



RETURN BIDS TO:

IRCC.BidsReceiving-Receptiondessoumissions.IRCC@cic.gc.ca

FOR ELECTRONIC BIDS:

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

REQUEST FOR PROPOSAL

Proposal To: Citizenship and Immigration Canada

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

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

Title – Sujet	
CIC- Francophone Virtual Platform	
Solicitation No. – N° de l'invitation	Date
CIC-158048	June 28, 2024
Solicitation Closes – L'invitation prend fin at – à	Time Zone Fuseau horaire
2:00 PM	EDT
on – August 8, 2024	
F.O.B. - F.A.B.	
Plant-Usine: <input type="checkbox"/>	Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>
Address Inquiries to: - Adresser toutes questions à :	
IRCC.BidsReceiving-Receptiondessoumissions.IRCC@cic.gc.ca	
Telephone No. – N° de téléphone :	
873-408-0515	
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction :	
See Herein	
Delivery required - Livraison exigée	
See Herein	
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	
Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur	
(type or print)/ (taper ou écrire en caractères d'imprimerie)	
Signature	Date



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PART 1 - GENERAL INFORMATION

1.1 Introduction

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; and

Part 6 **Security, Financial and Other Requirements:** includes specific requirements that must be addressed by Bidders.

1.2 Summary

The new *Official Languages Act*, recently modernized by Bill C-13, now includes an obligation for the Minister of Immigration, Refugees and Citizenship Canada (IRCC) to adopt a Policy on Francophone immigration to enhance the vitality of French linguistic minority communities in Canada, including by restoring and increasing their demographic weight.

As part of the activities funded by the Action Plan for Official Languages (APOL) 2023-2028, IRCC is to acquire an online platform to promote and support the Corridor for French speaking teachers and teachers of French language, and Francophone immigration recruitment activities overall. The Government of Canada [Policy on Francophone Immigration](#) was launched on January 16, 2024 and also includes this commitment for the development of a virtual platform.

IRCC has a requirement for the development and maintenance of a virtual, cloud-based platform to promote francophone immigration outside Quebec. The platform will allow IRCC to have a single-window entry platform for all promotional activities, ensuring a consistent approach, and be able to report and evaluate on whether promotional activities are successful.

1.2.1 The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), and the Canadian Free Trade Agreement (CFTA).



1.2.2 The Federal Contractors Program (FCP) for employment equity applies to this procurement; refer to Part 5 – Certifications.

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

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

Technical Difficulties of Bid Transmission:

Despite anything to the contrary in (05), (06) or (08) 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.

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.

The 2003 standard instructions is amended as follows:

- Subsection 3. of Section 01, Integrity Provisions - Bid of Standard Instructions [CIC-SI-001 \(2016-05-26\)](#) incorporated by reference above is deleted in its entirety and replaced with the following:
 - a. at the time of submitting, the Bidder has already provided a list of names, as requested under the [Ineligibility and Suspension Policy](#). During this procurement process, the Bidder must immediately inform Canada in writing of any changes affecting the list of names.

2.2 Submission of Bids

Bids must be submitted only to the IRCC Bid Receiving Unit specified below by the date and time indicated on page 1 of the bid solicitation:
IRCC.BidsReceiving-Receptiondessomissions.IRCC@cic.gc.ca

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

2.3 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 5 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.

2.4 Applicable Laws

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



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

2.5 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 15 days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

2.6 Former Public Servant

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

Definitions

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

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

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

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



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

Former Public Servant in Receipt of a Pension

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

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

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

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

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

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

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



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

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

Section I: Technical Bid (1 electronic copy by email)

Section II: Financial Bid (1 electronic copy by email)

Section III: Certifications (1 electronic copy by email)

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

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

- (a) Due to the nature of the bid solicitation, bids transmitted in hard copies or by facsimile will not be accepted.
- (b) Prices must appear in the financial bid only. Prices must not be indicated in any other section of the bid.

3.2 Section I: Technical Bid

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

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

As part of this Request for Proposal (RFP), suppliers will also be required to provide a demonstration of their platform to showcase its functionalities, capabilities, and alignment with the requirements outlined in this document. The demonstration should cover specific functionalities found in Appendix E for Mandatories and in Appendix F for rated and adhere to the technical specifications provided. The purpose of the demonstration is to allow the evaluation team to assess the suitability of the proposed platform for our organization's needs. Further instructions regarding the demonstration will be provided if your proposal is deemed compliant for all mandatory criteria. Suppliers are invited to submit any questions during the solicitation period



3.3 Section II: Financial Bid

3.3.1 Bidders must submit their financial bid in accordance with the Basis of Payment in Annex "H".

3.3.2 Exchange Rate Fluctuation

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.

3.3.3 Financial Capability

SACC Manual clause [A9033T](#) (2012-07-16) Financial Capability.

3.4 Section III: Certifications

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



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

4.1.1 Technical Evaluation

Mandatory and point-rated technical evaluation criteria are included below and will be evaluated in three stages:

Stage	Criteria to be evaluated
1. Technical bid evaluation	a) Mandatory criteria (as per Appendix E article 1.1)
2. Vendor demonstrations	a) Mandatory criteria (as per Article 1.2 of Appendix E) b) Rated criteria (as per Appendix F article 1.2)
3. Point-rated technical evaluation	a) Rated criteria (Appendix G)

After Stage 1, only bidders whose technical bids are deemed responsive will be invited to provide demonstrations (Stage 2); and only bidders whose demonstrations are deemed responsive will proceed to Stage 3, Point-rated technical evaluation.

4.1.2 Financial Evaluation

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

4.2 Technical Criteria

4.2.1 Mandatory Technical Requirements

Attention Bidders: It is requested that you use the table provided in Appendix “E” in your bid submission. Please indicate the relevant page number(s) from your bid that address(es) the requirement identified in each criterion. Each mandatory technical criterion should be addressed separately and the Bidder must provide the necessary documentation to support compliance with each requirement. Please note that the requirements listed under section 1.2 of Appendix

“E” are also to be demonstrated as per Article 4.2.2, should the Bidder be invited to proceed to the Bidder Demonstration stage.

If information provided in the proposal does not meet all of the Mandatory Evaluation Criteria, including providing references, the proposal will be considered non-responsive and will be given no further consideration.

4.2.2 Bidder Demonstrations

Bidders will be invited to demonstrate how the current version of their platform meets the mandatory requirements listed in Section 1.2 of Appendix “E” and the rated requirements listed in Appendix “F”.

The Demonstration for each Bidder will be conducted in the National Capital Region, in person on government premises or via MS Teams. Canada estimates that the Demonstration(s) will take place in September 2024. At least 10 working days prior to the Demonstration(s), Canada will confirm the exact date and time for the Demonstration with the Bidders. Each Bidder will be limited to no more than 5 attendees being present or part of the Demonstration. Canada’s representation will consist of the evaluators, the Contracting Authority, and observers. The demonstration will be recorded for evaluation purposes.

The format of the Demonstration will be as follows:

Each Bidder will be limited to a total time of four hours, which will include a 30 minute break. This time includes the Bidder’s set-up period, introductions, overview of their organization and the demonstration. It is up to the Bidder to use their time wisely and to structure it accordingly.

The demonstration consists of two segments:

- a) The mandatory requirements listed in section 1.2 of Appendix “E”, which will be evaluated on a met/not met basis: and
- b) The rated demonstration requirements listed in Appendix “F”, which will be evaluated as per the chart below.

