comprendre les droits de douane canadiens, la TPS/TVH et la taxe d'accise. Les biens doivent être livrés « rendu droits acquittés », tous frais de livraison compris, à la ou aux destinations indiquées. Le montant de la taxe sur les produits et services/taxe de vente harmonisée doit être indiqué séparément.

Delivery Required / Livraison exigée	Delivery Offered / Livraison proposée
Vendor Name and Address / Raison sociale et adresse du fournisseur	
Name and title of person authorized to sign on behalf of vendor (type or print) / Nom et titre de la personne autorisée à signer au nom du fournisseur (caractère d'imprimerie)	
Name – Nom _____	Title – Titre _____
Signature _____	Date _____



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PART 1 - GENERAL INFORMATION

1.1 Introduction

A. The bid solicitation is divided into six 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 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

B. The Attachments include the Pricing Schedule, the Technical Evaluation, and any other attachments.

C. The Annexes include the Statement of Work, the Basis of Payment, the DND 626 Task Authorization Form, and any other annexes.

1.2 Summary

A. The Department of National Defence (DND) has a requirement for a Contractor to design, produce and maintain a bilingual First Aid Program and designate DND as an Authorized Provider of all levels of the Program. Approximately 40,000 individuals overseen by DND attend certification or recertification courses across Canada each year. These courses are delivered across Canada and overseas in both official languages of Canada (English and French), to individuals who frequently move between regions and across provincial boundaries. Approximately 1815 instructors and 244 Instructor-Trainers overseen by DND are responsible for course delivery.

The Contractor must supply all electronic course materials and provide access to an online web portal where students and instructors can access course material, such as course certificates, textbooks, exams, and training materials. The Contractor must also provide First Aid (FA) Training, Transitional Training, and administrative support.

B. The requirement is subject to the provisions of the Canadian Free Trade Agreement (CFTA), Canada-Chile Free Trade Agreement (CCFTA), Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP), Canada-Colombia Free Trade Agreement (CCoFTA), Canada-European Union Comprehensive Economic and Trade Agreement (CETA), Canada-



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Honduras Free Trade Agreement (CHFTA), Canada-Korea Free Trade Agreement (CKFTA), Canada-Panama Free Trade Agreement (CPaFTA), Canada-Peru Free Trade Agreement (CPFTA), Canada-Ukraine Free Trade Agreement (CUFTA), Canada-United Kingdom Trade Continuity Agreement (Canada-UKTCA) and World Trade Organization – Agreement on Government Procurement (WTO-AGP).

1.3 Debriefings

- A. 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 may be in writing, by telephone or in person.



PART 2 – BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

- A. 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 (SACC) Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.
- B. 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.
- C. The 2003 (2023-06-08), Standard Instructions – Goods or Services – Competitive Requirements, are incorporated by reference into and form part of the bid solicitation, with the following modification(s):
- (i) Section 02, Procurement Business Number, is deleted in its entirety;
 - (ii) Section 05, Submission of bids, subsection 2, paragraph d., is deleted in its entirety and replaced with the following:
 - d. send its bid only to the Department of National Defence location specified on page 1 of the bid solicitation or to the address specified in the bid solicitation.
 - (iii) Section 05, Submission of bids, subsection 2, paragraph e., is deleted in its entirety and replaced with the following:
 - e. ensure that the Bidder's name, return address, the bid solicitation number, and bid solicitation closing date and time are clearly visible on the bid; and
 - (iv) Section 05, Submission of bids, subsection 4, is amended as follows:
 - Delete: 60 days
 - Insert: 120 days
 - (v) Section 06, Late bids, is deleted in its entirety;
 - (vi) Section 07, Delayed bids, is deleted in its entirety and replaced with the following:
 - 07 Delayed bids
 - 1. It is the Bidder's responsibility to ensure that the Contracting Authority has received the entire submission. Misrouting or other electronic delivery issues resulting in late submission of bids will not be accepted.
 - (vii) Section 08, Transmission by facsimile, is deleted in its entirety; and
 - (viii) Section 20, Further information, is deleted in its entirety.



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D. Technical Difficulties of Bid Transmission

Despite anything to the contrary in (05) of the Standard Instructions, where a Bidder has commenced transmission of its bid through an electronic submission method (such as facsimile or Canada Post Corporation's (CPC) Connect service, or other online service) in advance of the bid solicitation closing date and time, but due to technical difficulties, Canada was unable to receive or decode the entirety of the Bid by the deadline, Canada may nonetheless accept the entirety of the Bid received after the bid solicitation closing date and time, provided that the Bidder can demonstrate the following:

- (i) The bidder contacted Canada in advance of the bid solicitation closing date and time to attempt to resolve its technical difficulties; OR
- (ii) The electronic properties of the Bid documentation clearly indicate that all components of the Bid were prepared in advance of the bid solicitation closing date and time.

E. Completeness of the Bid

After the closing date and time of this bid solicitation, Canada will examine the Bid to determine completeness. The review for completeness will be limited to identifying whether any information submitted as part of the bid can be accessed, opened, and/or decoded. This review does not constitute an evaluation of the content, will not assess whether the Bid meets any standard or is responsive to all solicitation requirements, but will be solely limited to assessing completeness. Canada will provide the Bidder with the opportunity to submit information found to be missing or incomplete in this review within two business days of notice.

Specifically, the bid will be reviewed and deemed to be complete when the following elements have been submitted by the bidder:

1. That certifications and securities required at bid closing are included.
2. That bids are properly signed, that the bidder is properly identified.
3. Acceptance of the terms and conditions of the bid solicitation and resulting contract.
4. That all documents created prior to bid closing but due to technical difficulties Canada was unable to receive them, have been properly submitted and received by Canada.
5. All certifications, declarations and proofs created prior to bid closing but due to technical difficulties Canada was unable to receive them, have been properly submitted and received by Canada.

2.2 Submission of Bids

- A. Bids must be submitted only to the Department of National Defence (DND) by the date, time, and place indicated on page 1 of the bid solicitation.



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

2.2.1 Electronic Submissions

- A. **Individual e-mails that may include certain scripts, formats, embedded macros and/or links, or those that exceed five (5) megabytes may be rejected by Canada's e-mail system and/or firewall(s) without notice to the Bidder or Contracting Authority.** Larger bids may be submitted through more than one e-mail. Canada will confirm receipt of documents. It is the Bidder's responsibility to ensure that their entire submission has been received. Bidders should not assume that all documents have been received unless Canada confirms receipt of each document. In order to minimize the potential for technical issues, bidders are requested to allow sufficient time before the closing date and time to confirm receipt. Bid documents **submitted** after the closing time and date will not be accepted.

2.3 Former Public Servant

- A. 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.

2.3.1 Definitions

- A. 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.
- B. "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.
- C. "Pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions



payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

2.3.2 Former Public Servant in Receipt of a Pension

A. As per the above definitions, is the Bidder a FPS in receipt of a pension?

Yes () No ()

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

(i) Name of former public servant; and

(ii) Date of termination of employment or retirement from the Public Service.

C. 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](#).

2.3.3 Work Force Adjustment Directive

A. Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive?

Yes () No ()

B. 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; and

g. Number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

2.4 Enquiries – Bid Solicitation



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- A. All enquiries must be submitted in writing to the Contracting Authority no later than ten (10) calendar days before the bid closing date. Enquiries received after that time may not be answered.
- B. 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

- A. Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in **Ontario OR [insert the name of the province or territory]**.
- B. 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

- A. 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) business days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

2.7 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)



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- (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.

2.8 Communication Notification

- A. As a courtesy, the Government of Canada requests the successful Bidder notify the Contracting Authority in advance of their intention to make public an announcement related to the award of a contract.



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PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

- A. Canada requests that Bidders provide their bid in separately bound sections as follows:
- Section I: Technical Bid: one (1) soft copy in PDF format by e-mail;
- Section II: Financial Bid: one (1) soft copy in PDF format by e-mail;
- Section III: Certifications: one (1) soft copy in PDF format by e-mail; and
- Section IV: Additional Information: one (1) soft copy in PDF format by e-mail.
- B. Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.
- C. Canada requests that Bidders follow the format instructions described below in the preparation of their bid:
- (i) Use a numbering system that corresponds to the bid solicitation.
- D. In accordance with the [Treasury Board Contracting Policy](#) and the *Accessible Canada Act*, federal departments and agencies must consider accessibility criteria and features when procuring goods or services. Therefore, Bidders are encouraged to highlight all the accessibility features and components of their proposal for this Statement of Work (SOW) and must:
- (i) Demonstrate how the Bidder's proposed goods and/or services meet the accessibility requirement at delivery; or
- (ii) Describe how the Bidder would deliver its goods and/or services under any resulting contract to demonstrate the Bidder's commitment to fostering a barrier-free and inclusive environment and willingness to work collaboratively to ensure that accessibility is an integral part of the deliverables.

3.2 Section I: Technical Bid

- A. 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.
- B. 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.



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3.3 Section II: Financial Bid

- A. Bidders must submit their financial bid in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.

3.3.1 Electronic Payment of Invoices - Bid

- A. If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Attachment 2 to Part 3, Electronic Payment Instruments, to identify which ones are accepted.
- B. If Attachment to Part 3, Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.
- C. Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

3.3.2 Exchange Rate Fluctuation

- A. The requirement does not offer exchange rate fluctuation risk mitigation. Requests for exchange rate fluctuation risk mitigation will not be considered. All bids including such provision will render the bid non-responsive.

3.4 Section III: Certifications

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

3.5 Section IV: Additional Information

- A. In Section IV of their bid, bidders should provide:
 - (i) A completed, signed, and dated Page 1 of this solicitation;
 - (ii) The name of the contact person (provide also this person's title, mailing address, phone number, 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;
 - (iii) For Part 2, article 2.3, Former Public Servant, of the bid solicitation: the required answer to each question; and, if the answer is yes, the required information;
 - (iv) For Part 2, article 2.5, Applicable Laws, of the bid solicitation: the province or territory if different than specified;
 - (v) Any other information submitted in the bid not already detailed.



