

**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

Veterans Affairs Canada
Procurement & Contracting
Attn: Sine MacAdam
sine.macadam@veterans.gc.ca

REQUEST FOR PROPOSAL

DEMANDE DE PROPOSITION

v.02_e

Proposal To: Veterans Affairs Canada

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

Proposition aux: Anciens Combattants Canada

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés

Instructions: See Herein

ici sur toute feuille ci-annexées, au(x) prix indiqué(s)

Instructions : Voir aux présentes

Comments - Commentaires

**Vendor/Firm Name and address
Raison sociale et adresse du
fournisseur/de l'entrepreneur**

**Issuing Office – Bureau de distribution
Veterans Affairs Canada
Procurement & Contracting**

| | |
|--|--|
| Title – Sujet Online Training Program Development | |
| Solicitation No. – N° de l'invitation 3000743522 | Date 2023-03-03 |
| GETS Reference No. – N° de reference de SEAG - | |
| File No. – N° de dossier | CCC No. / N° CCC - FMS No. / N° VME |
| Solicitation Closes – L'invitation prend fin at – à 3:00 PM on – le 2023-03-27 | Time Zone Fuseau horaire Heure normale de l'Est DST |
| F.O.B. - F.A.B. <i>Plant-Usine:</i> <input type="checkbox"/> <i>Destination:</i> <input type="checkbox"/> <i>Other-Autre:</i> <input type="checkbox"/> | |
| Address Inquiries to : - Adresser toutes questions à: Sine MacAdam | Buyer Id – Id de l'acheteur MSMACADA |
| Telephone No. – N° de téléphone : (902) 626-5288 | FAX No. – N° de FAX |
| Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : See Herein | |

| | |
|--|---|
| Delivery required - Livraison exigée See Herein | Delivered Offered – Livraison proposée |
| Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l'entrepreneur | |
| Facsimile No. – N° de télécopieur Telephone No. – N° de téléphone | |
| Name and title of person authorized to sign on behalf of Vendor/firm (type or print)- Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie) | |
| Signature | Date _____ |

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BASIS OF PAYMENT33

PART 1 - GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

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

The Annexes include the Statement of Work and the Basis of Payment.

1.2 Summary

The Veterans Review and Appeal Board (VRAB) requires support of a provider of instructional design and development expertise to review and analyze the content and prepare the materials for online delivery via Moodle, the learning management system used by the Veterans Affairs Canada portfolio.

Much work has begun on the initial training modules (Attachment 2), and it is imperative that this work continue seamlessly using the materials and content already in place. VRAB intends to onboard new staff in the coming weeks, within tight timelines.

1.3 Debriefings

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

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

The [2003](#) (2022-03-29) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

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

Delete: 60 days

Insert: 90 days

2.1.1 No Substitute Products

Bidders must provide products that are of the same description, brand name, model and/or part number as detailed in the item description of the bid solicitation. Bidders are advised that substitute products will not be considered.

2.2 Submission of Bids

Bids must be submitted only to Sine MacAdam by the date, time and place indicated in the bid solicitation.

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

2.3 Former Public Servant

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

Definitions

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

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or

- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

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

"pension" means a pension or annual allowance paid under the Public Service Superannuation Act (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the Supplementary Retirement Benefits Act, R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the Canadian Forces Superannuation Act, R.S., 1985, c. C-17, the Defence Services Pension Continuation Act, 1970, c. D-3, the Royal Canadian Mounted Police Pension Continuation Act, 1970, c. R-10, and the Royal Canadian Mounted Police Superannuation Act, R.S., 1985, c. R-11, the Members of Parliament Retiring Allowances Act, R.S. 1985, c. M-5, and that portion of pension payable to the Canada Pension Plan Act, R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

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

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

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

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

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

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

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 3 calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

2.5 Applicable Laws

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

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.

2.6 Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least 3 days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

2.7 Basis for Canada's Ownership of Intellectual Property

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

- the Intellectual Property in Foreground Information consists of material subject to copyright, with the exception of computer software and all documentation pertaining to that software

2.8 Bid Challenge and Recourse Mechanisms

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

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2.9 Office of the Procurement Ombudsman

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

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

The Bidder must submit its bid electronically via email.

The bid must be gathered per section and separated as follows:

Section I: Technical Bid
Section II: Financial Bid
Section III: Certifications

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

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

Section I: Technical Bid

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

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

Section II: Financial Bid

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

3.1.2 Exchange Rate Fluctuation
C3011T (2013-11-06), Exchange Rate Fluctuation

Section III: Certifications

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

ATTACHMENT 1 to PART 3

PRICING SCHEDULE

The Bidder must complete this pricing schedule and include it in its financial bid.