Scoring for the rated portion of the demonstrations is as follows (refer to Appendix “F” for additional information):

Point Structure
Rated Demonstration requirements: 42
Rated points per requirement: 20
Total demonstration points: 840
Pass mark (70%): 588

For a bid to be considered responsive at the demonstration stage, all of the mandatory requirements listed in section 1.2 of Appendix “E” must be met and the bidder must receive a passing mark of 588 (70%) for the rated portion of the demonstration.

If there are technical issues as a result of Canada, Canada reserves the right to delay the start time of the Demonstration until the technical issues are resolved.



The Vendor acknowledges and agrees that any costs, expenses, or charges incurred in relation to the demonstration of its products or services to the Client shall be borne solely by the Vendor. The Client shall not be liable for any reimbursement or compensation to the Vendor for such demonstration costs, regardless of the outcome of the demonstration or any subsequent business relationship between the Vendor and the Client.

4.2.3 Point-Rated Technical Requirements

Bids that have been deemed to meet all of the mandatory technical criteria as per Sections 4.2.1 and 4.2.2 above and received a minimum of 588 points as per Section 4.2.2 above will be further evaluated and scored in accordance with the point rated criteria found in Appendix “G”.

Each point rated technical criterion in Appendix “G” should be addressed separately in the bid. If the point rated technical criterion is not addressed, it will be given a score of zero. Refer to Appendix “G” for additional information regarding criterion rating.

Major Category	Max
Corporate Experience	100
Senior Project Manager	75
Delivery Team	60
Integration Schedule	65
Life-Cycle Management	50
Prevention and Detection of System Breaches	75
Anti-Racism	60
Total	485
Minimum Number of Points (70% Pass mark)	339

Bids which that meet the minimum number of points (339) in the point-rated criteria will be declared responsive.

Attention Bidders: It is requested that you use the table provided in Appendix “G” in your bid submission. Please indicate the relevant page number(s) from your bid which addresses the requirement identified in each criterion. Each technical criterion should be addressed separately and the Bidder must provide the necessary documentation to support compliance with each requirement.

4.2.4 Financial Evaluation

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

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

For the purposes of bid evaluation, Basis of Payment, Appendix “H” will be used. The Bidder must provide all inclusive a firm price for implementation of the platform, monthly subscription fees, and each event type. The platform must be proposed in accordance with the bid solicitation, for the initial contract period and option period(s).



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

4.2.5 Formulas in Pricing Schedule

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

4.2.6 Substantiation of Professional Services Rates

In Canada’s experience, bidders will from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. When evaluating the rates for professional services bids, Canada may, but will have no obligation to, require price support for any rates proposed (either for all or for specific resource categories). Examples of price support that Canada would consider satisfactory include:

- a) documentation (such as billing records) that shows that the Bidder has recently provided and invoiced another customer (with whom the Bidder deals at arm’s length) for services similar to the services that would be provided by the relevant resource category, where those services were provided for at least one month and the fees charged are equal to or less than the rate offered to Canada (to protect the privacy of the customer, the Bidder may black out the customer’s name and personal information on the invoice submitted to Canada);
- b) a signed contract between the Bidder and an individual qualified (based on the qualifications described in this bid solicitation) to provide services under the relevant resource category, where the amount payable under that contract by the Bidder to the resource is equal to or less than the rate bid for that resource category;
- c) a signed contract with a subcontractor who will perform the work under any resulting contract, which provides that the required services will be provided at a rate that is equal to or less than the rate bid for the relevant resource category (and where the resource meets all the qualifications described in this bid solicitation); or
- d) details regarding the salary paid to and benefits provided to the individuals employed by the Bidder qualified (based on the qualifications described in this bid solicitation) to provide services under the relevant resource category where the amount of compensation, when converted to a per diem or hourly rate (as applicable), is equal to or less than the rate bid for that resource category.

Once Canada requests substantiation of the rates bid for any resource category, it is the sole responsibility of the Bidder to submit information (either the information described in the examples above, or other information that demonstrates that it will be able to recover its own costs based on the rates it has proposed) that will allow Canada to determine whether it can rely, with confidence, on the Bidder’s ability to provide the required services at the rates bid, while, at a minimum, recovering its own costs. Where Canada determines that the information provided by the Bidder does not demonstrate the Bidder’s ability to recover its own costs in providing the relevant resource, Canada may declare the bid non-compliant, if the rate is at least **20%** of or lower than the median price bid by compliant bidders for the first year of the resulting contract for the relevant resource(s). Only the Firm Per Diem Rates of proposals that are technically responsive will be considered.



4.3 Basis of Selection

4.3.1 Basis of Selection - Highest Combined Rating of Technical Merit (60%) and Price (40%)

4.3.1.1 To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation;
- b. meet all mandatory technical criteria in its bid submission as per Article 4.2.1 Mandatory Technical Requirements and 4.2.2 Bidder demonstration;
- c. obtain the required minimum of **588** points overall for the technical evaluation criteria which are subject to point rating as part of the vendor demonstrations. The rating is performed on a scale of **840** points; and
- d. obtain the required minimum of **339** points overall for the technical evaluation criteria which are subject to point rating as per 4.2.3 of the bid evaluation. The rating is performed on a scale of **485** points.

4.3.1.2 Bids not meeting **(a) or (b) or (c) and (d)** will be declared non-responsive.

4.3.1.3 The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be **60%** for the technical merit and **40%** for the price.

4.3.1.4 The overall technical score number of points will be determined as follows: total number of points obtained through bid evaluation + total number of points obtained through demonstration evaluation.

4.3.1.5 To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 60%.

4.3.1.6 To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40%.

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

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

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equal's 900 and the lowest evaluated price is \$45,000 (45).

Basis of Selection - Highest Combined Rating of Technical Merit (60%) and Price (40%)

	Bidder 1	Bidder 2	Bidder 3
Overall Technical Score	890/900	850/900	825/900



Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$890/900 \times 60 = 59.33$	$850/900 \times 60 = 56.67$	$825/900 \times 60 = 55$
	Pricing Score	$45/55 \times 40 = 32.73$	$45/50 \times 40 = 36$	$45/45 \times 40 = 40$
Combined rating		92.06	92.67	95
Overall rating		3rd	2nd	1st



PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Required with the Bid

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences

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

5.2 Certifications Precedent to Contract Award and Additional Information

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

5.2.1 Integrity Provisions – Required Documentation

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

5.2.2 Integrity Provisions – List of Names

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



5.2.3 Federal Contractors Program for Employment Equity – Bid Certification

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

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

Certification

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



PART 6 – SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirement

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



PART 7 - RESULTING CONTRACT CLAUSES

APPENDIX “A”, GENERAL TERMS AND CONDITIONS

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

A1. Standard Acquisition Clauses and Conditions Manual

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

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

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

A2. Terms and Conditions of the Contract

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

A3. General Conditions

A3.1 General Conditions [CIC-GC-001 \(2024-01-10\)](#), Med/High Complexity Goods and Services Contract shall apply to and form part of this Contract.