ATTACHMENT 1 TO PART 3 - PRICING SCHEDULE

- A. The Bidder must complete this pricing schedule and include it in its financial bid.
- B. The estimated quantity in this pricing schedule is provided for bid evaluated price determination purposes only. They are not to be considered as a contractual guarantee. Their inclusion in this pricing schedule does not represent a commitment by Canada that Canada’s future usage of the services described in the bid solicitation will be consistent with this data.
- C. The firm rates specified below include all expenses that may need to be incurred to satisfy the terms of any contract that may result from its bid, including overhead expenses such as administrative support, facsimile, courier, photocopying, mail, word processing and other operating costs that may need to be incurred for the Work described in Annex A, Statement of Work of the bid solicitation.
- D. Under any resulting contract, Canada will not accept travel and living expenses that may need to be incurred by the contractor for any relocation of resources required to satisfy its contractual obligations.
- E. All prices and costs must be submitted in Canadian Dollars, Applicable Taxes excluded, FOB destination, freight charges included, Canadian customs duties and excise taxes included.

1. Initial Contract Period (from date of Contract Award to 31 March 2025)

1.1 Goods - Course Management System, Training Materials and Certificates

Item	Description	Quantity of Lots	Firm Lot Price (CAD\$)	Total Estimated Price
		A	B	C = A X B
1	Access to Online Digital Course Management System for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ _____	\$ _____
2	All First Aid Program Textbooks - Soft (Digital) Copy in both English and French for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ _____	\$ _____
3	All First Aid Program Training Materials - Access to digital visual aids / videos for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ _____	\$ _____
4	All First Aid Program Exams - Soft (Digital) Copy in both English and French for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ _____	\$ _____
5	All First Aid Program Certificates - Personalized Soft (Digital) Copy of the certificate for up to 40,000 students. (As per Annex A – SOW)	1	\$ _____	\$ _____



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TOTAL INITIAL CONTRACT PERIOD GOODS	\$ _____
--------------------------------------------	----------

1.2 Services – Training

Item	Description	Quantity of Courses	Firm Price Per Course (CAD\$)	Total Estimated Price
		A	B	C = A X B
1	All First Aid Program Training (As per Annex A – SOW)	5	\$ _____	\$ _____
2	All First Aid Program Transition Training (As per Annex A – SOW)	225	\$ _____	\$ _____
TOTAL INITIAL CONTRACT PERIOD SERVICES				\$ _____

1.3 TOTAL INITIAL CONTRACT PERIOD

DESCRIPTION	TOTAL PRICE
Total Initial Contract Period Goods	\$ _____
Total Initial Contract Period Services	\$ _____
TOTAL INITIAL CONTRACT PERIOD	\$ _____

2. Option Year 1 (from 1 April 2025 to 31 March 2026)

2.1 Goods - Course Management System, Training Materials and Certificates

Item	Description	Quantity of Lots	Firm Lot Price (CAD\$)	Total Estimated Price
		A	B	C = A X B
1	Access to Online Digital Course Management System for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ _____	\$ _____



2	All First Aid Program Textbooks - Soft (Digital) Copy in both English and French for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ _____	\$ _____
3	All First Aid Program Training Materials - Access to digital visual aids / videos for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ _____	\$ _____
4	All First Aid Program Exams - Soft (Digital) Copy in both English and French for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ _____	\$ _____
5	All First Aid Program Certificates - Personalized Soft (Digital) Copy of the certificate for up to 40,000 students. (As per Annex A – SOW)	1	\$ _____	\$ _____
TOTAL OPTION YEAR 1 GOODS				\$ _____

2.2 Services – Training

Item	Description	Quantity of Courses	Firm Price Per Course (CAD\$)	Total Estimated Price
		A	B	C = A X B
1	All First Aid Program Training (As per Annex A – SOW)	10	\$ _____	\$ _____
2	All First Aid Program Transition Training (As per Annex A – SOW)	10	\$ _____	\$ _____
TOTAL OPTION YEAR 1 SERVICES				\$ _____

2.3 TOTAL PERIOD YEAR 1



DESCRIPTION	TOTAL PRICE
Total Option Year 1 Goods	\$ _____
Total Option Year 1 Services	\$ _____
TOTAL PERIOD YEAR 1	\$ _____

3. Option Year 2 (from 1 April 2026 to 31 March 2027)

3.1 Good - Course Management System, Training Materials and Certificates

Item	Description	Quantity of Lots	Firm Lot Price (CAD\$)	Total Estimated Price
		A	B	C = A X B
1	Access to Online Digital Course Management System for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ _____	\$ _____
2	All First Aid Program Textbooks - Soft (Digital) Copy in both English and French for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ _____	\$ _____
3	All First Aid Program Training Materials - Access to digital visual aids / videos for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ _____	\$ _____
4	All First Aid Program Exams - Soft (Digital) Copy in both English and French for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ _____	\$ _____
5	All First Aid Program Certificates - Personalized Soft (Digital) Copy of the certificate for up to 40,000 students. (As per Annex A – SOW)	1	\$ _____	\$ _____
TOTAL OPTION YEAR 2 GOODS				\$ _____

3.2 Services – Training

Item	Description	Quantity of Courses	Firm Price Per Course (CAD\$)	Total Estimated Price
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		A	B	C = A X B
1	All First Aid Program Training (As per Annex A – SOW)	10	\$ _____	\$ _____
TOTAL OPTION YEAR 2 SERVICES				\$ _____

3.3 TOTAL PERIOD YEAR 2

DESCRIPTION	TOTAL PRICE
Total Option Year 2 Goods	\$ _____
Total Option Year 2 Services	\$ _____
TOTAL PERIOD YEAR 2	\$ _____

4. Option Year 3 (from 1 April 2027 to 31 March 2028)**4.1 Goods - Course Management System, Training Materials and Certificates**

Item	Description	Quantity of Lots	Firm Lot Price (CAD\$)	Total Estimated Price
		A	B	C = A X B
1	Access to Online Digital Course Management System for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ _____	\$ _____
2	All First Aid Program Textbooks - Soft (Digital) Copy in both English and French for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ _____	\$ _____
3	All First Aid Program Training Materials - Access to digital visual aids / videos for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ _____	\$ _____
4	All First Aid Program Exams - Soft (Digital) Copy in both English and French for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ _____	\$ _____
5	All First Aid Program Certificates - Personalized Soft (Digital) Copy of the certificate for up to 40,000 students.	1	\$ _____	\$ _____



	(As per Annex A – SOW)			
TOTAL OPTION YEAR 3 GOODS				\$ _____

4.2 Services – Training

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Item	Description	Quantity of Courses	Firm Price Per Course (CAD\$)	Total Estimated Price
		A	B	C = A X B
1	All First Aid Program Training (As per Annex A – SOW)	10	\$ _____	\$ _____
TOTAL OPTION YEAR 3 SERVICES				\$ _____

4.3 TOTAL PERIOD YEAR 3

DESCRIPTION	TOTAL PRICE
Total Option Year 3 Goods	\$ _____
Total Option Year 3 Services	\$ _____
TOTAL PERIOD YEAR 3	\$ _____

5. Option Year 4 (from 1 April 2028 to 31 March 2029)**5.1 Goods - Course Management System, Training Materials and Certificates**

Item	Description	Quantity of Lots	Firm Lot Price (CAD\$)	Total Estimated Price
		A	B	C = A X B
1	Access to Online Digital Course Management System for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ _____	\$ _____



2	All First Aid Program Textbooks - Soft (Digital) Copy in both English and French for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ _____	\$ _____
3	All First Aid Program Training Materials - Access to digital visual aids / videos for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ _____	\$ _____
4	All First Aid Program Exams - Soft (Digital) Copy in both English and French for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ _____	\$ _____
5	All First Aid Program Certificates - Personalized Soft (Digital) Copy of the certificate for up to 40,000 students. (As per Annex A – SOW)	1	\$ _____	\$ _____
TOTAL OPTION YEAR 4 GOODS				\$ _____

5.2 Services – Training

Item	Description	Quantity of Courses	Firm Price Per Course (CAD\$)	Total Estimated Price
		A	B	C = A X B
1	All First Aid Program Training (As per Annex A – SOW)	10	\$ _____	\$ _____
TOTAL OPTION YEAR 4 SERVICES				\$ _____

5.3 TOTAL PERIOD YEAR 4

DESCRIPTION	TOTAL PRICE
Total Option Year 4 Goods	\$ _____
Total Option Year 4 Services	\$ _____
TOTAL PERIOD YEAR 4	\$ _____

6. Total Evaluated Price (for bid evaluation purposes only)



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6.1 TOTAL EVALUATED PRICE (GST/HST excluded)

SECTION #	DESCRIPTION	TOTAL PRICE
1.3	Total Initial Contract Period	\$ _____
2.3	Total Option Year 1	\$ _____
3.3	Total Option Year 2	\$ _____
4.3	Total Option Year 3	\$ _____
5.3	Total Option Year 4	\$ _____
TOTAL EVALUATED PRICE		\$ _____



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ATTACHMENT 2 TO PART 3 - ELECTRONIC PAYMENT INSTRUMENTS

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

() Direct Deposit (Domestic and International); and

() Wire Transfer (International Only).



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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.
- B. An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.1 Technical Evaluation

- A. Mandatory and point rated technical evaluation criteria are included in Attachment 1 to Part 4, Evaluation Criteria.

4.1.2 Financial Evaluation

- A. The price of the bid will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, freight charges included, Canadian customs duties and excise taxes included.