The volumetric data included in this pricing schedule are 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.

| | RESOURCE CATEGORIES | QUOTED ALL-INCLUSIVE PER DIEM RATE (in CAD \$) | VOLUMETRIC DATA (Estimated Total Level of Effort per Resource Category in days) | TOTAL (In CAD) |
|--|--|--|---|----------------|
| A Contract Period: Contract Award to March 31, 2023 | | | | |
| 1 | Senior Learning Advisor | | 5 | |
| 2 | Learning Designer | | 11 | |
| 3 | Technical Writer | | 11 | |
| 4 | Senior Custom eLearning Programmer | | 4 | |
| 5 | Senior Rapid eLearning Programmer | | 11 | |
| 6 | Senior Quality Assurance (QA) Specialist | | 4 | |
| 7 | Senior Graphic Designer | | 5 | |
| Subtotal | | | | |
| B Contract Period: April 1, 2023 to March 31, 2024 | | | | |
| 1 | Senior Learning Advisor | | 63 | |
| 2 | Learning Designer | | 125 | |
| 3 | Technical Writer | | 125 | |
| 4 | Senior Custom eLearning Programmer | | 50 | |
| 5 | Senior Rapid eLearning Programmer | | 125 | |
| 6 | Senior Quality Assurance (QA) Specialist | | 38 | |
| 7 | Senior Graphic Designer | | 63 | |
| Subtotal | | | | |
| C Contract Period: April 1, 2024 to March 31, 2025 | | | | |
| 1 | Senior Learning Advisor | | 63 | |
| 2 | Learning Designer | | 125 | |
| 3 | Technical Writer | | 125 | |
| 4 | Senior Custom eLearning Programmer | | 50 | |
| 5 | Senior Rapid eLearning Programmer | | 125 | |
| 6 | Senior Quality Assurance (QA) Specialist | | 38 | |
| 7 | Senior Graphic Designer | | 63 | |
| Subtotal | | | | |
| Applicable Taxes | | | | |
| Total | | | | |

Note: It is at the bidder's discretion to determine the appropriate number of resources per consultant category to complete all the work. The per diem rate for each type of consultant category will be as indicated above.

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Example: Bidder reviews the requirement and determines that they will need two Learning Designers. This means that all Learning Designer consultants will be paid at the Learning Designer rate.

Any mathematical errors will be corrected by the Contracting Authority and the unit price(s) submitted will prevail.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

Refer to Attachment 1 to Part 4.

4.1.1.2 Point Rated Technical Criteria

Refer to Attachment 1 to Part 4.

4.1.2 Financial Evaluation

4.1.2.1 Mandatory Financial Criteria

SACC Manual Clause [A0220T](#) (2014-06-26), Evaluation of Price-Bid

4.2 Basis of Selection

4.2.1 Basis of Selection

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation; and
 - b. meet all mandatory technical evaluation criteria; and
 - c. obtain the required minimum points for the technical evaluation which are subject to point rating.
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

ATTACHMENT 1 TO PART 4, TECHNICAL AND FINANCIAL CRITERIA

The Bidder must provide the necessary documentation to support compliance with these requirements.

- a. The Bidder is advised that only listing experience without providing any supporting data to describe where and how such experience was obtained will not constitute “demonstrated” for the purpose of the evaluation.
- b. The Bidder must clearly demonstrate in the proposal how the experience was gained or knowledge was attained, supported by résumés and any necessary supporting documentation.
- c. The Bidder must provide complete details as to where, when and how (through which activities/responsibilities) the stated qualifications/experience were obtained. In order to demonstrate when experience was obtained, the bidder must indicate the duration of such experience, specifying the start and end dates (month and year at a minimum). For experience requirements where a minimum duration of time is required to be demonstrated (e.g. “*must have a minimum of eight (8) cumulative years of audit experience...*”), in the case where the timelines of two or more projects or experience overlap, the duration of time common to each project/experience will not be counted more than once.
- d. It is recommended that the Bidder include a grid in their proposals, cross-referencing statements of compliance with the supporting data and résumé evidence contained in their proposals. Note: the compliance grid, by and of itself, DOES NOT constitute demonstrated evidence. As stated in b. above, the résumés and supporting documentation will be accepted as evidence.

Bidders should provide any required references in the Technical Proposal of their bid.