APPENDIX “B”, SUPPLEMENTAL TERMS AND CONDITIONS

B1. Priority of Documents

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

- a. The Articles of Agreement;
- b. Appendix “B” – Supplemental Terms and Conditions;
- c. Appendix “A” – General Terms and Conditions;
- d. Appendix “C” – Terms of Payment;
- e. Appendix "E" – Mandatory Technical Requirements
- f. Appendix “D” – Statement of Work;
- g. Appendix "F" – Demonstration Requirements
- h. Appendix "G" – Rated Criteria
- i. Appendix “H” – Basis of Payment
- j. Appendix “I” – Insurance Requirements;
- k. Appendix "K" – Security Requirements Checklist
- l. Appendix “J” – Vendor Information and Authorization Form;
- m. the Contractor's proposal dated _____(TBD)

B2. SACC Manual Clauses

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

ID	Date	Title
A9117C	2007-11-30	T1204 - Direct Request by Customer Department
A9116C	2007-11-30	T1204 Information Reporting by Contractor
C0705C	2010-01-11	Discretionary Audit

B3. Security Requirement

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

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER :

1. The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS) and obtain approved Document Safeguarding Capability at the level of PROTECTED B, issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).
2. The Contractor personnel requiring access to PROTECTED information, assets or sensitive site(s) must EACH hold a valid personnel security screening at the level of SECRET, or RELIABILITY STATUS, as required, granted or approved by the CSP, PWGSC.
3. Privileged accounts are those that have all of the following abilities and accesses:



- The ability to change key system configuration settings;
 - The ability to change or circumvent security controls;
 - Access to audit and security monitoring information with the ability to modify and delete logs;
 - Administrative control of and access to data, files and accounts used by other users, including backups and media, for the purpose of maintenance, monitoring, detection, back-up, recovery, testing, installation and configuration changes; and
 - Access to troubleshoot a system.
4. The Contractor personnel requiring access to sensitive information, assets, or site(s) with a Privileged User Account must EACH hold a valid personnel security screening at the level of SECRET, granted or approved by the CSP, PWGSC.
 5. The Contractor MUST NOT utilize its facilities to process, produce, or store PROTECTED information or assets until the CSP, PWGSC has issued written approval.
 6. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CSP, PWGSC has issued written approval. After approval has been granted, these tasks may be performed at the level of PROTECTED B.
 7. Data residency for electronic data at rest at the level of PROTECTED B or higher must be within Canada.
 8. Sensitive information and assets with a security classification higher than Protected B must not be processed, produced, or stored in a cloud-based system.
 9. **Any Contractor, or third party, providing cloud-based solutions** in support of the Contract must be assessed and authorized by Canada, and must comply with the security requirements in the GC Security Control Profile for Cloud-Based GC IT Services of Protected B, Medium Integrity and Medium Availability (PBMM), for the scope of the solution provided.
 10. Prior to contract award, the contractor must provide evidence, and confirmation to Canada of a completed *Cloud Service Provider Information Technology Security assessment* ([ITSM.50.100](#)), or other assessment, as determined by the Client Department Chief Security Officer (CSO) or Chief Information Officer (CIO), performed by the Client Department, or the Canadian Centre for Cyber Security (CCCS). For information, guidance, and training to conduct a Local IT assessment contact CCCS at contact@cyber.gc.ca.
 11. **The Client Department IT Security Authority** must perform a Security Assessment and Authorization (SA&A) in accordance with [Government of Canada Cloud Security Risk Management Approach and Procedures](#), or other assessment, as determined by the Client Department CSO or CIO. Contractors must provide the required information to the IT Security Authority upon request. Following the completion all assessments, the Client Department must provide confirmation by email to SPAC.DGSSSIDINUAGE-DOBISSIDCLOUD.PSPC@tpsgc-pwgsc.gc.ca.



12. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CSP/PWGSC.
13. The Contractor must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached at Appendix "K";
 - (b) Contract Security Manual (Latest Edition);
 - (c) CSP website: Security requirements for contracting with the Government of Canada, located at www.tpsgc-pwgsc.gc.ca/esc-src/index-eng.html

NOTE: There are multiple levels of personnel security screenings associated with this file. In this instance, a security guide must be added to the SRCL clarifying these screenings. The security guide is normally generated by the organization's project authority and/or security authority.

Contractor's Sites or Premises Requiring Safeguarding Measures

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

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

B4. Period of Contract

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

B4.1 Option to Extend the Contract

The Contractor grants Canada, the irrevocable right to extend the term of the Contract by up to **(4) four** additional **1 year** periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in Appendix "E", Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 15 calendar days before the Contract expiry date. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

B5. Termination on Thirty (30) Days Notice

1. Canada reserves the right to terminate the Contract at any time in whole or in part by giving thirty (30) calendar days written notice to the Contractor.
2. In the event of such termination, Canada will only pay for costs incurred for services rendered and accepted by Canada up to the date of the termination. Despite any other



provision of the Contract, there will be no other costs that will be paid to the Contractor as a result of the termination.

B6. Certifications / Compliance and Additional Information

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

B7. Insurance Requirements

The Contractor must comply with the insurance requirements specified in Appendix "I". The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

B8. Statement of Work

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

B9. Authorities

B9.1 Contracting Authority

The Contracting Authority for the Contract is:

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

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



B9.2 Project Authority

The Project Authority for the Contract is:

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

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

B9.3 Contractor's Representative

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

Name:

Title:

Organization

Address:

Telephone:

Facsimile:

E-mail address:

B10. Proactive Disclosure of Contract 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: 2012-2](#) of the Treasury Board Secretariat of Canada.



APPENDIX “C”, TERMS OF PAYMENT

C1. Basis of Payment

Canada will pay the Contractor upon delivery and acceptance of the services in accordance with Appendix “H”, Basis of Payment if the services are delivered in good conditions and an accurate and complete invoice has been submitted in accordance with the invoicing instructions provided in the Contract.

The Contractor will be paid a sum not to exceed \$_____ (*insert amount at contract award*). for services invoiced at the unit prices stated in Appendix “H”, Basis of Payment. Invoices submitted will detail the description of the services, their unit cost, the quantity delivered and the total sum. Customs duties are _____ (*insert "included", "excluded" or "are subject to exemption"*) and applicable taxes are.

C2. Limitation of Expenditure

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work, if applicable as determined in accordance with the Basis of Payment in Appendix “H”, to a limitation of expenditure of \$_____ (*insert the amount at contract award*). Customs duties are included and applicable taxes are extra.

1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____ (*insert the amount at contract award*). Customs duties are included and applicable taxes are extra, if applicable.
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 percent committed, or
 - b) four (4) 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.

C3. Method of Payment

1. **Multiple Payments** Canada will pay the Contractor upon completion and delivery of Platform Deployment and Events;
2. **Monthly Payments** Canada will pay the Contractor on a monthly basis for monthly subscription fees during the month covered by the invoice.



1. the Contractor has properly submitted an accurate and complete invoice along with any other necessary documents,
2. Canada has verified all such documents, and
3. Canada has accepted the Work delivered.

C4. Applicable Taxes

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

C5. Invoicing Instructions

1. Invoices must be distributed as follows:

The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

C6. Travel and Living Expenses

“Canada will not accept any travel and living expenses for:

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

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



APPENDIX “D”, STATEMENT OF WORK

Virtual platform for organization of targeted Francophone immigration recruitment events: Corridor for French speaking teachers and teachers of French language, and Francophone immigration

D1. Background and Objective

The new *Official Languages Act*, recently modernized by Bill C-13, now includes an obligation for the Minister of Immigration, Refugees and Citizenship Canada (IRCC) to adopt a Policy on Francophone immigration to enhance the vitality of French linguistic minority communities in Canada, including by restoring and increasing their demographic weight.

As part of the activities funded by the Action Plan for Official Languages (APOL) 2023-2028, IRCC is to acquire an online platform to promote and support the Corridor for French speaking teachers and teachers of French language, and Francophone immigration recruitment activities overall. The Government of Canada Policy on Francophone Immigration was launched on January 16, 2024 and also includes this commitment for the development of a virtual platform.

IRCC has a requirement for the development and maintenance of a virtual, cloud-based platform to promote francophone immigration outside Quebec. The platform will host between five to fifteen events per year, with each event ranging between one to fifteen days. The platform will allow IRCC to have a single-window entry platform for all promotional activities, ensuring a consistent approach, and be able to report and evaluate on whether promotional activities are successful.