4.2 Basis of Selection - Lowest Price Per Point

- A. To be declared responsive, a bid must:
 - (i) Comply with all the requirements of the bid solicitation;
 - (ii) Meet all mandatory technical evaluation criteria; and
 - (iii) Obtain the required minimum of 500 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 1690 points.
- B. Bids not meeting (i) or (ii) or (iii) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bid with the lowest evaluated price per point will be recommended for award of a contract.
- C. Should two (2) or more responsive bids achieve an identical lowest price per point, the bid with the lowest overall price will be recommended for award of a contract.



ATTACHMENT 1 TO PART 4 - EVALUATION CRITERIA

The following mandatory technical criteria must be demonstrated with supporting documentation in the form of training materials, screen shots, manuals, textbooks, examinations, workbooks and any other materials proposed for use in CPR/AED instructor training, instructor trainer training and Master Instructor-Trainer (MIT)/Senior Instructor-Trainer (SIT) training or equivalent training materials Failure to submit supporting documentation that clearly demonstrates the mandatory technical criteria listed below, may render the bid non-compliant and will not be given further consideration. Any information proposed as options or additions to the work will NOT be evaluated.

#	MANDATORY TECHNICAL CRITERIA	BIDDER SUBSTANTIATION (INCLUDES LOCATION WITHIN PROPOSAL; TITLE, PAGE, ETC.)
First Aid Program Content		
M1	<p>Approved First Aid Program Organization</p> <p>The Bidder must demonstrate that their proposed First Aid Program meets the standards and guidelines set by the relevant Canadian authorities, including but not limited to:</p> <ul style="list-style-type: none"> • Canadian Standards Association (CSA) • International Liaison Committee on Resuscitation (ILCOR) • Canada Labour Code, Part II, Occupational Health and Safety Regulations (OHSR) • Heart and Stroke Foundation of Canada (HSFC) guidelines <p>The Bidder must demonstrate accreditation or recognition of their First Aid Program by relevant provincial, national, or international medical associations or organizations. This accreditation should ensure compliance with the aforementioned standards and guidelines. The Bidder must attest to the Provincial & Territorial standards by completing Table A: Attestation to Provincial & Territorial Standards.</p>	
M2	<p>The Bidder must identify the methodology and format of their proposed First Aid training course.</p> <p>The Bidder must provide a cross-referenced competency checklist comparing their First Aid program curriculum to the relevant standards and guidelines. This must demonstrate that the student has acquired the necessary knowledge and skill sets required for First Aid in accordance with the standards and guidelines.</p>	



#	MANDATORY TECHNICAL CRITERIA	BIDDER SUBSTANTIATION (INCLUDES LOCATION WITHIN PROPOSAL; TITLE, PAGE, ETC.)
M3	<p>The Bidder must provide all training materials, manuals, textbooks, examinations, workbooks and any other materials proposed for use in CPR/AED instructor training, instructor trainer training and MIT/SIT training or equivalent.</p> <p>The Bidder must deliver all training materials at no charge to Canada and must ensure that they are received with the bid at the time of bid closing.</p> <p>The training materials will be reviewed for quality and contents.</p>	
M4	<p>AED and CPR Program Contents</p> <p>The Bidder must demonstrate that their proposed AED and CPR program contents are accredited and how they meet the Cardiopulmonary Resuscitation (CPR) and Automated External Defibrillator (AED) guidelines as set out by the Heart and Stroke Foundation of Canada (HSFC).</p> <p>The "2019 Guidelines for CPR and Emergency Cardiovascular Care" should be the foundation for all HSFC CPR courses in Canada. All CPR training agencies in Canada should refer to these guidelines when developing their own training programs.</p> <p>Therefore, the Bidder must provide evidence of aligning their CPR and AED training with these guidelines, as well as any relevant updates to the guidelines. This document must be signed by a member of senior management who has the authority to commit the Bidder to this requirement as per Table B: Attestation to CPR & AED guidelines.</p> <p>https://www.heartandstroke.ca/-/media/pdf-files/cpr/cpr-guideline-11132019/2019-guidelines-update-final-en.pdf?rev=342253576c7a41ffb580362751aa3770</p>	



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#	MANDATORY TECHNICAL CRITERIA	BIDDER SUBSTANTIATION (INCLUDES LOCATION WITHIN PROPOSAL; TITLE, PAGE, ETC.)
M5	<p>Authorized Provider</p> <p>The Bidder must recognize DND and CAF as an autonomous, Authorized Provider, to deliver training and certification in accordance with the Bidder's FA, CPR and AED standards.</p> <p>The Bidder must provide a written confirmation stipulating DND and CAF will be an autonomous, Authorized Provider on successful contract award. This document must be signed by a member of senior management who has the authority to commit the Bidder to this requirement.</p>	
Corporate Experience		



#	MANDATORY TECHNICAL CRITERIA	BIDDER SUBSTANTIATION (INCLUDES LOCATION WITHIN PROPOSAL; TITLE, PAGE, ETC.)
M6	<p>Experience delivering First Aid training to major organizations.</p> <p>The Bidder must demonstrate its experience in delivering First Aid programs to major organizations. Specifically:</p> <p>The Bidder must have provided First Aid Programs to at least two (2) major organizations in the last thirty-six (36) months from bid closing. These courses must have been delivered nationwide and trained at least 250 students in total.</p> <p>For the purposes of this solicitation:</p> <ul style="list-style-type: none"> • Major organizations are defined as having a minimum of 2,500 people, whether private or public. • Nationwide delivery is defined as courses conducted in at least 4 of the 6 Canadian time zones. <p>To demonstrate compliance, the Bidder must complete the Table C: Example table, and provide the following information for all First Aid programs delivered:</p> <ul style="list-style-type: none"> • Name of the client organization. • Number of employees at the client organization. • Name, title, and telephone number of the contact person. • Address where the training was provided (including city and province). • Type of training (First Aid, Instructor, or Instructor Trainer). • Number of courses conducted. • Dates of courses conducted. • Number of students trained. • Language of courses delivered. 	
M7	<p>The Bidder must demonstrate that they can deliver the First Aid Program in both official languages of Canada (English and French).</p> <p>To demonstrate compliance, the Bidder must complete Table C: Example Table. The completed table must contain at least one (1) English and one (1) French course.</p>	
Prior Learning Assessment (PLA) of Instructors		



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#	MANDATORY TECHNICAL CRITERIA	BIDDER SUBSTANTIATION (INCLUDES LOCATION WITHIN PROPOSAL; TITLE, PAGE, ETC.)
M8	<p>The Bidder must demonstrate that their First Aid program has a PLA process to recognize previous Instructor and Instructor Trainer training by other instructional agencies including Canadian Armed Forces instructional training.</p> <p>The Bidder must provide the PLA process that includes a matrix that identifies the criteria necessary to grant such equivalencies and also, must include a method to determine any instructor-training deficiencies.</p>	



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Table A: Attestation to Provincial & Territorial Standards

Province/Territory	Printed Name	Position/Title	Signature
Alberta			
British Columbia			
Manitoba			
New Brunswick			
Newfoundland & Labrador			
Nova Scotia			
Nunavut			
North-West			
Ontario			
Prince Edward Island			
Quebec			
Saskatchewan			
Yukon			

Table B: Attestation to CPR & AED guidelines

	Printed Name	Position/Title	Signature
The Bidder meets the Cardiopulmonary Resuscitation and Automated External Defibrillator guidelines as set out by the HFSC.			



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Table C: Example Table (*Bidder to update table as required*)

Org/Co. Name	# of employees	Contact			Type of course given	Total # of courses given	Address(es) of Training	Type		Date of each course	# of students in each course	Language used to deliver each course
		Name	Position/Title	Tel#				Instructor (I)	Instructor-Trainer (IT)			
Example 1												
Example 2												
Example 3												



POINT RATED CRITERIA

Technical proposals which meet all the Mandatory Requirements will be evaluated and scored in accordance with the following point rated criteria.

Proposals will be evaluated and scored in accordance with the following rated criteria. It is suggested you address these criteria in sufficient depth in your proposal. Items not addressed will be given a score of zero. Simply repeating the statements contained in the Statement of Work is not sufficient; you must explain and demonstrate how you meet the rated requirements and how you understand and will carry out the work requirements.

#	POINT RATED TECHNICAL CRITERIA	SCORING GUIDELINES	MAX SCORE	BIDDER SUBSTANTIATION (INCLUDES LOCATION WITHIN PROPOSAL; TITLE, PAGE, ETC.)
Corporate Experience				
R1	<p>The Bidder should demonstrate how many months of experience they have as a First Aid or an equivalent Training Institution.</p> <p>In order to score points, the Bidder must provide a table or spreadsheet which provides history for eighty-four (84) months or more of the bidder's corporate experience in the delivery of FA training.</p>	<p>Months of experience</p> <p>0-11 months = 0 points 12 - 47 months = 100 points 48-59 months = 150 points 60-71 months = 200 points 72-83 months = 250 points 84 months or more = 300 points</p>	300 points	
R2	<p>The Bidder should demonstrate how many FA or equivalent courses, and Advance FA level courses the bidder has taught to the Public Sector and/or Private Sector in the last sixty (60) months from bid closing.</p> <p>FA Programs must include CPR and AED training in accordance with the following:</p> <ul style="list-style-type: none"> i. Industry best practices. ii. Current International Liaison Committee on Resuscitation (ILCOR) 	<p>Number of FA or equivalent courses</p> <p>0-3 courses = 0 points 4-7 courses = 50 points 8-10 courses = 100 points 11 courses or more = 150 points</p> <p>Number of Advance FA or equivalent courses</p> <p>0-3 courses = 0 points 4-7 courses = 50 points 8-10 courses = 100 points 11 courses or more = 150 points</p>	300 points	