The references provided by the Bidders are subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to validate the references before award of a contract. The bid will be declared non-responsive if any references given by the Bidder are untrue, whether made knowingly or unknowingly. Failure to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

For Mandatory Technical Criteria and Point Rated Technical Criteria listed below requiring/requesting Project Summaries, the Bidder must/should provide:

- Name and description of client organization;
- Name, phone, email of client ;
- Scope, objective, size in dollars and resources, project timeframe (from-to dates month/year);
- Outcomes of the project; and/or
- Description of the Consultant roles and responsibilities of the organization or resource, as applicable.

1.1 Mandatory Technical Criteria

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

Bids which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

| Number | Mandatory Technical Criteria | Met / Not Met | Cross Reference to Proposal |
|--------|--|---------------|-----------------------------|
| MT1 | The Bidder must submit detailed CVs for each of the proposed resources, demonstrating that they meet the minimum mandatory requirements (education and work experience) for each applicable resource category as described in Annex A, Statement of Work, Provider Qualifications - Section 4 | | |
| MT2 | The Bidder must have at least 7 years of experience working with learning content providers to develop e-learning courses. | | |
| MT3 | The Bidder must have significant (i.e., depth and breadth of at least one long-term (one year) initiative or at least 3 short term (6 months each) initiatives and recent (within the last 2 years) experience providing e-learning services to Canadian Federal or Provincial Government Departments or Agencies. | | |
| MT4 | The Bidder must have recent (within the last 2 years) experience supporting the full online learning development needs of an organization to train staff to build cases, gather pertinent evidence and/or process compensation or disability services and benefits for Federal agencies (i.e., the Canadian Armed Forces, Veterans Affairs Canada, RCMP, Public Services and Procurement Canada, Sunlife, Medavie, etc.). | | |
| MT5 | The Bidder must have at least 6 months experience in designing, developing, and implementing a single e-learning program to be used on the Moodle platform. | | |

1.2 Point Rated Technical Criteria

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Bidders should ensure that the rated requirements are addressed in sufficient depth yet concisely, to enable a thorough assessment. Bids which fail to obtain the required minimum number of points overall in the point rating will be declared non-responsive. Each point rated technical criterion should be addressed separately.

| Number | Point Rated Technical Criteria | Points |
|--------|---|--------|
| RT1 | For each additional long-term (one year) or short-term (more than three of 6 months duration) initiatives and each year of experience that exceeds the Bidder's mandatory 2 years of recent experience providing e-learning services to Canadian Federal or Provincial Government Departments or Agencies(MT3), the Bidder will be awarded 1 point per initiative, and 1 point per year, up to a maximum of 2 points. | ___/2 |
| RT2 | For each year of experience that exceeds the Bidder's mandatory 2 years of experience supporting the full online learning development needs of an organization to train staff to build cases, gather pertinent evidence and/or | ___/2 |

| | | |
|---------------|---|--------|
| | process compensation or disability services and benefits for Federal agencies (i.e., the Canadian Armed Forces, Veterans Affairs Canada, RCMP, Public Services and Procurement Canada, Sunlife, Medavie, etc.)(MT4), the Bidder will be awarded 1 point per year, up to a maximum of 2 points. | |
| RT3 | For each additional e-learning program that meets the requirement of MT5, the Bidder will be awarded 1 point per e-learning program, up to a maximum of 2 points. Example: e-Learning Program #1 (duration 6 months) = MT3, e-Learning Program #2 (duration 10 months) = RT3 – 1 point, e-Learning Program #3 (duration 6 months) = RT3 – 1 point. | ____/2 |
| RT4 | The Bidder should demonstrate that they have current employees who are *Veterans working within their organization. *For the purposes of the rated requirement – Veteran is defined as any former member of the Canadian Armed Forces, who successfully underwent basic training and is honourably released. For further clarification please visit: https://www.veterans.gc.ca/eng/about-vac/what-we-do/mandate#definition No resources who are Veterans = 0 points 1 or more resources who are Veterans = 2 points | ____/2 |
| RT5 | The Bidder should demonstrate that the organization, or one of their proposed resources, has experience working on an initiative for an accessibility solution to assist individuals with a disability or to remove/reduce barriers. THE ACCESSIBLE CANADA ACT DEFINES: Disability: As any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment — or a functional limitation — whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society. Barrier: As including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice, that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation. No experience working on an initiative for an accessibility solution = 0 points Experience working on an initiative for an accessibility solution = 2 points | ____/2 |
| Minimum Point | | 3/10 |

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Required with the Bid

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences

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

5.2 Certifications Precedent to Contract Award and Additional Information

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

5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.4 Additional Certifications Precedent to Contract Award

5.2.4.1 Status and Availability of Resources

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.