At a high level, the platform must provide the following functionalities:

- **Platform Up-time:** 24/7 year-round client access to information and media related to program and settlement services; this includes a hall dedicated to the Corridor for French speaking teachers and teachers of French language.
- **Calendar of events:** A calendar with all promotional activities in Canada and outside Canada, sending alerts to registered participants about new events.
- **Event Hosting:** Host both online and hybrid events with provinces, territories, employers and relevant organizations, such as settlement services funded by IRCC. This includes an ability to handle 200,000 event registration applications from visitors/applicants per event and will ultimately better support labour market needs in Francophone Minority Communities.
- **Information Repository:** Ability for clients to better understand immigration programs, view information about life in Canada in one location, explore employment opportunities, and meet with employers during targeted events.
- **Registration:** Capture participants registration information to ensure there is no duplication of participants. Detailed registration form for stakeholders and employers.
- **Consistent Data & Reporting:** Data capture standardization across IRCC offices abroad (missions) and events to allow for better reporting, tracking and information sharing.



D2. Tasks

The platform must provide all of the functionalities listed below for personal computer, laptop, mobile, and tablet users unless otherwise stated.

The platform must comply with [WCAG 2.1 Level AA standards](#) to ensure accessibility for all Functionalities listed below.

The platform must offer the following features to ensure the smooth running of IRCC's recruitment activities:

D2.1 Registration Functionality

D2.1.1 Participant Registration

1. Participants must be required to complete a participant questionnaire, and must have the ability to provide their surname, first name, nationality, country of residence, date of birth;
2. Participants must be required to provide their education, work experience, French and/or English language skills, previous experience in Canada in the participant registration questionnaire;
3. Participants must have the ability to upload a CV up to a maximum size of 5MB.;
4. Participants must have the ability to record and upload a video presentation (up to a maximum size of 5GB) for each application;
5. Participants must have the ability to edit their personal, work experience, and education information;
6. Participants must have the ability to delete and upload new versions of CV and video presentations;
7. Participants must be required to validate their email address to avoid typographical errors;
8. A link to the National Occupation Classification (NOC) must be accessible to Participants;
9. Participants must be required to create a password for account login and provide information to enable a 2-step login authorization (MFA);
10. Participants must have the ability to delete their account and have their information removed from the platform;
11. Accounts should remain active and accessible throughout the lifetime of the platform;
12. Account creation must provide access to the platform year round; and
13. When a participant is selected by IRCC, their account must allow them to access the events for which they have been selected, as well as those for which they have registered.

D2.1.2 Registration of employers and organizations

1. Companies/Organizations must be required to complete a detailed registration questionnaire about their company's/organization's profile: business sector, size, location(s);
2. Companies/Organizations Upon questionnaire completion, must be able to create and validate account login credentials;
3. Companies/Organizations must have the ability to edit their registration questionnaire and account access information;
4. Companies/Organization post-registration must have the ability to create and display job postings with minimum requirements in terms of training and/or certification, years of experience, and French and/or English language skills;



5. Companies/Organizations must have the ability to utilize and edit an appointment calendar functionality to provide applicants with available interview slot times.

D2.1.3 IRCC Registration Management

1. IRCC users must have the ability to filter and sort registered participants/visitors according to registration form fields;
2. IRCC users must have the ability to use keywords to search participant CVs;
3. IRCC users must have the ability to indicate those to be invited to a selected scheduled event;
4. Platform must be able to generate and send automated invitations to those selected for a specific event via email;
5. Platform must be able to generate time limited access codes to be sent to participants who are invited to specific events;
6. Platform must be able to generate and send automated reminders, confirmation, and event details messages to selected applicants;
7. Platform must be able to generate and send automated messages to inform unsuccessful applicants/visitors of options for accessing information (documents and videos) outside the activity days;
8. IRCC users must have the ability to review, verify and edit employer/organize registration information and access;
9. IRCC users must have the ability to extract applicant information in Excel format (including all registration form fields). The registration form will contain a caveat on the protection and use of personal information by the Government of Canada as well as a consent to be contacted by IRCC; and
10. Ability to allow participants selected by IRCC to register for a specific event after the initially scheduled closing of registration, including on the day of the event; this option should be used as a last resort only.

D2.2 Platform virtual spaces:

D2.2.1 Reception area – *Accessible year round*

D2.2.1.1 Participant requirements

1. After the participant has entered into an event using an unique time limited access code per activity, they must be directed to the reception area and be able to view options to access the following:
 - i. Auditoriums (when invited/registered for an event);
 - ii. Exhibition halls (during events for which they are registered);
 - iii. Employer/organization booths (during events in which they are registered for);
 - iv. The teachers' Corridor (permanent hall with specific content related to the Corridor for French speaking teachers and teachers of French language corridor);
 - v. Information desk and
 - vi. Events calendar.



2. Participants must be able to navigate directly from the reception area to the areas listed above.
3. Participants must be able to access an information desk and be able to:
 - i. View conference program;
 - ii. View an instructional video on how to navigate the platform (Bilingual French-English);
 - iii. View the list of exhibitors for the current event;
 - iv. Access a job offer board where they view and search a list of job offers;
 - v. Access a video library of recorded presentations from previous events
 - vi. Access a document library containing documents on life in Canada, immigration programs etc.;
 - vii. Have the ability to view and download an event guide; and
 - viii. Have access to live technical support during event hours (Bilingual French-English).
4. Visitors/participants must have the ability for visitors/participants to search, view and apply for jobs that interest them;
5. Visitors/participants must have the ability to search for employers via filter/keywords;
6. Visitors/Participants must have the ability to access an electronic binder for visitors/participants, containing the documents and videos they have downloaded from each booth;
7. Year-round access to document and video libraries containing recordings of conferences and presentations from previous events;
8. Visitors/participants must have the ability to search by keyword, date and information type for document and video libraires; and
9. Visitors/participants must have the ability to view and edit an appointment agenda for scheduled interviews with employers and conferences they wish to attend.

D2.2.1.2 IRCC requirements

1. IRCC users must have the ability to update the reception area and information displayed to participants for the following:
 - i. Auditoriums;
 - ii. Exhibition halls;
 - iii. Employer/organization booths;
 - iv. The teachers' corridor (permanent hall with specific content related to the Corridor for French speaking teachers and teachers of French language); and
 - v. Information desk.
2. IRCC users must have the ability to update/change the following in the information booth:
 - i. Conference program details;
 - ii. Instructional video on how to navigate the platform;
 - iii. List of exhibitors for the current event;
 - iv. Job offer board;
 - v. Video library of recorded presentations from previous events;
 - vi. Document library containing documents on life in Canada, immigration; programs etc.; and
 - vii. Downloadable event guide.

D2.2.2 Booth area - Only active and viewable during specified events



D2.2.2.1 Participant requirements

1. Participants must be able to search and browse all booths at the event;
2. Participants must have the ability to view speakers at each booth;
3. Participants must be able to download documents presented at each booth;
4. Participants must be able to view integrated videos presented at each booth;
5. Participants must have their profile – CV and cover letter available/visible for exhibitors;
6. Participant must have the ability to engage in live chat with exhibitors, with video and audio options (either integrated into the platform or linked to exhibitor accounts – Zoom, WebEx, Teams, etc.);
7. Participant must have the ability to engage in private message chat with exhibitors to transmit information at the same time as a video interview;
8. Booths must have a public chat function where participants can post questions to exhibitors and see the answers posted; and
9. Participants must have the ability to view web links in each booth – viewable without leaving the event environment.