	<p>recommendations, including emphasis on the use of tourniquets and hemostatic dressings by first aiders.</p> <p>iii. Current Canadian Consensus Guidelines on First Aid and CPR recommendations.</p> <p>iv. The Canada Labor Code, Part II, Occupational Health and Safety Regulations (OHSR).</p> <p>v. Canadian Standards Association (CSA) guidelines.</p> <p>In order to score points, the Bidder must provide a list or spreadsheet of all FA and Advance FA courses taught in the Public and/or Private sector in the last sixty (60) months from bid closing.</p>			
R3	<p>The Bidder should provide with substantiation the total number of First Aid Instructor and First Aid Instructor Trainer (Combined total) courses taught to either the Public Sector or the Private Sector in the last thirty-six (36) months from bid closing.</p> <p>In order to score points, the Bidder must provide a list or spreadsheet of all FA instructor and FA instructor trainer courses taught in the Public and/or Private sector in the last thirty-six (36) months from bid closing.</p>	<p>Number of Courses</p> <p>0-5 course = 0 points 6-10 courses = 50 points 11-20 courses = 100 points 21 or more courses = 150 points</p>	150 points	
R4	<p>The Bidder should demonstrate how many MIT/SIT (or equivalent) courses the bidder</p>	<p>Number of Courses</p> <p>0-5 courses = 0 points</p>	150 points	



	<p>has taught to the Public Sector and/or to Private Sector in the last sixty (60) months from bid closing.</p> <p>In order to score points, the Bidder must provide a list or spreadsheet of all MIT/SIT or equivalent courses taught in the Public and/or Private sector in the last sixty (60) months from bid closing.</p>	<p>6-10 courses = 50 points 11-20 courses = 100 points 21 or more courses = 150 points</p>		
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First Aid Program Course Training Standard Evaluation				
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R5	<p>The Bidder should provide a detailed description of their course training for the following;</p> <ol style="list-style-type: none"> 1. Basic FA; 2. Standard FA; 3. Advance FA 4. FA instructor course; 5. FA instructor trainer course; 6. MIT/SIT course; and 7. CPR-AED programs. <p>The following topics should be addressed in the Bidder's Program Course Training Standard document for each of the programs listed above.</p> <ol style="list-style-type: none"> 1. Course length. 2. Pre-requisites. 3. Instructor-student ratio. 4. Training aids required. 5. Course content. 6. Instructor qualifications. 7. Course completion requirements for students. 8. Maintaining Instructor qualification requirements; and 9. Certification. 	<p>10 points per course description. For a total of 70 points.</p> <p>Additional 10 points per topic per course. For a total of 90 points per course.</p> <p>For a total of 630 points.</p>	700 points	
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	In order to score points, the Bidder must provide a list or table ensuring that all the above topics are addressed for each course.	For a combined total of 700 points.		
R6	<p>The Bidder's FA program should include online access to Psychological FA or Law Enforcement FA.</p> <p>In order to score points, the Bidder must provide a document demonstrating these courses are part of the Bidder's program and that they will give DND/CAF online access.</p>	<p>25 points for each topic. 25 points for online access for each topic. For a total of 100 points</p>	100 points	
Consideration of Accessible Procurement				
R7	<p>It has been determined that accessibility considerations are applicable to this First Aid Program procurement, as training services are delivered to a diverse audience, including DND Civilian employees, Cadet (minors) and individuals with disabilities.</p> <p>Bidders should demonstrate their commitment and approach on the following;</p> <ul style="list-style-type: none"> <u>i.</u> Learning Methods <u>ii.</u> Class Interaction <u>iii.</u> Feedback <u>iv.</u> Assessment/Demonstration of Knowledge <u>v.</u> Physical Effort and Access <p>In order to score points, the Bidder must provide a document demonstrating how the proposed goods and/or services will satisfy the accessibility features above.</p>	<p>100 Points for each topic. For a total of 500 points</p>	500 points	



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MAXIMUM POINTS AVAILABLE:	2200 points	
MINIMUM POINTS REQUIRED:	500 points	



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PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION

- A. Bidders must provide the required certifications and additional information to be awarded a contract.
- B. 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.
- C. 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

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences

- A. 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.

5.2 Certifications Precedent to Contract Award and Additional Information

- A. 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

- A. In accordance with the section titled "Information to be provided when bidding, contracting, or entering into a real procurement 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.

5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

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



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[\(<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>\)](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#).

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

5.2.3 Status and Availability of Resources

- A. The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.
- B. If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

5.2.4 Education and Experience

- A. The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.



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PART 6 - RESULTING CONTRACT CLAUSES

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

ARTICLES OF AGREEMENT

6.1 Statement of Work

- A. The Contractor must provide the First Aid Program in accordance with the Statement of Work at Annex A.

6.1.1 Optional Goods and/or Services

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

6.1.2 Task Authorization

- A. The Work or a portion of the Work to be performed under the Contract will be on an "as-and-when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

6.1.2.1 Task Authorization Process

- A. The Task Authorization Process is as follows:
- (i) The Technical Authority will provide the Contractor with a description of the task using the DND 626, Task Authorization Form specified in Annex C;
 - (ii) The TA will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis(bases) and methods of payment as specified in the Contract;
 - (iii) The Contractor must provide the Technical Authority, within two (2) calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract; and
 - (iv) The Contractor must not commence work until a TA authorized by the Technical Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

6.1.2.2 Task Authorization Limit



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- A. The Technical Authority may authorize individual task authorizations up to a limit of \$ 25,000.00, Applicable Taxes included, inclusive of any revisions.
- B. Any task authorization to be issued in excess of that limit must be authorized by the Contracting Authority before issuance.

6.1.2.3 Canada's Obligation - Portion of the Work - Task Authorizations

- A. Canada's obligation with respect to the portion of the Work under the Contract that is performed through task authorizations is limited to the total amount of the actual tasks performed by the Contractor.

6.1.2.4 Periodic Usage Reports - Contracts with Task Authorizations

The Contractor must compile and maintain records on its provision of services to the federal government under authorized Task Authorizations issued under the Contract.

The Contractor must provide this data in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "nil" report.

The data must be submitted on a quarterly basis to the Contracting Authority.

The quarterly periods are defined as follows:

1st quarter: April 1 to June 30;

2nd quarter: July 1 to September 30;

3rd quarter: October 1 to December 31; and

4th quarter: January 1 to March 31.

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

Reporting Requirement- Details

A detailed and current record of all authorized tasks must be kept for each contract with a task authorization process. This record must contain:

For each authorized task:

- i. the authorized task number or task revision number(s);
- ii. a title or a brief description of each authorized task;
- iii. the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
- iv. the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
- v. the start and completion date for each authorized task; and



- vi. the active status of each authorized task, as applicable.

For all authorized tasks:

- i. the amount (exclusive of Applicable Taxes) specified in the contract (as last amended, as applicable) as Canada's total liability to the contractor for all authorized TAs; and
- ii. the total amount, exclusive of Applicable Taxes, expended to date against all authorized Task.

6.1.2.5 Task Authorization - Department of National Defence

- A. The administration of the Task Authorization process will be carried out by the Technical Authority. This process includes monitoring, controlling and reporting on expenditures of the contract with task authorizations to the Contracting Authority.

6.2 Standard Clauses and Conditions

- A. All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions \(SACC\) 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.

6.2.1 General Conditions

- A. 2035 (2022-12-01), General Conditions - Higher Complexity - Services, apply to and form part of the Contract, with the following modification:
 - (i) Article 01, Interpretation, "Canada", "Crown", "Her Majesty" or "the Government", is deleted in its entirety and replaced with the following:

"Canada", "Crown", "His Majesty" or "the Government"
means Her Majesty the King in right of Canada as represented by the Minister of National Defence and any other person duly authorized to act on behalf of that minister or, if applicable, an appropriate minister to whom the Minister of National Defence has delegated his or her powers, duties or functions and any other person duly authorized to act on behalf of that minister.

6.2.2 Supplemental General Conditions

- A. The following Supplemental General Conditions apply to and form part of the Contract:
 - (i) 4008 (2008-12-12), Personal Information

6.3 Security Requirements

- A. There is no security requirement applicable to the Contract.

6.4 Term of Contract

6.4.1 Period of the Contract



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- A. The period of the Contract is from date of Contract Award to 31 March 2025 inclusive.

6.4.2 Delivery Date

- A. All the deliverables must be received on or before 31 March 2025.

6.4.3 Option to Extend the Contract

- A. The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to four (4) additional one-year period(s) 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.
- B. Canada may exercise this option at any time by sending a written notice to the Contractor at least Thirty (30) 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.

6.4.4 Delivery Points

- A. Delivery of the requirement will be made to delivery point(s) specified at Annex A of the Contract.

6.5 Authorities

6.5.1 Contracting Authority

- A. The Contracting Authority for the Contract is:

[Contact information to be detailed in the resulting contract]

Name: _____

Title: _____

Organization: _____

Address: Department of National Defence
101 Colonel By Drive
Ottawa ON K1A 0K2

Telephone: _____

E-mail: _____

- B. 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.

6.5.2 Technical Authority

- A. The Technical Authority for the Contract is:

[Contact information to be detailed in the resulting contract]

Name: _____



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Title: _____
Organization: _____
Address: Department of National Defence (DND)
101 Colonel By Drive
Ottawa ON K1A 0K2
Telephone: _____
E-mail: _____

- B. The Technical 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 Technical Authority; however, the Technical 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.

6.5.3 Contractor's Representative

[Contact information to be detailed in the resulting contract]

Name: _____
Title: _____
Address: _____

Telephone: _____
E-mail: _____

6.6 Proactive Disclosure of Contracts with Former Public Servants

- A. 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.