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.

5.2.4.2 Education and Experience

5.2.4.2.1 SACC *Manual* clause [A3010T](#) (2010-08-16) Education and Experience

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Buyer ID - Id de l'acheteur
msmacada
CCC No./N° CCC - FMS No./N° VME

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirements

There are no security requirements applicable to the Contract.

PART 7 - RESULTING CONTRACT CLAUSES

Delete this title and the following sentence at contract award.

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

7.1 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

7.2 Standard Clauses and Conditions

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

7.2.1 General Conditions

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

7.2.2 Supplemental General Conditions

[4007](#) (2022-12-01) Canada to Own Intellectual Property Rights in Foreground Information, apply to and form part of the Contract.

7.3 Security Requirements

7.3.1 There is no security requirement applicable to the Contract.

7.4 Term of Contract

7.4.1 Period of the Contract

The period of the Contract is from date of Contract to March 31, 2025 inclusive.

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Sine MacAdam
Title: Procurement Contracting Officer
Veterans Affairs Canada
Telephone: (902) 626-5288
E-mail address: sine.macadam@veterans.gc.ca

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

7.5.2 Project Authority

The Project Authority for the Contract is:

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

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

7.5.3 Contractor's Representative

| Bidder is to complete information below and submit with their bid: | |
|--|--|
| Name | |
| Title | |
| Organization | |
| Procurement Business Number (PBN) | |
| Address | |
| Telephone | |
| E-mail address | |

7.6 Proactive Disclosure of Contracts with Former Public Servants

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

7.7 Payment

7.7.1 Basis of Payment

The Contractor will be paid for the Work performed, in accordance with the Basis of Payment at Annex B, to a limitation of expenditure of \$_____ (*insert the amount at contract award*). Customs duties are included and Applicable Taxes are extra.

7.7.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$_____. Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the

Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- a. when it is 75% committed, or
- b. four months before the contract expiry date, or
- c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.

3. 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.

7.7.3 Monthly Payment

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

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

7.7.4 Electronic Payment of Invoices – Contract

The Contractor accepts to be paid using the following Electronic Payment Instrument:

- a. Direct Deposit (Domestic and International);

7.7.5 Discretionary Audit

1. The following are subject to government audit before or after payment is made:
 - a. The amount claimed under the Contract, as computed in accordance with the Basis of Payment, including time charged.
 - b. The accuracy of the Contractor's time recording system.
 - c. The estimated amount of profit in any firm-priced element, firm time rate, firm overhead rate, or firm salary multiplier, for which the Contractor has provided the appropriate certification. The purpose of the audit is to determine whether the actual profit earned on a single contract if only one exists, or the aggregate of actual profit earned by the Contractor on a series of negotiated contracts containing one or more of the prices, time rates or multipliers mentioned above, during a particular period selected, is reasonable and justifiable based on the estimated amount of profit included in earlier price or rate certification(s).
 - d. Any firm-priced element, firm time rate, firm overhead rate, or firm salary multiplier for which the Contractor has provided a "most favoured customer" certification. The purpose of such audit is to determine whether the Contractor has charged anyone else, including the Contractor's most favoured customer, lower prices, rates or multipliers, for like quality and quantity of goods or services.
2. Any payments made pending completion of the audit must be regarded as interim payments only and must be adjusted to the extent necessary to reflect the results of the said audit. If there has been any overpayment, the Contractor must repay Canada the amount found to be in excess.

7.7.6 Time Verification

Time charged and the accuracy of the Contractor's time recording system are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contractor must repay any overpayment, at Canada's request.

7.8 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Each invoice must be supported by:

- a. a copy of time sheets to support the time claimed;
 - b. a copy of the release document and any other documents as specified in the Contract;
 - c. a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
 - d. a copy of the monthly progress report.
2. Invoices must be distributed as follows:
 - a. The original must be forwarded to the address shown on page 1 of the Contract for certification and payment.

7.9 Certifications and Additional Information

7.9.1 Compliance

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

7.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Prince Edward Island.