D2.2.2.2 Employer/Organization requirements - Exhibitors

1. Exhibitors must have the ability to customize booths with logos, images, videos and downloadable documentation;
2. Exhibitor must have 24/7 technical support to help employers and institutional participants build their virtual booths one week prior to each event and throughout the duration of each event (in French and English);
3. Exhibitor must have the ability to display visitor/applicant profile and CV during video interview or chat;
4. Each booth must support up to a maximum of six concurrent speakers with video for each speaker;
5. Exhibitor must have the ability to engage in live chat with participants, with video and audio options (either integrated into the platform or linked to exhibitor accounts – Zoom, WebEx, Teams, etc.);
6. Exhibitor must have the ability to engage in private message chat with the visitor/participant to transmit information at the same time as a video interview;
7. Exhibitor must have the ability to integrate videos (e.g., YouTube) into booths;
8. Booths must display video of other speakers available at each booth for participants to see;
9. Exhibitor must have the capacity to personalized speaker icons by to facilitate chats and clearly identify themselves to the participant;
10. Exhibitor must have the capacity ability for chat between speakers within each booth;
11. Exhibitor must have the ability to embed web links in each booth – viewable without leaving the event environment;
12. Booths must have a public chat function where exhibitors can post answers to questions and view pending, answered and unanswered questions from the chat;
13. Exhibitors must have the ability to schedule live interviews for each booth;
14. Exhibitors must have the ability to refer visitors/applicants to another contact at their booth without putting them back in a queue;
15. Exhibitor must have the ability to save booth set up and design settings for future events;



16. Exhibitor must have the ability to select documents and videos to be included in the document library for viewing during non-event periods: and
17. Exhibitor must have the ability to place an expiry date for posted documents and videos in the document library so the selected documents/videos are automatically no longer visible to the applicant/visitor.

D2.2.2.3 IRCC requirements

1. Platform must have the capacity to host up to 80 virtual booths;
2. Platform must have 24/7 technical support to help employers and institutional participants build their virtual booths one week prior to each event and throughout the duration of each event (in French and English);
3. Platform must allow for Booth information, videos, links, and documents to be accessible to IRCC users throughout the year; and
4. Platform must allow IRCC users the ability to edit, delete and restrict booth access.

D2.2.3 Auditoriums/conference areas

1. The platform must have three auditoriums/conference rooms for simultaneous livestreaming conferences;
2. The platform must allow up to 5,000 participants per conference;
3. The platform must have the ability to integrate pre-recorded presentations into a live conference;
4. The platform must have in the main auditorium, integration of a live question and answer period following each presentation, with the option of moderating questions;
5. The platform must have the ability to have conference recordings available for viewing throughout the event and for up to one year after the event;
6. The platform must have the ability to place expiry date for viewing availability for conference recordings;
7. The platform must have the capacity to record live Q&A sessions during the event; and
8. Ability for simultaneous English-French and French-English translation transcription for IRCC or Government of Canada led presentations.

D2.2.4 Teachers' Corridor

Permanent hall with specific content related to French language teaching and French speaking teachers.

D2.2.4.1 Participant requirements

1. Participants must have to the ability access this section of the platform both during and outside events;
2. Participants who have created an account on the platform must have access to the platform, regardless of if they have been invited to any events or not;
3. Participants must have year round access;
4. Participants must be able to view information/documentation and videos posted by organizations/employers;
5. Participants must be able to download any documents posted in this corridor; and



6. Participants must be able to click on links to external websites provided by organizations/employers and have the link open a new browse tab without leaving the platform.

D2.2.4.2 Employer/Organization requirements

1. Employers/Organizations must be able to create and customize banners for their respective spaces in the corridor;
2. Employers/Organizations must have the ability to post information text in their space;
3. Employers/Organizations must have the ability to upload pdf documents for both viewing and downloading;
4. Employers/Organizations must have the ability to post links to external websites that open in a new browser tab and do not leave the platform;
5. Employers/Organizations must have the ability to post videos from YouTube or other video platforms for viewing; and
6. Employers/Organizations must have the ability to update, remove and edit text, PDF documents, videos and links.

D2.2.4.3 IRCC requirements

1. IRCC users must have the ability to customize and edit corridor layout and content, including corridor name;
2. IRCC users must have the ability to remove content posted by employers/organizations;
3. IRCC users must have the ability to remove employer/organization spaces;
4. IRCC users must have the ability to create and maintain a space in the corridor; and
5. IRCC users must have the ability to upload information, PDF documents and videos for viewing.

D2.3 Bulletin and job boards

D2.3.1 Participant functionality

1. Participants must have the ability to view job postings with the option to apply;
2. Participants must have the ability to use a search job postings using filters and keywords;
3. Participant must have access to information tutorial for visitors/applicants to explain how the job search tool works; and
4. Participant must have the ability to post and view messages from other participants, IRCC, and employers/organizations on a “social network wall”

D2.3.2 Employer/organization functionality

1. Employer/organization must have the ability to post, edit and manage job opportunities for applicants to view;
2. Employer/organization must have the ability to limit job postings for the duration of a specific event;
3. Employer/organization must have the ability to post ongoing job opportunities for viewing for a specified period outside of event periods;
4. Employer/organization must have the ability to receive applications from applicants via job opportunities posted on the job board;



5. Employer/organization must have the ability to search for participants via filter/keywords with data from submitted resumes; and
6. Employer/organization must have the Ability to post and view messages from participants, IRCC, and other employers/organizations on a “social network wall”

D2.3.3 IRCC functionality

1. IRCC users must have the ability to issue notifications/announcements at all times;
2. IRCC users must have the ability to view and manage content and postings on both the bulletin and job boards;
3. IRCC users must have the ability to post and view messages from other participants and employers/organizations on a “social network wall”; and
4. IRCC users must have the ability to manage all posted materials on the “social network wall”

D2.4 Events Calendar

A calendar with all promotional activities in Canada and outside Canada, sending alerts to registered participants about new events.

D2.4.1 Participant requirements

1. Participants who have created an account must be able to view the events calendar year round;
2. Participants must have the capacity to click on specific dates with events to view event information for in person/hybrid and online events;
3. Participants must have the ability to apply for registration to events available to all account holders; and
4. Participants must have the ability to select the option to be notified of upcoming events via email.

D2.4.2 IRCC requirements

1. IRCC users must have the ability to post, maintain and edit event schedule for participant viewing;
2. IRCC users must have the ability to select which events will be invitation only and prohibit participant applications to registration for selected events;
3. Ability to select which events will be public for all account holders and allow for participants to apply for registration;
4. Ability to create and customize questions for public event registration;
5. Ability to receive and filter participant registration applications from the calendar;
6. Ability to send participants who hold an account and have selected event notifications information regarding upcoming events via email; and
7. Ability to post event information and to edit and remove event information.

D2.5 Spousal and common-law partner information area

1. Ability for participants to view information for spouses and common-law partners, including potential work opportunities, life in Canada, and IRCC process information.



D2.6 Mobile device functionality

D2.6.1 Hybrid event functionality

1. Ability for participants and exhibitors to use platform functions on mobile devices during face-to-face activities/events;
2. Ability to produce a unique QR code to be linked to participant profiles;
3. Unique QR code must be scannable by both event staff at the entrance and exhibitors at booths;
4. Ability for participants to access to virtual booths with QR codes to scan at each physical booth; and
5. QR code must provide participants CV to employer/organization when scanned at a physical booth by employer/organization.

D2.6.2 General functionality for mobile devices

1. Participants must be able to access *all functionalities* of the platform while using a mobile device;
2. Platform must have a mobile view mode to ensure usability;
3. Mobile device users must have full auditorium access;
4. Mobile device users must have access to the info/technical support booth;
5. Mobile device users must have access to event agendas, job offers, social network wall, and document and video library;
6. Mobile device users must be able to complete surveys; and
7. Mobile device users must be able to receive all notifications/announcements.