6.7 Payment

6.7.1 Basis of Payment

- A. For the work described at Article 6.0, 7.0 and 9.0 of Annex A, Statement of Work:

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm lot price, as specified in Annex B for a total cost of \$[amount to be detailed in the resulting contract]. Customs duties are included and Applicable Taxes are extra.
- B. For the work described at Article 5.5 and 5.6 of Annex A, Statement of Work:

In consideration of the Contractor satisfactorily completing all of its obligations under the authorized Task Authorization (TA), the Contractor will be paid the firm unit price in accordance



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with the basis of payment, in Annex B, as specified in the authorized TA. Customs duties are included and Applicable Taxes are extra.

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

6.7.2 Limitation of Expenditure - Cumulative Total of all Task Authorizations

- A. Canada's total liability to the Contractor under the Contract for all authorized Task Authorizations (TAs), inclusive of any revisions, must not exceed the sum of \$[amount to be detailed in the resulting contract]. Customs duties are included Applicable Taxes are extra.
- B. No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
- C. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - a. when it is 75 percent committed, or
 - b. four (4) months before the contract expiry date, or
 - c. as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions, whichever comes first.
- D. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority, a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

6.7.3 Method of Payment

6.7.3.1 Advance Payment

- A. For the work described at Article 6.0, 7.0 and 9.0 of Annex A, Statement of Work:

Canada will pay the Contractor in advance for the Work 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.

6.7.3.2 Monthly Payment

- A. For the work described at Article 5.5 and 5.6 of Annex A, Statement of Work:

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

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

6.7.4 Electronic Payment of Invoices - Contract

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

List to be updated in the resulting contract

- (iii) Direct Deposit (Domestic and International); and
- (v) Wire Transfer (International Only).

6.7.5 Discretionary Audit

C0705C (2010-01-11), Discretionary Audit

6.8 Invoicing Instructions

- A. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
- B. Each invoice must be supported by:
 - (i) A copy of the release document and any other documents as specified in the Contract;
 - (ii) A description of the Work delivered; and
 - (iii) A breakdown of the cost elements.
- C. Invoices must be distributed as follows:
 - (i) The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.
 - (ii) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.



6.9 Certifications and Additional Information

6.9.1 Compliance

- A. 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.

6.9.2 Certifications - Contract

- A. Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

6.10 Applicable Laws

- A. The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario **or as specified by the bidder in its bid, if applicable**.

6.11 Priority of Documents

- A. 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:
- (i) The Articles of Agreement;
 - (ii) The Supplemental General Conditions [4008](#) (2008-12-12), Personal Information;
 - (iii) The General Conditions [2035](#) (2022-12-01), General Conditions - Higher Complexity - Services;
 - (iv) Annex A, Statement of Work;
 - (v) Annex B, Basis of Payment;
 - (vi) The signed Task Authorizations (including all of its annexes, if any); and
 - (vii) the Contractor's bid dated **[date to be specified in the resulting contract]**, as clarified on **[date to be specified in the resulting contract, if required]**, and as amended on **[date to be specified in the resulting contract, if required]**.

6.12 Defence Contract



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- A. The Contract is a defence contract within the meaning of the *Defence Production Act*, R.S.C. 1985, c. D-1 (<http://laws-lois.justice.gc.ca/eng/acts/d-1/>), and must be governed accordingly.
- B. Title to the Work or to any materials, parts, work-in-process or finished work must belong to Canada free and clear of all claims, liens, attachments, charges or encumbrances. Canada is entitled, at any time, to remove, sell or dispose of the Work or any part of the Work in accordance with section 20 of the *Defence Production Act*.

One (1) of the following two (2) options will be inserted in the resulting contract, as applicable:

Option 1: A2000C (2006-06-16) when the contract is to be with a Canadian-based supplier; or

6.13 Foreign Nationals (Canadian Contractor)

- A. The Contractor must comply with Canadian immigration requirements applicable to foreign nationals entering Canada to work temporarily in fulfillment of the Contract. If the Contractor wishes to hire a foreign national to work in Canada to fulfill the Contract, the Contractor should immediately contact the nearest Service Canada regional office to enquire about Citizenship and Immigration Canada's requirements to issue a temporary work permit to a foreign national. The Contractor is responsible for all costs incurred as a result of non-compliance with immigration requirements.

Option 2: A2001C (2006-06-16) when the contract is to be with a foreign-based supplier.

6.13 Foreign Nationals (Foreign Contractor)

- A. The Contractor must comply with Canadian immigration legislation applicable to foreign nationals entering Canada to work temporarily in fulfillment of the Contract. If the Contractor wishes to hire a foreign national to work in Canada to fulfill the Contract, the Contractor should immediately contact the nearest Canadian Embassy, Consulate or High Commission in the Contractor's country to obtain instructions, information on Citizenship and Immigration Canada's requirements and any required documents. The Contractor is responsible to ensure that foreign nationals have the required information, documents and authorizations before performing any work under the Contract in Canada. The Contractor is responsible for all costs incurred as a result of non-compliance with immigration requirements.

6.14 Insurance

- A. 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.

6.15 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.



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- (c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- (d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "[Dispute Resolution](#)".



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ANNEX A – REQUIREMENT OR STATEMENT OF WORK

THE DEPARTMENT OF NATIONAL DEFENCE AND CANADIAN ARMED FORCES

FIRST AID PROGRAM

1.0 DEFINITIONS

1.1 For the purpose of this SOW, the following definitions will apply:

1.1.1 DND: Department of National Defence, which includes the CAF and the Cadet Program.

1.1.2 CAF: Canadian Armed Forces.

1.1.3 CAF members and DND civilian employees: for the purposes of the SOW, this includes members of the Canadian Cadet and Junior Ranger Organizations, CAF Regular Forces, CAF Reserve Forces, CAF Cadet Instructor Cadre (CIC), CAF Cadet Civilian Instructors (CI), Recruits and Officer Cadets, and DND civilian employees.

1.1.4 FA Training: First Aid training includes three levels - Basic, Standard and Advanced. Wilderness First Aid training is also to be included.

1.1.5 CPR: Cardiopulmonary Resuscitation is training in the emergency first aid procedure that consists of mouth-to-mouth respirations and chest compressions. CPR allows oxygenated blood to circulate to vital organs such as the brain and heart. A, B, and C levels are included in the scope of this contract.

1.1.6 EFA: Emergency First Aid,

1.1.7 SFA: Standard First Aid.

1.1.8 WFA: Wilderness First Aid, or equivalent.

1.1.9 MFA: Military First Aid is the delivery of basic and or standard levels of First Aid, including Military First Aid contents developed by DND and CAF.

1.1.10 AED: Automated External Defibrillation is the application of an electric shock to a heart that has stopped beating.

1.1.11 FARG: First Aid Reference Guide is the textbook provided to students during FA training.

1.1.12 Soft copies: Course materials available in the form of digital information prepared by the Contractor and provided to the CAF and DND.

1.1.13 Certify: the process by which individuals receive a written recognition of competencies as the result of the successful completion of a course.

1.1.14 Recertify: the process by which currently certified students are evaluated on skills and/or knowledge for their certification to be renewed.



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- 1.1.15 PLA: Prior Learning Assessment is the process of identifying, assessing and recognizing skills, knowledge or competencies in a specific field without requiring the duplication of learning. A PLA may be applied toward academic credit, toward requirement of a training program or for occupational certification.
- 1.1.16 Provider: an individual certified by the Contractor to provide FA, CPR, and AED intervention.
- 1.1.17 Instructor: an individual certified by the Contractor to train and certify providers.
- 1.1.18 Instructor-Trainer (IT): an individual certified by the Contractor to train and certify instructors.
- 1.1.19 Master Instructor-Trainer (MIT), Senior Instructor-Trainer (SIT) (or equivalent): an individual certified by the Contractor to train and certify ITs.
- 1.1.20 Instructional personnel: includes instructors, ITs, and MITs.
- 1.1.21 Transition Training: the courses designed and delivered by the Contractor to existing DND and CAF First Aid Instructors, ITs, and MITs/SITs during the initial period following contract award in order to certify these instructors to deliver the Contractor's FA training to CAF members and DND civilian employees in accordance with the Contractor's program standards.
- 1.1.22 Course Materials: The Contractor is required to provide electronic course materials. Electronic documents must be accessible online.
- 1.1.23 Authorized Provider: a provider authorized by the Contractor to deliver training in accordance with the Contractor's FA program standards.
- 1.1.24 QM: Quality Management is the monitoring of training and certification in order to ensure that the program standards are maintained.
- 1.1.25 TA: Technical Authority
- 1.1.26 DND 626 (TA): DND Task Authorization document used to request services against an awarded contract.

2.0 TITLE

- 2.1 The Department of National Defence and Canadian Armed Forces First Aid Program.

3.0 BACKGROUND

- 3.1 DND employees, CAF members, and Cadets are required to maintain FA qualification every three (3) years.