7.11 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the supplemental general conditions [4007](#) (2022-12-01) Canada to Own Intellectual Property Rights in Foreground Information;
- (c) the general conditions [2035](#) (2022-12-01), General Conditions - Higher Complexity – Services;
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) the Contractor's bid dated _____, (*insert date of bid*)

7.12 Dispute Resolution

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

7.13 Office of the Procurement Ombudsman

7.13.1 Dispute Resolution

The Parties agree to make every reasonable effort, in good faith, to settle amicably all disputes or claims relating to the Contract, through negotiations between the Parties' representatives authorized to settle. If the Parties do not reach a settlement within 25 working days after the dispute was initially raised to the other party in writing, either Party may contact the OPO to request dispute resolution/mediation services. The OPO may be contacted by e-mail at boa.opo@boa-opo.gc.ca, by telephone at 1-866-734-5169, or by web at www.opo-boa.gc.ca. For more information on the OPO's services, please see the [Procurement Ombudsman Regulations](#) or visit the [Office of the Procurement Ombudsman website](#).

7.13.2 Contract Administration

The OPO was established by the Government of Canada to provide an impartial, independent venue for Canadian bidders to raise complaints regarding the administration of certain federal contracts, regardless of dollar value. If you have concerns regarding the administration of a federal contract, you may contact the OPO by e-mail at boa.opo@boa-opo.gc.ca, by telephone at 1-866-734-5169, or by web at www.opo-boa.gc.ca. For more information on the OPO's services, please see the [Procurement Ombudsman Regulations](#) or visit the [Office of the Procurement Ombudsman website](#).

ANNEX "A"

STATEMENT OF WORK

Veterans Review and Appeal Board - Online Training Program Development

1. Objective

The purpose of this Statement of Work (SOW) is to outline the arrangement between the Veterans Review and Appeal Board (VRAB) and the Contractor with respect to the development of an e-learning program, including approximately seven courses, each with multiple modules, for training VRAB employees.

2. Background

The Veterans Review and Appeal Board (VRAB) Operations and Professional Development directorate is responsible for supporting and training its pre-hearing and post-hearing officers, case coordinators, case review officers, and quality management analysts. Historically, training was provided on-the-job over the course of 6 months to a year. VRAB is seeking to move its training to an online delivery system.

In addition, VRAB requires a general onboarding training program for all staff, as well as role-specific training for corporate and legal staff.

VRAB requires support of a Contractor of instructional design and development expertise to review and analyze the content and prepare the materials for online delivery via Moodle, the learning management system used by the Veterans Affairs Canada portfolio.

Much work has begun on the initial training modules (Attachment 1), and it is imperative that this work continue seamlessly using the materials and content already in place. VRAB intends to onboard new staff in the coming weeks, within tight timelines.

3. Requirements

The Contractor will be responsible for:

- Providing the required resources, as outlined in SOW and following mandatory technical criteria, to develop e-learning courses
- Ensuring identified e-learning courses are developed in HTML, tested, and completed on time and on budget
- Providing all deliverables in Government of Canada accessible format
- Reviewing content and making recommendations on delivery: e-learning courses, modules, online assessment, assignments, etc. Recommendations also include the number of units/modules that will need to be designed and developed
- Creating program outline based on the analysis and materials provided
- Communicating and sharing of documents will be facilitated via Dropbox (unprotected documents only)
- Creating a content document (in Microsoft Word) that outlines the detailed content of the course
- Identifying gaps in the content and making recommendations for additions
- Providing instructional design and project management support and oversight; and
- Developing, testing, and completing e-learning courses in English
- Providing recommendations and expert advice for the next steps in implementing the VRAB Online Training Program

-
- Collaborating with VRAB Subject Matter Experts and training liaisons
 - Implementing evidence-based/innovative practices using the Competency-based Management Framework
 - Meeting weekly with the VRAB Training team to provide status updates and resolve issues
 - Engaging with the VRAB Training team during core working hours (8:30 am to 4:30 pm Atlantic time)
 - Debriefing Project Authority bi-weekly to update on progress, deliverables and budget
 - Building all courses in accordance with the specifications and requirements of the current VAC portfolio Learning Management System, Moodle
 - Providing a small team dedicated to this work, to enable clear communication and quick turnaround of deliverables, to achieve the objectives within the tight turnaround times
 - Providing a comprehensive learning product, that is user ready, with any graphics, creative content, etc. as approved by the Project Authority
 - Providing updated/modified versions of documents and/or deliverables within 2 business days of receiving VRAB feedback, unless otherwise approved by the VRAB Project Authority

VRAB will be responsible for:

- Identifying the courses required for development and the respective streams as they correspond to the VRAB roles
- Providing all content as per a mutually agreed formatting throughout the design and development process
- Assigning a Project Authority and implementation team to guide the work
- Translating materials from English to French.
- Providing feedback to the Contractor on draft versions of documents and/or deliverables within 2 business days

4. Resource Qualifications

Senior Learning Advisor

- Must have as a minimum a graduate degree and specialization in 1 of the following fields: education, adult learning, distance learning or e-learning.
- Must have at least 7 years' experience in course design as of the Request for Proposal closing date and time.
- Must have at least 2 years' experience in designing e-learning products as of the Request for Proposal closing date and time.