D3. Implementation Phase Deliverables

D3.1 Platform Completeness

1. The platform must be implemented using an agile approach according to the following timelines:

Deliverables	Milestone %	Implementation Timeline
Kickoff meeting	5	October 7, 2024
Landing Page and Registration	10	November 4, 2024
Technical help desk operational	5	November 4, 2024
Calendar of events	5	November 4, 2024
Auditoriums, Exhibition Halls	5	November 12, 2024
Teachers' Corridor	5	November 12, 2024
Booths available to exhibitors	5	November 25, 2024
Information desk (docs, videos, etc.)	5	January 17, 2025
Webinar functionality operational	10	January 24, 2025
QR code functionality	5	January 31, 2025
Chat functionality operational	5	February 7, 2025



Information space for spouses	5	February 7, 2025
Reporting functionality	10	February 7, 2025
Event	20	February 14, 2025

D3.2 Implementation and scheduling

1. An implementation schedule must be provided and cover from the date of award of the Contract to the Implementation Date of the final Platform deliverables;
2. The Contractor must update the changes to the integration schedule based on feedback provided by the Technical Authority during the kick-off meeting. The Contractor must submit for final approval the integration schedule from the Technical Authority upon the inclusion of the feedback provided;
3. The Contractor must put into full effect the final approved integration schedule following the receipt of the final approval from the Technical Authority;
4. In the integration schedule, the Contractor must provide and schedule adequate time for items requiring the Technical Authority’s decisions or approvals,
5. The integration schedule must include the following:
 - i. All activities required to meet the deliverables. The Contractor must clearly identify tasks, milestones, deliverables, dependencies, and resource build-up;
 - ii. Identification of responsibility for each task, including Contractor resources and IRCC resources. The integration schedule must take into consideration the availability and non-availability of each resource due to holidays, training and vacation;
 - iii. Identification of the duration of each task;
 - iv. Identification of the start and end dates for each task, including baseline, forecast and actual dates;
 - v. Identification of the completion percentage for each task;
 - vi. A detailed testing plan;
 - vii. Allowance of sufficient time for testing and validation by the Technical Authority prior to the final Implementation Date; and
 - viii. Allowance for sufficient time to correct deficiencies and re-test systems and deliverables in the event that the first round of tests fail (i.e., did not achieve positive outcome) prior to all Implementation Dates.
6. Ensure that deliverables are to be completed progressively and in a logical sequence (i.e. not all at once); and
7. Be produced and maintained in Microsoft Project using a version that is within the latest three versions.

D3.3 Reports and statistics

1. Reports and statistics shall be submitted on a daily basis during events and on a monthly basis during the in between period;
2. The following reporting functionality is required:



- i. Ability for IRCC users to collect and track performance monitoring and statistics;
- ii. Ability for IRCC users to export collected data into Excel format;
- iii. Visitor/applicant and exhibitor registration data;
- iv. Number of connections per day and in total;
- v. Number of visitors/applicants at booths in real time;
- vi. Number of conference participants and repeat viewings with average viewing time;
- vii. Number of participants in live Q&A sessions;
- viii. Average participant visit duration; and
- ix. Detailed data on visits to each booth, including chats, clicks on links, documents and videos, and job applications.

D4. Reporting

D4.1 Meeting Frequency

1. Regular meetings will be scheduled from the start of the contract to ensure that the work is managed properly;
2. Prior to the launch of each platform deliverable, meeting frequency will be between 1-3 times per week between the Technical Authority (IRCC) and the Contractor;
3. Once the platform is online, monthly meetings can be held to make any necessary adjustments;
4. These meetings may be held more frequently prior to and during events; and
5. Progress meetings will be held on a quarterly basis or on ad hoc if needed; meetings will be held in person or via MS teams.

D4.2 Performance/Incident Reporting

1. The Contractor is to report in writing in to the Technical Authority whenever there are platform performance or outage occurrences.
2. Written reports via email must be received by the Technical Authority within:
 - i. 1 hour for any outages as listed in article D9.1.1.3;
 - ii. 3 hours for high severity performance issues as listed in article D9.1.1.3;
 - iii. 6 hours for moderate severity issues as listed in article D9.1.1.3;
 - iv. 24 hours for low severity issues as listed in article D9.1.1.3;
 - v. 48 hours for issues with no system impact as listed in article D9.1.1.3

D4.3 Privacy Breaches

A privacy breach is the improper or unauthorized disclosure, access, collection, use, retention or disposal of personal information. The Contractor must report to IRCC all types of breaches.

The following are examples of privacy breaches. Note that the list is not exhaustive.

- Unauthorized access to client records, such as employee snooping (reviewing personal client information on clients that is not related to work);
- Mishandling documents such as misdirected emails containing personal information or personal information mailed to incorrect addresses;



- Missing, lost, stolen computers, hard drives, thumb drives or other IT hardware that contain personal information; or
- Hacker (originating internally or externally from the organization) access to personal information held electronically by the Contractor in databases, software, servers or any other electronic storage system.

In the event of a breach in security, and regardless of the magnitude or seriousness of the breach, the Contractor must inform the Technical Authority within two hours of detection via telephone and email. The Contractor is financially responsible for all impacts and restitution resulting from a breach in the Contractor's (or its Subcontractors) security.

Within three (3) calendar days following the breach, the Contractor must provide the following information to the Technical Authority:

Date of the breach;

Date the breach was discovered;

Number of people affected, include names and identifying number (if applicable);

List the types and details of personal information breached (e.g. contact information, financial information, and medical information). **NOTE: do not include the specific personal information in question;**

Details of the breach, including the following:

- How the breach was discovered;
- Who gained access to the breached information or to whom the breached information was disclosed;
- Location of where the breach occurred;
- Any technological issues involved (e.g., hacking, malware, software or hardware issues);
- If the breached information was an electronic or paper format, or both; and
- How broadly the breached information was disclosed.

Outline the measures taken to contain the breach, such as:

- What has been done or what will be done to contain the privacy breach and recover the personal information; and
- If the breach involved the loss or theft of hardware, describe the security measures in place on the device (e.g. was it password-protected or encrypted).

List any other organization (e.g. law enforcement) that the Contractor has notified of the breach. If so, include the name of and date that the organization was informed; and

Describe the measures that the Contractor has put in place or will put in place to mitigate the recurrence of further breaches.

D5. Limitations and constraints



- The Platform must be available/compatible through computer, tablet, and smartphone;
- Meet WCAG (AA) accessibility Standards;
- The Platform must be available during varied working hours to suit different time zones worldwide;
- The Platform must provide simultaneous English-French and French-English translation transcription for IRCC or Government of Canada led presentations;
- The Platform must offer data protection to ensure strict protection of personal data collected online and in compliance with Canadian and international standards; and
- Neither participants nor employers nor organizations will be charged any fees to register or attend any event, website, service, etc.

D6. Official languages

- Bilingual platform (French and English);
- Bilingual technical support (French and English);
- Bilingual reports (French and English);
- Simultaneous transcription of translation of IRCC or Government of Canada presentations during events (French to English and English to French); and
- Exchanges between the Contractor and IRCC will be in both official languages, i.e., French and English.

D7. Availability of personnel

The Contractor certifies that it, its employees and subcontractors will be available to commence performance of the work from the Contract award date and will remain available to perform the work in relation to the fulfillment of this requirement.