3.2 Composition

- 3.2.1 The DND is comprised of approximately 24,000 civilian personnel;



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3.2.2 The CAF is comprised of approximately 68,000 Regular Force and 27,000 Reserve Force personnel; and

3.2.3 The Cadet program is comprised of approximately 57,000 youth aged 12-18.

3.3 Courses and Instructors

3.3.1 Approximately 40,000 individuals overseen by DND attend certification or recertification courses across Canada each year;

3.3.2 These courses are delivered across Canada and overseas in both official languages of Canada (English and French), to individuals who frequently move between regions and across provincial boundaries; and

3.3.3 Approximately 1815 instructors and 244 ITs overseen by DND are responsible for course delivery.

4.0 SUMMARY OF REQUIREMENT

4.1 DND has a requirement for a Contractor to design, produce and maintain a bilingual First Aid Program;

4.2 The Contractor must designate DND as an Authorized Provider of all levels of the Contractor's FA and WFA programs including provider, instructor, IT, and MIT/SIT levels;

4.3 The Contractor must design and deliver Transition Training;

4.4 The Contractor must provide all electronic course materials. Electronic documents must be accessible online. The Contractor should also provide accessible formats of any documents, such as Words documents or PDF files that are readable by screen readers and other assistive technologies. This could include providing alternative text for images, captions for videos, clear heading and labels, keyboard navigation, and contrast ratio, among others;

4.5 The Contractor must provide an online course management system and direct support to DND and instructional personnel with course management, course material, and course certification issues;

4.6 The Contractor must provide course certificates in soft copy, directly to individuals or instructor;

4.7 The Contractor must manage an online portal of certified individuals, accessible to the TA;

4.8 The Contractor must provide administrative support and additional FA or Transition training on an as and when requested basis; and

4.9 The Contractor must provide coordination that allows requesting Bases/Wings to access external civilian courses, instructors, ITs, and MITs/SITs within Canada, when internal DND instructor resources are inadequate.



5.0 OBJECTIVES

5.1 First Aid Program Content

5.1.1 The Contractor must provide FA Programs that include CPR and AED training in accordance with the following:

- i. Industry best practices;
- ii. Current International Liaison Committee on Resuscitation (ILCOR) recommendations, including emphasis on the use of tourniquets and hemostatic dressings by first aiders;
- iii. Current Canadian Consensus Guidelines on First Aid and CPR recommendations;
- iv. The Canada Labour Code, Part II, Occupational Health and Safety Regulations (OHSR);
- v. Canadian Standards Association (CSA) guidelines,
- vi. The CPR course and the AED course must be in the latest guidelines of the Heart and Stroke Foundation of Canada (HSFC) as published by International Liaison Committee on Resuscitation (ILCOR);
- vii. CPR and AED training must be modularized in such a manner that allows for the courses to be taught as a part of a full FA certification, or as a stand-alone certification;
- viii. The FA program must include basic, standard, advanced first aid, or equivalents;
- ix. The FA program must include wilderness first aid, or equivalent;
- x. The FA program should include online access to the Contractor's other relevant course offerings, such as Psychological or Law Enforcement FA as applicable.
- xi. The FA program must be acceptable and transferable across all the provinces and territories of Canada; and
- xii. The FA program must have an extensive record of civilian use in each of the ten provinces and Territories.

5.1.2 The [Accessible Canada Act](#) is intended to enhance the full and equal participation of all persons, especially persons with disabilities, in society. DND/CAF's goal is to ensure that the goods and services the DND/CAF buys are inclusive by design and accessible by default. Considering accessibility in public procurements is now an obligation in the Treasury Board [Directive on the Management of Procurement](#).

5.2 Authorized Provider



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- 5.2.1 Within twenty (20) business days of Contract Award, the Contractor must complete all administrative and technical requirements to establish DND as an authorized provider of FA training.

5.3 Access to Civilian Courses, Instructors, ITs, and MITs

- 5.3.1 Operational requirements, personnel movements, and personnel shortfalls necessitate flexibility in course delivery. The Contractor must provide coordination that allows Bases/Wings to access external civilian courses, instructors, ITs, and MITs/SITs within Canada, when and where internal DND instructor resources are inadequate.
- 5.3.2 The Contractor personnel involved in the delivery of training, should have training on how to deliver accessible customer service.

5.4 Program Transition

- 5.4.1 In order to prevent students from undergoing duplicate training, the Contractor must recognize current FA certifications by other instructional agencies, including those delivered by DND.
- 5.4.2 In order to prevent instructors from undergoing duplicate training, the Contractor must provide a PLA process to recognize current FA instructor or IT certifications by other instructional agencies, including those delivered by DND. The PLA process must include a matrix that identifies the criteria necessary to grant such equivalencies or address instructor-training deficiencies. The PLA process must also include a process for recognizing instructional competencies that are part of military training courses (for example, those granted during modules of the Primary Leadership Qualification). The Contractor must provide a PLA plan/process (10) ten business days prior to start up meeting.

5.5 Transition Training

- 5.5.1 The Contractor must develop a course plan(s) for the Transition Instructor Training Course for the FA Program. This plan will be discussed at the start-up meeting (see section 10.1).
- 5.5.2 The Contractor should ensure that the accessibility features of the FA Program is discussed. The Contractor should also confirm with students' accommodation needs and provide accommodations as required.
- 5.5.3 If the Technical Authority (TA) requires changes to the plan, the Contractor must provide a revised course plan to the TA within five (5) business days after the start-up meeting. See Appendices 1 and 2 for a list of course locations and the number of FA instructors and Instructor-Trainers per location.
- 5.5.4 The Contractor must:
- i. Complete training within a period of six months after contract award and allow DND to continue with the Transition Training afterwards if required;



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- ii. Certify DND and CAF Instructors to ensure that they have all of the training required to successfully instruct the FA courses at the standards of the Contractor;
- iii. Provide DND and CAF the ability to internally train, examine and certify instructors, ITs, and MITs/SITs as per the Contractor's certification standards;
- iv. Outline the process for practical and written testing associated with training;
- v. Recertify DND and CAF instructors, ITs, and MITs/SITs under the Contractor's certification program;
- vi. Deliver the maximum number of training courses delivered to instructors and ITs of approximately one hundred and eighty (180) combined English and French courses;
- vii. Deliver the maximum number of training courses delivered to Advanced First Aid instructors or Advanced First Aid Instructor Trainers, MITs/SITs of approximately of forty-five (44) combined English and French courses;
- viii. Deliver instructor and IT training with the minimum instructor to participant ratio of 1 to 12;
- ix. Deliver training in either English or French; the instructor(s) must be fluent in the target language for speaking, writing and comprehension;
- x. Provide all electronic teaching aids required to deliver the training in English or French. The Contractor should ensure all training aids that will be made available to Instructors and ITs are accessible from the perspective of both the content and the format; and
- xi. Provide online, the most current version of its course materials to each student.

5.5.5 Training maximums for the following:

- i. Instructor and IT: one (1) day (maximum of 7.5 hours); and
- ii. Advanced First Aid instructors and advanced First Aid ITs: two (2) days (maximum of 7.5 hours per day).

5.5.6 The Contractor must deliver training between the periods of Monday to Friday, 08:00 to 16:00 hours (local time) for DND and CAF Regular Force members, and between the periods of Monday to Sunday 08:00 to 22:00 hours (local time) for CAF Reserve Force members. Training must not exceed 7.5 hours daily without prior approval of the TA.

5.5.7 All training must be scheduled in accordance with federal legislation designating holidays such as, but not limited to:

- i. New Year's Day;
- ii. Good Friday;



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- iii. Easter Monday;
- iv. Victoria Day;
- v. Canada Day;
- vi. Labour Day;
- vii. National Day for Truth and Reconciliation
- viii. Thanksgiving;
- ix. Remembrance Day;
- x. Christmas Day,
- xi. Boxing Day;
- xii. One additional day in each year that is recognized to be a provincial or civic holiday in the area in which the training is delivered; and,
- xiii. One additional day when proclaimed by an Act of Parliament as a National Holiday.

5.5.8 Scheduling of Transition Training must be done using the DND 626 Task Authorization process as defined in the contract.

5.5.9 Course Student Composition:

- i. FA Transition Training courses are comprised of FA instructors and FA ITs; and
- ii. Advanced FA Transition Training courses are comprised of Advanced First Aid instructors and Advanced First Aid ITs and MITs/SITs;
- iii. Wilderness FA Transition Training courses are comprised of FA instructors and ITs and Advanced Instructors and ITs.

5.5.10 Instructors for all courses to be delivered must:

- i. Have previous experience (within the last twenty-four (24) months) of delivering multiple sessions of the course for which they are certified;
- ii. Have given at least one of the above courses (FA Instructor, FA Instructor Trainer, Advance FA etc) within the last twelve (12) months;
- iii. Hold the appropriate certification in good standing; and
- iv. The instructor should have training on how to deliver training on accessible customer service.



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- 5.5.11 The TA reserves the right to verify the above criteria by requesting a copy of the instructors' résumé or a 1 page summary of experience and qualifications.
- 5.5.12 Within ten (10) business days following the end of each Transition Training course, the Contractor must provide the TA with:
- i. Confirmation that transition process was successful; and
 - ii. Completed individual student evaluation forms as per Contractor standards.
- 5.5.13 If more than 20% of the DND and CAF instructors fail a Transition Training course, the Contractor must analyze the deficiencies and provide the TA with the following information within ten (10) business days after completion of each course:
- i. An analysis of the deficiencies, including but not limited to a list of the specific objectives that were not met during the training; and
 - ii. Recommendations to the TA on changes, if required, to address the deficiencies.
- 5.5.14 The Contractor must coordinate the location of the training facility with the TA. The TA will indicate the location for each course to the Contractor via the respective DND 626 Task Authorization form.
- 5.5.15 Within twenty (20) business days of completion of each Transition Training course, the Contractor must process certificates and provide them electronically to each instructor. Course data must be available to the TA online.

5.6 Additional FA or Transition Training

- 5.6.1 As and when requested, the TA can initiate a DND 626 Task Authorization form to request that the Contractor provide additional FA training.
- 5.6.2 Following the completion of Transition Training, the contractor may be requested to provide local civilian instructors, ITs, or MITs/SITs to deliver courses where military personnel are not available.

6.0 COURSE MATERIALS:

- 6.1 Within fifteen (15) business days after Contract award, the Contractor must provide the TA with soft (electronic) copies of both the English and French course standards and course materials such as manuals, training aids, handouts, and forms for all courses.
- 6.2 The Contractor must not modify its generic FA course materials to contain MFA chapters.
- 6.3 The Contractor must provide the TA with a detailed description of its process for updating course materials at the start-up meeting.



