

Introduction

The Canada School of Public Service (CSPS) has a requirement for the provision of the services set out below. The purpose of this Advance Contract Award Notice (ACAN) is to signal the government's intention to award a contract for these services to Fable. Before awarding a contract, however, the government provides other suppliers with the opportunity to demonstrate that they are capable of satisfying the requirements set out in this Notice, by submitting a statement of capabilities during the fifteen (15) calendar day posting period.

If other potential suppliers submit a statement of capabilities during the fifteen (15) calendar-day posting period that meets the requirements set out in the ACAN, the government will proceed to a full tendering process on the government's electronic tendering service in order to award the contract.

If no other supplier submits, on or before the closing date, a statement of capabilities meeting the requirements set out in the ACAN, a contract will be awarded to the pre-selected supplier.

Background

The Canada School of Public Service (CSPS) has a requirement to authorize and make available accessibility and usability testing services. These services are essential to ensuring that the Canada School of Public Service designs and delivers accessible learning products through its various programs for federal servants. The Digital Accessibility in Learning team has determined that accessibility testing with real users of assistive technology is needed in order to meet accessibility standards and improve user experience, particularly for people with disabilities. This will also fulfill the need for testing in the final phase of any key assessments.

The work will involve the following:

- Conducting video-based sessions with individuals with disabilities who use one or more forms of adaptive technology. Through these sessions, the CSPS aims to gather real-life observations and concrete feedback on the challenges these individuals face while navigating our learning products, documents and applications.
- Engaging multiple individuals with disabilities, using various assistive technologies, to assess the compatibility of the CSPS's learning products across different devices and browsers. This approach provides a diverse array of perspectives simultaneously.
- Arranging video meetings with expert assistive technology users to identify issues and receive immediate feedback.
- Receiving recorded videos with narration where testers with specific assistive technologies navigate the CSPS's learning products based on instructions provided. The chosen assistive technology user will focus on completing the assigned task, so that any pain points encountered during the process can be identified and rectified.

The requests will vary depending on the product and the reason for assessment.

In addition, one of the goals of this initiative is to make information and communications technology usable by all. These services will help the CSPA adapt its products to ensure they are accessible and inclusive.

CSPA is seeking these services to support the “Nothing Without Us” initiative. This accessibility strategy aims to close gaps in the recruitment, retention and promotion of people with disabilities.

Period of the proposed contract

The proposed contract is for a period of one year, from July 19, 2024, to July 18, 2025, with the option to extend the contract period by two additional one-year periods.

Cost estimate of the proposed contract

The total estimated value of the contract, including the option periods, is **\$167,500.00** (GST extra):

- First year: \$54,300 (annual value)
- Optional extension 1: \$56,000
- Optional extension 2: \$57,200

Name and address of the pre-selected supplier

Title: Enterprise Growth Manager
Organization: Fable Tech Labs Inc.
Address: 2967 Dundas St W, Suite 863, Toronto, ON M6P 1Z2
Email: shenneile@makeitfable.com

Minimum essential requirements

Any interested supplier must demonstrate by way of a statement of capabilities that it meets the following requirements:

- Demonstrated proficiency in recruiting individuals with disabilities who possess a minimum of two (2) years of experience in utilizing adaptive technologies
- A minimum of three (3) years of experience facilitating interactions between individuals with disabilities and clients
- Ability to conduct testing using a diverse combination of adaptive technologies simultaneously
- Capacity to deliver:
 - Ten (10) testing requests per month
 - Each request within a maximum of five (5) business days from the time of reception
- Ability to prepare reports that include:
 - A clear numerical scoring system to rate the user experience
 - Pre-recorded videos with narration

- Knowledge and understanding of: Web Content Accessibility Guidelines (WCAG 2.1 AA), screen readers, screen magnification software, alternative navigation software, accessibility, and usability testing concepts
- Ability to carry out testing using a transparent procedure and a wide range of adaptive technologies, including but not limited to:
 - Screen readers
 - JAWS
 - NVDA
 - Screen magnification
 - Alternative navigation
 - Desktop Macs
 - Desktop PCs
 - All browsers
 - Android mobile devices
 - iOS mobile devices
- Access to a pool of pre-qualified testers with disabilities who are users of assistive technology and experts in the area of accessibility, with more than twenty (20) different assistive technology configurations available

Justification for the pre-selected supplier

The CSPS's market research found only one company that provides access to a pool of expert accessibility testers consisting of people with disabilities who are users of assistive technology. The company focuses exclusively on accessibility and usability services. It is also the only company able to provide service within five (5) business days.

Given the uniqueness of this type of service (access to people with disabilities), our analysis, which consisted of online research as well as discussions with various partners working in a similar field, from and outside the CSPS, indicated to us that there are no existing alternative sources of supply that can meet our requirements.

Fable is well-aligned with the CSPS's needs, given that the company:

- arranges direct contact with various users of adaptive technology to test our products
- can provide five (5) different combinations of adaptive technology users in response to a single compatibility testing request
- gives a numerical score to rate each adaptive technology user's experience
- delivers video feedback as the tester is going through the product, allowing us to view their pain points and to improve our products based on their feedback
- helps us save development time for any web or document-related products by testing prototypes to get direct feedback on any accessibility/usability issues before going too far into the development cycle

- offers the opportunity to meet with a tester who uses a specific adaptive technology and ask questions about accessibility/usability design and best practices

Fable currently boasts a large community of employees with disabilities as part of its team, thus supporting a segment of society that is often marginalized and excluded from the workforce. The assistive technology users who provide the testing have anywhere from 1 to 30 years of experience. All of Fable's testers go through a hiring process that includes an interview, and once hired as part of the community of testers, they are onboarded and encouraged to continue to develop their skills and grow professionally through the Fable Pathways program.

Suppliers' right to submit a statement of capabilities

Suppliers who consider themselves fully qualified and available to meet the specified requirements may submit a statement of capabilities in writing to the contracting authority identified in this Notice on or before the closing date of this Notice. The statement of capabilities must clearly demonstrate how the supplier meets the advertised requirements.

Closing date to submit a statement of capabilities

Statements of capabilities will be accepted until the closing date and time of **June 17, 2024, 2:00 p.m.**

Inquiries and statements of capabilities are to be directed to:

Kristina Hernandez

Procurement Officer

Canada School of Public Service

Email: solicitation-sollicitation@cspc-efpc.gc.ca