D8. Wellness, inclusion and diversity in the public service

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

More information can be found at:

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

D9. Support

The below services must be included with the platform provided by the contractor:

D9.1 Support for Cloud Solution

D9.1.1 Technical Support

1. The Contractor must offer prompt and knowledgeable technical assistance to address any issues or questions related to the cloud platform;



2. The Contractor technical support must include troubleshooting of software bugs, resolving configuration issues, and providing guidance on best practices for using the platform; and
3. Support response times to be based on severity levels as per the chart below:

Severity Level	Impact	Definition	Response time
Severity 1	Critical	<p>A production system is down or a mission critical failure in a production system is imminent. This is a showstopper: the system is not usable until the issue is fixed, and no workaround is available.</p> <p>During an event, any loss of functionality will be considered a showstopper.</p> <p><i>Account issues 48 hours prior to an event and during event periods.</i></p>	1 Hour
Severity 2	High	<p>During non-event periods the issue is causing a loss of key functionality which affects significant aspects of the business or operations. Something major isn't working, but the system is still usable to an extent.</p>	3 Hours
Severity 3	Moderate	<p>The issue affects an isolated component, but this is not affecting the ability of the system to perform in accordance with the documentation.</p>	6 Hours
Severity 4	Low	<p>A minor issue: the system is still fully usable with limitations or workarounds</p>	24 Hours
Severity 5	None	<p>This request is about something with no system impact. This includes things like feature requests, account requests <i>outside of event periods</i>, general inquiries, etc.</p>	48 Hours

D9.1.2 Support Availability

1. The Contractor is to provide round-the-clock support for one week before each event and throughout the entirety of the event to ensure that all users can access assistance whenever they need it, regardless of time zone or location.
 - Bilingual support to address any issues or questions related to all event or related activities (such as calendar, simultaneous translations and chat functions)
2. The Contractor is to provide support between 8am to 5pm Eastern Time during non-event periods.
 - prompt and knowledgeable technical assistance to address any issues or questions related to access the platform, registration and materials.

D9.1.3 Service Level Agreements (SLAs)



1. The Contractor is to define clear SLAs for response times and issue resolution to establish expectations for support quality and timeliness.

D9.1.4 Dedicated Support Contacts

1. The Contractor will assign dedicated support contacts or account managers to serve as the primary points of contact for questions and issues related to the platform, thereby facilitating communication and ensuring personalized assistance.

D9.1.5 Training and Documentation

1. The Contractor must offer comprehensive training resources, documentation, and online tutorials to help IRCC staff and other stakeholders learn how to effectively use the cloud platform and its features.

D9.1.6 Proactive Monitoring and Alerts

1. The Contractor must implement proactive monitoring of the cloud infrastructure to detect and address potential issues before they impact users; and
2. The Contractor must provide alerts and notifications to keep users informed about the status of the Platform.

D9.1.7 Security Guidance

1. The Contractor must provide IRCC users with guidance and best practices for securing data and applications hosted on the cloud platform; and
2. This includes recommendations for encryption, access control, and compliance with regulatory requirements.

D9.1.8 Scalability Assistance

1. The Contractor must assist customers in scaling their cloud resources up or down based on changing needs or usage patterns, helping them optimize costs and performance.

D9.1.9 Regular Updates and Enhancements

1. The Contractor must keep the Technical Authority informed about new features, updates, and enhancements to the cloud platform, providing opportunities for feedback and input on future developments.

D9.1.10 Consultative Services

1. The Contractor must offer consultative services to help the Technical Authority design, architect, and optimize their cloud infrastructure to meet their specific business requirements and goals.

D9.1.11 Assistive Device Support



1. The Contractor must offer support services and technical assistance for issues experienced by those who are using assistive devices to access the platform.

D9.2 Support Roles to be Provided

D9.2.1 Project Manager

The vendor must provide a Project Manager for the duration of the contract.

1. The Project Manager is the primary resource who controls the platform vision and sets up virtual events, answers questions and translates needs and requirements to the technical team.
2. This is a dedicated point of contact all yearlong as well as during and after events, with a schedule of meetings and milestones drawn up jointly with IRCC.
3. This person must be fully bilingual in French and English.

D9.2.2 Technical Team

The vendor must provide a Technical Team for the duration of the contract

1. The Technical Team must provide year-round support for the platform, sets up events, helps exhibitors set up their booths and trains users in the operation of the event.
2. The Technical Team must be fully bilingual and support organizers and exhibitors and remain available year-round to address any technical aspects linked to the Platform (uploads of documentation, webinar creation, update of the calendar of activities, etc.).
3. To help with using the tool, the Technical Team must also lead the development of an information tutorial (video) in French and English for internal users, applicants, employers and organizations; as well as develop online training sessions.



APPENDIX “E”, Mandatory Technical Requirements

1.1 MANDATORY REQUIREMENTS – NON DEMONSTRATION

BIDDER - MANDATORY REQUIREMENTS – NON DEMO				
ID	Mandatory Criteria	Required Supporting Information (to be provided as part of the proposal)	Met? (Y/N)	SOW Article
Performance				
M1	The supplier must demonstrate that the platform can load each page within 2 second or less.	Provide details of relevant performance metrics achieved in completed projects similar in scope and scale to the RFP; and how performance was measured. Include cross reference pages with product documentation where applicable		
M2	The supplier must demonstrate that the platform can load the landing page supporting 5,000 users per hour and provide a 3-second or less response time in a desktop browser, including the rendering of text and images over an LTE connection.	Provide details of relevant performance metrics achieved in completed projects similar in scope and scale to the RFP; and how performance was measured. Include cross reference pages with product documentation where applicable		
M3	The supplier must demonstrate that the system can provide authentication responses within 5 seconds to ensure quick and responsive access to the application.	Provide details of relevant performance metrics achieved in completed projects similar in scope and scale to the RFP; and how performance was measured. Include cross reference pages with product documentation where applicable		
Accessibility				
M4	The supplier must demonstrate that the platform complies with WCAG 2.1 Level AA standards for their websites and digital content,	Provide details of the levels of compliance and any certifications or audits conducted		



	ensuring equal access to information and services.			
Security				
M5	The supplier must demonstrate that the platform encrypts and applies security measures that address business and user needs while protecting data at rest (AES-256), database (TDE), and data in transit (TLS 1.2 minimum)	Describe your approach to encryption and protecting data at rest and in transit		
M6	The supplier must demonstrate that platform identifies and authenticates individuals, processes or devices to an appropriate level of assurance, based on clearly defined roles, before granting access to information and services; leverage enterprise services such as Government of Canada trusted digital identity solutions that are supported by the https://canada-ca.github.io/PCTF-CCP/	Describe your solution's methodology for authentication and mechanisms to safeguard against unauthorized access		
M7	The supplier must demonstrate that the platform can implement HTTPS for secure web connections and Domain-based Message Authentication, Reporting and Conformance (DMARC) for enhanced email security	Describe your approach to address secure web connections and DMARC		
M8	The supplier must demonstrate that the platform can establish secure interconnections between systems through secure APIs or	Describe your approach to address secure communication between interconnected systems		



	leveraging centrally managed hybrid IT connectivity services			
M9	The supplier must demonstrate that the platform can maintain secure operations by ensuring timely implementation of security related patches and updates in order to reduce exposure to vulnerabilities, all updated and patched components must be source vendor supported	Describe your approach to continuous security monitoring and improvement for emerging threats, vulnerabilities and compliance gaps		
M10	The supplier must demonstrate that the platform can implement stringent security measures to protect the system from unauthorized access, data breaches and other security threats that could compromise uptime	Describe your solution's security features including but not limited to data masking techniques, access controls, encryption protocols to safeguard against unauthorized access and data breaches		
Data Quality				
M11	The supplier must demonstrate that the platform can ensure accuracy of data by implementing data validation and error detection mechanisms	Describe your approach to address data validation and error detection mechanisms.		
M12	The supplier must demonstrate that the platform can maintain data integrity ensuring that all data is accurate and unaltered throughout its life-cycle.	Describe your solution's methodology maintaining data integrity through its lifecycle. Include cross reference pages with product documentation where applicable		
M13	The supplier must demonstrate that the platform can identify and document the lineage of data assets	Describe your solution's methodology to identify and document the lineage of data assets. Include cross reference pages with product documentation where applicable		
M14	The supplier must demonstrate that the platform can define retention and disposition schedules in accordance with	Describe your approach to address data retention and disposition schedules.		