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- 6.4 Should the Contractor decide to revise and release updated versions of course materials, the TA must be notified immediately.
- 6.5 Should any course material be subject to a protocol change, the Contractor must provide a soft copy to the TA within ten (10) business days of the impending changes and provide said amendment to the TA within ten (10) business days after its implementation.
- 6.6 All electronic copies containing bilingual course materials must be compatible with DND computer system and software. DND is currently using Windows 10 Enterprise, Microsoft Office 2013, Microsoft Office 365 and Adobe PDF.
- 6.6.1 The electronic course materials must be compatible with upgraded version of the software.

7.0 PROVISION OF COURSE MATERIALS:

7.1 Soft Copies:

- 7.1.1 The Contractor must provide soft copies of all course reference materials to the TA. The Contractor must also:
- i. Grant permission to DND and the CAF to share necessary course materials with DND civilians and CAF members;
 - ii. Grant permission to DND and the CAF to self-print all course materials as required;
 - iii. Provide access to an online portal where instructors, ITs and SITs/MITs are able to access necessary course materials;
 - iv. Collaborate with DND to ensure that online portals are accessible to DND and the CAF over personal computers and DND computers with internet access.

8.0 QUALITY MANAGEMENT (QM):

- 8.1 The Contractor must provide the TA with its standard for conducting QM within their FA program at or prior to the start-up meeting (see section 10.1).
- 8.2 The Contractor must conduct, in accordance with its FA program standards, all QM verification needed to allow independent instruction by instructors and Instructor-Trainers.
- 8.3 The Contractor must notify the TA at least ten (10) business days in advance of any anticipated QM visit. This will allow the TA to coordinate with the Bases/Wings any visit requirements on behalf of the Contractor. If the TA wishes to visit the Contractor's facility, the Contractor will be given at least ten (10) business days' notice.

9.0 ADMINISTRATION, COORDINATION AND INFORMATION SERVICES:

- 9.1 The Contractor must provide ongoing administrative support during the entire period of the Contract. The Contractor must provide the following services and information:



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- i. A single point of contact for DND with telephone number, fax and email address, from 08:00 to 16:00 (Eastern Standard Time), Monday to Friday, except national, provincial, and territorial holidays. Response time is expected in less than 24 hrs. Include the TA and all certified instructors, ITs and MITs/SITs on the distribution list of the Contractor's newsletter as applicable;
- ii. Manage, maintain and provide access to an online portal where Instructors, ITs and MITs/SITs can access and print necessary course materials, including completion certificates. This portal must be accessible via the internet;
- iii. Provide access, manage and maintain a support service for instructors, ITs and MITs/SITs experiencing issues with printing of course materials, course delivery or certifications;
- iv. Within ten (10) business day after course completion, the TA must have access to the online portal to view all courses and track all certifications.
- v. Collaborate with TA to generate a monthly list of new certified instructors, ITs and MITs/SITs.
- vi. Produce completed certificates of DND and CAF students/instructors who certified or recertified upon the lead instructor submitting the course to the online portal.
 - a. All certificates are to be provided electronically to students or the lead instructor within ten (10) business days following each course submission.

10.0 MEETINGS, PROGRAM EVALUATION AND COMMUNICATIONS:

- 10.1 Within five (5) business days of contract award, representatives from the Crown (E.g., TA and Contract Authority (CA)) will attend a start-up meeting with the Contractor.
- 10.2 Meeting date, time and location to be coordinated by the Contractor but subject to approval from both TA and CA. Points of contact will be provided at contract award. The agenda for the meeting will include, but is not limited to:
 - i. A general overview of the program to be given by the Contractor;
 - ii. A discussion of the draft Transition Training Plan;
 - iii. A general overview of the Contractor's online portal;
 - iv. A discussion of the Contractor's process for updating course contents in accordance with national, provincial, and territorial standards;
 - v. A discussion of the Contractor's quality management process;
 - vi. A discussion of the DND 626 Task Authorization process, and Contract Administration (e.g., invoicing);
 - vii. A discussion of various other deliverables (e.g., PLA).



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- viii. A discussion of future meetings between the Crown and the Contractor as and when required. As and when requested, the Contractor will be responsible for coordinating the date, time and location of additional meetings, developing the agenda, and recording and distributing the minutes.

11.0 PERSONAL INFORMATION

- 11.1 The Contractor must ensure management of personal information as per the [Personal Information Protection and Electronic Documents Act \(PIPEDA\)](#), [Privacy Act](#) and its supporting policies and directives, specifically the [Policy on Privacy Protection](#), and the [Directive on Privacy Practices](#).

12.0 LANGUAGE REQUIREMENTS

- 12.1 The Contractor must provide online course materials and all training in either English or French.
- 12.2 The Contractor must ensure that online portals, and user support services are available in both English and French.
- 12.3 All correspondence, meetings, visits or discussions may be conducted in either French or English depending on the attendees involved.

13.0 CONSIDERATION OF ACCESSIBLE PROCUREMENT:

- 13.1 The [Accessible Canada Act](#) is intended to enhance the full and equal participation of all persons, especially persons with disabilities, in society. This is to be achieved through the progressive realization, under federal jurisdiction, of a Canada without barriers, particularly by the identification, removal and prevention of barriers.
- 13.2 DND/CAF's goal is to ensure that the goods and services the DND/CAF buys are inclusive by design and accessible by default. Considering accessibility in public procurements is now an obligation in the Treasury Board [Directive on the Management of Procurement](#). Accessibility criteria must be included in the requirements for goods and services, where appropriate.
- 13.3 DND/CAF has a role in implementing the Government of Canada's (GC) vision for a more accessible Canada because Shared Services Canada (SSC) provides the information technology infrastructure that supports the delivery of digital services to Canadians and GC employees. This means that DND/CAF is engaged in the procurement of goods and services and in supporting the delivery of programs and services by other government departments, both of which are areas covered by the Accessible Canada Act. DND/CAF's goal is for its information technology infrastructure to be more accessible and usable by the broadest range of government officials and Canadians who use it, including those with disabilities. For example,
 - i. Learning Methods: Make print materials available in electronic format. Provide text descriptions of graphics presented on web pages. Use PowerPoint to make presentations legible in large spaces. Use captioned videotapes. Provide outlines in advance to allow students to prepare for the topic to be presented. Create printed and web-based materials in simple, intuitive, and consistent formats.



- ii. Interaction: Encourage different ways for students to interact with each other and with you. This may include in-class questions and discussion, group work, and Internet-based communications.
- iii. Feedback: Provide effective prompting during an activity and feedback after the assignment is complete. Use feedback to help correct errors and misconceptions. Allow opportunities for self-assessment. Ensure that web or technology enhanced learning tools provide proper feedback for both navigation and learning.
- iv. Assessment/Demonstration of Knowledge: Ensure that students' opportunity to demonstrate knowledge is frequent and if possible, flexible. Consider options besides tests and papers for demonstrating knowledge, such as group work, demonstrations, portfolios, and presentations.
- v. Physical Effort and Access: Ensure that classrooms, labs, and field work are accessible to individuals with a wide range of physical abilities. Make sure equipment and activities minimize sustained physical effort, and accommodate people with different physical abilities.

14.0 DELIVERABLES:

14.1 The following items must be delivered as outlined below:

Deliverable	Delivery Date	Copies Required	Responsibility	Deliver to
Recognize DND and CAF as an Authorized Provider (Ref: 5.2.1)	Within twenty (20) business days of contract award	1 hard copy English 1 hard copy French 1 soft copy English 1 soft copy French	Contractor	TA
Provide Prior Learning Assessment (PLA) (Ref: 5.4.2)	Within ten (10) business days of start-up meeting	1 soft copy English 1 soft copy French	Contractor	TA
Provide Transition Training course plan (Ref: 5.5.1)	Within five (5) business days of start-up meeting	1 hard copy English 1 hard copy French 1 soft copy English 1 soft copy French	Contractor	TA



Confirmation that transition process was successful (Ref:5.5.12)	Within ten (10) business days following the end of each Transition Training course	1 soft copy English	Contractor	TA
Completed individual student evaluation forms as per Contractor standards (Ref:5.5.12)	Within ten (10) business days following the end of each Transition Training course	1 soft copy English or 1 soft copy French	Contractor	TA
If more than 20% failure rate of any Transition Training course: Provide analysis of deficiencies along with recommendations to correct (Ref: 5.5.13)	Within ten (10) business days after the completion of each Transition Training course	1 hard copy English 1 hard copy French 1 soft copy English 1 soft copy French	Contractor	TA
Process certificates (Ref: 5.5.15)	Within twenty (20) business days after completion of each Transition Training course	1 soft copy English or 1 soft copy French	Contractor	Individual participant
Provide FA course standards and course materials (Ref: 6.1)	Within fifteen (15) business days of Contract award	1 soft copy English 1 soft copy French	Contractor	TA
Provide detailed description of process for updating course materials (Ref: 6.3)	At start-up meeting	1 hard copy English 1 hard copy French 1 soft copy English 1 soft copy French	Contractor	TA
Notify decision to update course materials (Ref: 6.4)	As known	1 soft copy English	Contractor	TA