Learning Designer

- Must have as a minimum an undergraduate degree.
- Must have at least 7 years' experience in course design as of the Request for Proposal closing date and time.
- Must have at least 2 years' experience in designing e-learning products as of the Request for Proposal closing date and time.

Technical Writer

- Must have as a minimum a college diploma (in any field).
- Must have at least 9 years' experience as a technical writer as of the Request for Proposal closing date and time.

Senior Custom eLearning Programmer

- Must have as a minimum a college diploma (in any field).

- Must have at least 7 years' experience in programming Web applications using Java, HTML 5, C language or script language, and secondary programs (file structure) and/or of databases as of the Request for Proposal closing date and time.
- Must have developed and integrated at least 4 Automated Training (AT) or web-based training courses over the past 4 years as of the Request for Proposal closing date and time.
- Must have optimized the performance of multimedia resources, including audio, video or still images for at least 4 e-learning products as of the Request for Proposal closing date and time.
- Must have developed Shareable Content Object Reference Model (SCORM) 1.2 or 2003 compliant content (including content packages and metadata files) for at least 9 SCORM-compliant courses over the past 3 years as of the Request for Proposal closing date and time.

Senior Rapid eLearning Programmer

- Must have as a minimum a college diploma (in any field).
- Must have developed at least 5 e-learning courses over the past 2 years using rapid learning tools (Adobe Illustrator, Adobe Photoshop, Adobe Captivate, Adobe Dreamweaver, Adobe Contribute, HTML 5, CSS, Adobe Flash and/or Articulate) as of the Request for Proposal closing date and time.
- Must have developed SCORM-compliant content (including content packages and metadata files) for at least 3 SCORM-compliant courses in the last 2 years as of the Request for Proposal closing date and time.

Senior Quality Assurance (QA) Specialist

- Must have at least 3 years' experience in implementing e-learning QA policies, programs, procedures and measures as of the Request for Proposal closing date and time.
- Must have at least 3 years' experience in developing standards related to e-learning design as of the Request for Proposal closing date and time.
- Must have at least 3 years' experience in QA process management as of the Request for Proposal closing date and time.

Senior Graphic Designer

- Must have as a minimum a college diploma (in any field).
- Must have a minimum of 3 years of experience within the last 5 years as a Graphic Designer as of the Request for Proposal closing date and time.

5. Delivery expectations

It is expected that the modules specific to the various operational roles at VRAB be delivered within very tight time frames. The training development schedule will need to be strictly adhered to maximize the benefit the Moodle platform. It is expected that the Contractor will identify and deploy the full project team within two weeks of the contract award, with the first development of deliverables within two weeks afterward.

See Attachment 2 for a High-Level Training Plan and Delivery Timeline for VRAB Employees. A more detailed schedule of deliverables will be provided once the work is underway.

6. Information Management and Privacy

Handling of Personal Information

There will be no requirement for the provider to handle or process any personal or private information.

The Provider acknowledges that the Veterans Review and Appeal Board is bound by the Privacy Act with respect to the protection of personal information as defined in the Act. The Provider must keep private and confidential any such personal information collected, created or handled by the Provider under the

contract, and must not collect, use, copy, disclose, dispose of or destroy such personal information except in accordance with the Privacy Act and the delivery provisions of the contract.

All personal information is under the control of the Veterans Review and Appeal Board, and the Provider has no right in or to that information. The Provider must deliver to the Project Authority all such personal information in whatever form, including all working papers, notes, memoranda, reports, data in machine-readable format or otherwise, and documentation which have been made or obtained in relation to the contract, within 30 days of the completion or termination of the contract, or at such earlier time as the Project Authority may request. Upon delivery of the personal information to the Project Authority, the Provider will have no right to retain that information in any form and must ensure that no record of the personal information remains in the Provider's possession.

Requests for Information

Should the Provider receive a request for information from a third party, relating to information in their custody for the purposes of this contract, the Provider will advise the Project Authority. Following consultation with the VRAB Access to Information and Privacy Coordinator, the Project Authority will provide the Provider with guidance and direction on handling the request.

Notification of Non-Compliance or Breach of Privacy and Security

The Provider shall notify, in writing, the Project Authority, the Veterans Review and Appeal Board and the Contracting Authority immediately of any reason it does not comply with the Privacy and Security provisions of the Contract in any respect. The Provider shall promptly notify the Project Authority of the particulars of the non-compliance and what steps it proposes to take to address or prevent recurrence of the non-compliance.

The Provider shall notify the Project Authority immediately when it becomes aware of an occurrence of breach of privacy or of the security requirements of the Contract.

This includes but is not limited to:

- a) unauthorized collection of the personal information in its custody
- b) unauthorized access to or modification of the personal information in its custody
- c) unauthorized use of the personal information in its custody
- d) unauthorized disclosure of the personal information in its custody
- e) a breach of privacy or security with respect to personal information in its custody or with respect to any computer system in its custody and that may be used to access personal information

The Provider shall work with the Department to achieve resolution and compliance with Government of Canada privacy and security requirements.

The Provider will be required to indemnify the government for any liability in connection with any breach of its obligation under the contract.

Ownership and Control

All information (personal or otherwise) which is used, processed, handled, stored, and recorded by the Provider for the purposes of fulfilling the requirements of the Contract, regardless of the format, medium, and physical characteristics, remains under the ownership and control of the Veterans Review and Appeal Board. All applicable Federal legislations apply under all circumstances, even when such information is in the sole custody of the Provider.

In accepting this contract, the Provider acknowledges that the Veterans Review and Appeal Board maintains ownership and control over all personal information and any other information that is collected,

created, captured, received, used, processed, handled, stored, and recorded by the Provider when fulfilling the requirements outlined in the Contract.

Upon delivery of the final requirements of the contract, the Provider will ensure that all information referenced above is returned to the Project Authority.

Non-Disclosure of VRAB Information

All information, whether technical, financial or otherwise, including without limitation all secret or confidential information belonging to the Veterans Review and Appeal Board, in whatever form, created to fulfill the requirements of this contract, is a valuable, special and unique asset belonging to the Veterans Review and Appeal Board. The provider agrees that it will not disclose information belonging to the Veterans Review and Appeal Board to any person, firm, corporation, association or any other entity for any reason or purpose whatsoever.

7. Attachments:

Attachment 1: An Example of Current Stages and Workflows of VRAB Online Course Design and Development for Pre-hearing Case Coordinators

Attachment 2: High-Level Overall Outline for Online Training Program for VRAB Employees

ATTACHMENT 1

The following is an example of the current stages and workflows of VRAB online course design and development for the Pre-hearing Case Coordinator role.

Terms:

SME = Subject Matter Expert
CRO = Case Review Officer
TL = Team Lead
TT = VRAB Training Team
SBSP = Step-by-step procedures
CD = Content Document

Stages:

1. Input information into **DACUM Chart** (by SME)
2. **DACUM Chart** is used to create **Course/Module Outline** (by TT)
3. **Step-by-step procedures** (SBSP) are written using Microsoft Word (by SME)
4. **SBSPs** are sent to CRO (by SME)
5. **SBSPs** are reviewed and edits are made (by CRO)
6. **SBSPs** are sent to TL (by CRO)
7. **SBSPs** are reviewed, edits are made, and **Approval** is provided (by TL)
8. **SBSPs** are sent to TT (by TL)
9. **SBSPs** are reviewed and edits/comments are made (by TT)
10. **SBSPs** are sent to TL (by TT)
11. **SBSPs** are reviewed, edits are made, and FINAL **Approval** is provided (by TL)
12. **SBSPs** are sent to Provider (TT)
13. **Content Document (CD)** is written/designed using the SBSPs (Provider)

Note: For SBSPs WHICH WERE PREVIOUSLY SENT TO Provider AND DRAFT 1 OF CONTENT DOCUMENTS WERE CREATED

- a. **SBSPs** revisions made by CROs & TLs are integrated to **Draft 1 of CD** (by Provider)
14. **Draft 1 of CD** is sent back to VRAB (by Provider)
15. **Draft 1 of CD** is reviewed, and edits are made (by TT)
16. **Draft 1 of CD** is sent to TL (by TT)
17. **Draft 1 of CD** is reviewed, and edits are made, and FINAL **Approval** is provided (by TL)
18. **Draft 1 of CD** is sent back to TT (by TL)