Provide notice of any amendments to course material (Ref: 6.5)	Within ten (10) business days of the identified amendment	1 soft copy English 1 soft copy French	Contractor	TA
Provide copy of any amendments to course material (Ref: 6.5)	Within ten (10) business days of implementation of the amendment	1 hard copy English 1 hard copy French 1 soft copy English 1 soft copy French	Contractor	TA
Provide Quality Management Plan (Ref: 8.1)	At or prior to the start-up meeting	1 soft copy English 1 soft copy French	Contractor	TA
TA able to access online portal to view all courses and track all certifications (Ref: 9.1 iv)	Within ten (10) business days after completion of each course	N/A	Contractor	TA
Collaborate with TA to generate a monthly list of new certified instructors, ITs and MITs/SITs (Ref: 9.1.v)	First working day of every month	1 soft copy English	Contractor	TA
Produce all DND and CAF student certificates (Ref: 9.1 vi)	Within ten(10) business days after online course submission	1 soft copy English or 1 soft copy French	Contractor	Lead instructor & individual participant
Process instructor certificates (Ref: 9.1.vi)	Within ten (10) business days after online course submission	1 soft copy English or 1 soft copy French	Contractor	Lead instructor & individual participant
Schedule start-up meeting and agenda (Ref: 10.1)	Within five (5) business days of contract award	N/A	Contractor	TA, CA



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Appendix 1 of Annex A- Estimated number of courses per location

Location	Estimated Transition Courses per Location for FA	Estimated Transition Courses per Location for Adv FA	Performance of Service (Language)
CFB Gander, Gander NFLD	6	2	English
CFB Halifax - Halifax, NS	15	5	English
CFB Gagetown - Gagetown, New Brunswick;	8	2	English
CFB Valcartier - Valcartier, Québec;	11	2	French
CFB Bagotville - Alouette, Québec;	4	1	French
Longue Pointe – Québec(Montreal);	9	0	French/English
Sherbrooke-Quebec	2	1	French
CFSU (O) Ottawa	20	2	English/French
CFB Petawawa - Petawawa, Ontario;	13	4	English
CFB Kingston - Kingston, Ontario;	7	1	English
CFB Trenton- Trenton, Ontario;	5	2	English
CFB Borden – Borden, Ontario;	15	4	English
CFB Toronto –Ontario	11	2	English
CFB Winnipeg - Winnipeg, Manitoba;	8	2	English
CFB Moose Jaw - Moose Jaw, Saskatchewan;	5	0	English
CFB Cold Lake - Grand Centre, Alberta;	3	1	English
CFB Edmonton - Edmonton, Alberta;	11	4	English
CFB Wainwright-Wainwright Alta	8	3	English
Vancouver- Vancouver BC	2	1	English
CFB Esquimalt - Victoria, British Columbia;	17	5	English
Totals	180	44	



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Appendix 2 of Annex A-Estimated number of Instructors/Instructor Trainers per location

Location	FAI	FAIT	Adv FAI	Adv FAIT	Performance of Service (Language)
CFB Gander, Gander NFLD	47	5	0	0	English
CFB Halifax - Halifax, NS	146	18	16	2	English
CFB Gagetown - Gagetown, New Brunswick;	82	10	2	2	English
CFB Valcartier - Valcartier, Québec;	126	26	0	0	French
CFB Bagotville - Alouette, Québec;	38	5	2	2	French
Longue Pointe –Quebec (MONTREAL)	70	12	0	0	French or English
Sherbrooke-Quebec	26	4	0	0	French
CFSU (O) Ottawa	202	28	8	8	English or French
CFB Petawawa - Petawawa, Ontario;	104	10	4	0	English
CFB Kingston - Kingston, Ontario;	77	6	7	0	English
CFB Trenton- Trenton, Ontario;	88	14	2	4	English
CFB Borden – Borden, Ontario;	158	15	5	2	English
CFB Toronto –Ontario	104	17	0	0	English
CFB Winnipeg - Winnipeg, Manitoba;	81	12	5	1	English
CFB Moose Jaw - Moose Jaw, Saskatchewan;	53	6	0	0	English
CFB Cold Lake - Grand Centre, Alberta;	36	2	0	0	English
CFB Edmonton - Edmonton, Alberta;	138	20	3	2	English
CFB Wainwright-Wainwright Alta	51	6	0	0	English
Vancouver- Vancouver BC	20	2	0	0	English
CFB Esquimalt - Victoria, British Columbia;	168	26	6	8	English
Total	1815	244	60	31	



ANNEX B – BASIS OF PAYMENT

The firm lot prices specified below include all expenses that may need to be incurred to satisfy the terms of the contract.

All prices are in Canadian Dollars, Applicable Taxes excluded, FOB destination, freight charges included, Canadian customs duties and excise taxes included.

1. Initial Contract Period (from date of Contract Award to 31 March 2025)

1.1 Goods - Course Management System, Training Materials and Certificates

Item	Description	Quantity of Lots	Firm Lot Price (CAD\$)
1	Access to Online Digital Course Management System for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ [amount to be detailed in the resulting contract]
2	All First Aid Program Textbooks - Soft (Digital) Copy in both English and French for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ [amount to be detailed in the resulting contract]
3	All First Aid Program Training Materials - Access to digital visual aids / videos for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ [amount to be detailed in the resulting contract]
4	All First Aid Program Exams - Soft (Digital) Copy in both English and French for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ [amount to be detailed in the resulting contract]
5	All First Aid Program Certificates - Personalized Soft (Digital) Copy of the certificate for up to 40,000 students. (As per Annex A – SOW)	1	\$ [amount to be detailed in the resulting contract]



2. Optional Requirement (from date of Contract Award to 31 March 2029, “as and when requested” basis)

2.1 Goods - Course Management System, Training Materials and Certificates

Item	Description	Quantity of Lots Per Year	Firm Lot Price (CAD\$)			
			Option Year 1: from 1 April 2025 to 31 March 2026	Option Year 2: from 1 April 2026 to 31 March 2027	Option Year 3: from 1 April 2027 to 31 March 2028	Option Year 4: from 1 April 2028 to 31 March 2029
1	Access to Online Digital Course Management System for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ [amount to be detailed in the resulting contract]	\$ [amount to be detailed in the resulting contract]	\$ [amount to be detailed in the resulting contract]	\$ [amount to be detailed in the resulting contract]
2	All First Aid Program Textbooks - Soft (Digital) Copy in both English and French for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ [amount to be detailed in the resulting contract]	\$ [amount to be detailed in the resulting contract]	\$ [amount to be detailed in the resulting contract]	\$ [amount to be detailed in the resulting contract]
3	All First Aid Program Training Materials - Access to digital visual aids / videos for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ [amount to be detailed in the resulting contract]	\$ [amount to be detailed in the resulting contract]	\$ [amount to be detailed in the resulting contract]	\$ [amount to be detailed in the resulting contract]
4	All First Aid Program Exams - Soft (Digital) Copy in both English and French for up to 40,000 students and Instructors. (As per Annex A – SOW)	1	\$ [amount to be detailed in the resulting contract]	\$ [amount to be detailed in the resulting contract]	\$ [amount to be detailed in the resulting contract]	\$ [amount to be detailed in the resulting contract]
5	All First Aid Program Certificates - Personalized Soft (Digital) Copy of the certificate for up to 40,000 students. (As per Annex A – SOW)	1	\$ [amount to be detailed in the resulting contract]	\$ [amount to be detailed in the resulting contract]	\$ [amount to be detailed in the resulting contract]	\$ [amount to be detailed in the resulting contract]



2.2 Services – Training (as and when requested via Task Authorization)

Item	Description	Quantity	Firm Unit Price (CAD\$)			
			Option Year 1: from date of Contract Award to 31 March 2026	Option Year 2: from 1 April 2026 to 31 March 2027	Option Year 3: from 1 April 2027 to 31 March 2028	Option Year 4: from 1 April 2028 to 31 March 2029
1	All First Aid Program Training (As per Annex A – SOW)	Up to 45 courses	\$ [amount to be detailed in the resulting contract]	\$ [amount to be detailed in the resulting contract]	\$ [amount to be detailed in the resulting contract]	\$ [amount to be detailed in the resulting contract]
2	All First Aid Program Transition Training (As per Annex A – SOW)	Up to 235 courses	\$ [amount to be detailed in the resulting contract]	N/A	N/A	N/A



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ANNEX C- DND 626 TASK AUTHORIZATION FORM

All invoices/progress claims must show the referenced Contract and Task numbers. Toutes les factures doivent indiquer les numéros du contrat et de la tâche.		Contract no. - No du contrat	
		Task no. - No de la tâche	
Amendment no. - No de la modification	Increase/Decrease - Augmentation/Réduction	Previous value - Valeur précédente	
To - À	TO THE CONTRACTOR You are requested to supply the following services in accordance with the terms of the above referenced Contract. Only services included in the Contract can be supplied against this task. Please advise the undersigned if the completion date cannot be met. Invoices/progress claims shall be prepared in accordance with the instructions set out in the contract. À L'ENTREPRENEUR Vous êtes prié de fournir les services suivants en conformité des termes du contrat mentionné ci-dessus. Seules les services mentionnés dans le contrat doivent être fournis à l'appui de cette demande. Prière d'aviser le signataire si la livraison ne peut se faire dans les délais prescrits. Les factures doivent être établies selon les instructions énoncées dans le contrat.		
Delivery location - Expédiez à			
Delivery/Completion date - Date de livraison/d'achèvement From - De : To - À :	_____ Date _____ for the Department of National Defence pour le ministère de la Défense nationale		
Contract item no. No d'article du contrat	Services		Cost Prix
			\$
		Applicable Taxes Taxes applicables	\$
		Total	\$
<p>APPLICABLE ONLY TO PWGSC CONTRACTS: The Contracting Authority signature is required when the total value of the DND 626 exceeds the threshold specified in the Contract.</p> <p>NE S'APPLIQUE QU'AUX CONTRATS DE TPSGC : La signature de l'autorité contractante est requise lorsque la valeur totale du formulaire DND 626 est supérieure au seuil précisé dans le contrat.</p> <p>_____</p> <p>for the Department of Public Works and Government Services pour le ministère des Travaux publics et services gouvernementaux</p>			