-
19. **Draft 1 of CD** is sent back to Provider (by TT)
 20. **Draft 2 of CD** is designed (by Provider)
 21. **Draft 2 of CD** is sent back to VRAB (by Provider)
 22. **Draft 2 of CD** is reviewed, and only necessary edits are made (by TT)
 23. **Draft 2 of CD** is sent back to Provider (by TT)
 24. **Draft 2 of CD** is sent to module development (by Provider)
 25. **Final Assessment** is written using **Practice Activities** (case studies/scenarios – use parts of existing Statements of Case (SOCs) – or VRAB Train application systems) along with multiple choice questions (by SME, TLs and CRO)
 26. Once **Final Assessment** is approved, it will be translated into French (TT)
 27. **Shell** of module is created in Moodle (TT)
 28. **Developed Module** link is sent to VRAB (by Provider)
 29. **Developed Module** is reviewed, comparing it to the already approved **Draft 2 of the CD** and only necessary edits are made within the CD (by TT)
 30. If edits are required in the **Developed Module**, then the already approved **Draft 2 of the CD** is sent back to Provider with edits indicated in the CD (by TT)
 31. **English CD** is translated into French (by TT)
 32. **French CD** is reviewed (by Bilingual SME)
 33. **French CD** is sent to Provider (by TT)
 34. **French CD** is sent to module development (by Provider)
 35. **Shell** of French module is created in Moodle (by TT)
 36. **Developed French Module** link is sent to VRAB (by Provider)
 37. **Developed French Module** is reviewed, comparing it to the already approved **French CD** and only necessary edits are made within the CD (by TT)
 38. If edits are required in the **Developed French Module**, then the already approved **French CD** is sent back to Provider with edits indicated (by TT)
 39. English and French **SCORM packages** are sent to VRAB (by Provider)

40. English and French **SCORM packages** are opened and downloaded into Moodle module shells (by TT)
41. English and French **Assessments** are built in Moodle (by TT)
42. Entire English and French **Modules** including **Assessments** are reviewed in Moodle (by TT)
43. Entire English and French **Modules** including **Assessments** are ready to go "live" on Moodle (by TT)
44. Announce / Launch **Module** on Moodle to VRAB using email (by TT)

ATTACHMENT 2

High-Level Training Plan for VRAB Employees

INTRODUCTORY COURSES

| COURSE | MODULES | STATUS / TIMELINE |
|---|---|------------------------------|
| PRE-ONBOARDING/ORIENTATION (completed) | | Completed |
| GENERAL ONBOARDING/MANDATORY TRAINING COURSE (completed) | | Completed |
| WELCOME TO VRAB | Introduction Governance Organizational Structure Our Purpose Levels of Redress for Veterans Evidence Our Decision-Making Process Workplace Culture Employee Well-being Initiatives Professional Development Opportunities Resources Summary Conclusion | Completed |

CRITICAL LEARNING / ROLE-SPECIFIC TRAINING

| COURSE | MODULES | STATUS / TIMELINE |
|---|--|------------------------------|
| Pre-Hearing Case Coordinator (AS-01 Level) | How to Navigate the Client Service Delivery Network | Completed |
| | Document Preparation | |
| | Statement of Case (SOC) Assembly | |
| | Letter Creation/Enveloping | |
| | VRAB Scheduling Application | All in progress |
| | SOC Requests | |
| | Client Information Sheet (CIS) | |
| | Medical Excerpts | |
| | Summary of Assessment (SOA) | |
| | Entitlement Review | |
| | Assessment Review | |
| | SOC Inserts | |
| | SOC Resources | |
| | SOC Worksheets | |

| COURSE | MODULES | STATUS / TIMELINE |
|--|---|-------------------------------|
| Hearing Officers (Pre-hearing) (AS-01 Level) | To be developed | Contract Award – June 2023 |
| Hearing Officers (Post-hearing) (AS-01 Level) | To be developed Contract Award – June 2023 | To be developed |
| Quality Management Analysts | To be developed | To be developed |

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| | | |
|--|---|------------------|
| (AS-03 Level) | Contract Award – August 2023 | |
| Case Review Officers (AS-02 Level) | To be developed August 2023 - March 2024 | To be developed |
| Team Leaders (AS-03 Level) | To be developed March 2024 - June 2024 | To be developed |
| Admin Team (AS-03 Level) | To be developed June 2024 – July 2024 | To be developed |
| Legal Team (LP-01 Level) | To be developed Augusts 2024 – December 2024 | To be developed |
| Training Courses and/or Edits – to be determined | To be determined | To be determined |

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3000743522-C
Client Ref. No. - N° de réf. du client
1000503345

Amd. No. - N° de la modif.
File No. - N° du dossier

Buyer ID - Id de l'acheteur
msmacada
CCC No./N° CCC - FMS No./N° VME

ANNEX "B"

BASIS OF PAYMENT

To be inserted at time of Contract Award.