	business value as well as applicable privacy and security policy and legislation			
Compliance				
M15	The supplier must demonstrate that the platform can notify users of the purpose for data collection at the point of data collection by including a privacy notice	Describe your approach to address the privacy notice Include cross reference pages with product documentation where applicable Include examples of past projects and Contact details of past projects where this was implemented Name: Email: Project Name:		
M16	The supplier must demonstrate that the platform has de-identification techniques prior to sharing personal information	Describe your approach to address the de-identification techniques. Include cross reference pages with product documentation where applicable		
M17	The supplier must demonstrate that the platform can trigger notifications when privacy breaches are detected and respond efficiently with the appropriate Government of Canada ATIP offices. The Government of Canada defines a privacy breach as an “incident involving the unauthorized collection, use or disclosure of personal information. Such activity is ‘unauthorized’ if it occurs in contravention of the Privacy Act. A breach may be the result of inadvertent errors or of	Describe your approach to address the privacy breaches Include examples of past projects and Contact details of past projects where notification was implemented Name: Email: Project Name:		



	malicious actions by employees, agents, contractors, third parties, partners in information-sharing agreements, or intruders”			
M18	The supplier must demonstrate that the platform can provide a data centre within Canada within one of the 8 (eight) approved CSPs. https://gc-cloud-services.canada.ca/s/gc-cloud-fa?language=en_US. Moving the GC’s data outside of the geographic boundaries of Canada could impact the Government of Canada’s access to data and services that are vital to its business continuity.	Provide detailed information related to your ability to provide data centres within Canada. Include past projects and Contact details of past projects where data centres within Canada were implemented Name: Email: Project Name:		
Reliability and Availability				
M19	The supplier must demonstrate that the platform can have a 98% reliability level, ensuring that it operates continuously without unexpected failures or disruptions	Provide details of relevant reliability metric achieved in completed projects similar in scope and scale to the RFP; and how the performance was measured.		
M20	The supplier must demonstrate that the platform can be available 24/7. High availability is critical to meet the continuous uptime requirement	Describe your approach to address the uptime requirement. Include cross reference pages with product documentation where applicable		D1 D2.2.3.4
M21	The supplier must demonstrate that the platform can support zero-downtime deployments for planned and unplanned maintenance	Describe your approach to address zero down time deployments. Include cross reference pages with product documentation where applicable		



M22	The supplier must demonstrate that the platform can implement redundancy in critical components to ensure that if one component fails, another takes over seamlessly. This includes hardware, software and network redundancy	Provide detailed technical architecture information related to your products or services, demonstrating redundancy		
M23	The supplier must demonstrate that the platform can tolerate and recover from faults or failures without causing a complete shutdown or disruption	Provide detailed technical information related to your products or services, including specifications, standards compliance, and capabilities demonstrating the ability to recover from faults or failures		
Usability				
M24	The supplier must demonstrate that the platform can provide easy accessibility to tutorials, guides and tooltips for end-users	Provide documentation related to help and training resources		D2.2.1.1.ii
Scalability				
M25	The supplier must demonstrate that the platform can scale seamlessly to accommodate 5000 simultaneous authentication during peak usage without compromising performance	Provide details of relevant metrics achieved in completed projects similar in scope and scale to the RFP; and how authentication and application requests were measured.		
M26	The supplier must demonstrate that the platform can handle traffic growth of 10% per quarter for at least 5 years without perceptible performance degradation	Provide details of relevant metrics achieved in completed projects similar in scope and scale to the RFP. Include examples of past projects and Contact details of past projects Name: Email: Project Name:		



DevOps				
M27	The supplier must demonstrate that the platform can utilize industry best practices for automated testing for security and functionality	Describe your approach to address industry best practices for automated testing in security and functionality Include cross reference pages with product documentation where applicable		
M28	The supplier must demonstrate that the platform can utilize industry best practices for CI/CD	Provide detailed technical information related to your solution's DevOps and CI/CD approach. Include cross reference pages with product documentation where applicable		
Interoperability				
M29	The supplier must demonstrate that the platform can use open standards for integration such as REST and SOAP	Provide detailed technical information related to your solution's standards for integration. Include cross reference pages with product documentation where applicable		
M30	The supplier must demonstrate that the platform can adhere to the Government of Canada Standards for modular loosely coupled services design patterns. More information can be found here: https://design.canada.ca/	Provide detailed technical information related to how your solution adheres to GC design patterns. Include cross reference pages with product documentation where applicable		
M31	The supplier must demonstrate that the platform is able to adhere to the Government of Canada Standards on APIs for data exchange. More information can be found here: https://www.canada.ca/en/government/system/digital-government/modern-emerging-technologies/government-canada-standards-apis.html	Provide detailed technical information related to how your solution adheres to GC standards for data exchange. Include cross reference pages with product documentation where applicable		
Functional requirements				



M33	<p>The supplier must demonstrate that the platform can require users to authenticate their identity through secure methods such as email verification, MFA, or SMS verification</p>	<p>Provide detailed technical information related to how your solution requires users to authenticate. Include cross reference pages with product documentation where applicable</p>		D2.1.1.7
M34	<p>The supplier must demonstrate that the platform can respond to user actions for loading events, navigating through sessions, accessing resources and interacting with features within 3 seconds</p>	<p>Provide details of relevant metrics achieved in completed projects similar in scope and scale to the RFP. Include examples of past projects and Contact details of past projects</p> <p>Name: Email: Project Name:</p>		
M35	<p>The supplier must demonstrate that the platform is able to livestream an event hosted in 3 separate virtual auditoriums for 5000 connections each, for a total of 15,000 simultaneous connections</p>	<p>Describe your approach to live streaming events and any limitations of simultaneous connections. Include cross reference pages with product documentation where applicable</p>		D2.2.3.2
M36	<p>The supplier must demonstrate that the platform is able to import the National Occupation Classification (NOC) data file</p>	<p>Provide detailed technical information related to how your solution handles NOC data files. Include cross reference pages with product documentation where applicable</p>		
M37	<p>The supplier must demonstrate that the platform can provide technical support and user assistance services available 24/7 during event periods</p>	<p>Provide documentation related to providing technical support 24/7. Include cross reference pages with product documentation where applicable</p>		D9.1.2



1.2 MANDATORY REQUIREMENTS – DEMONSTRATION

The following table specifies the mandatory criteria that will be evaluated both through bid evaluation and during the demonstration. It is suggested that the vendor demonstrate compliance with each criterion in the order they are presented below. At the conclusion of each test step, and before proceeding to the next step, the evaluation team will determine if each individual evaluator is satisfied that they fully witnessed the test step, and they collected sufficient information to make a determination on their individual evaluator results and can inform the consensus agreement meetings with their opinions. The test step must be repeated if any evaluator is not satisfied.

All mandatory requirements within the table below will be evaluated on a met or not met basis and all must be met in order for the bid to be considered responsive.

BIDDER - MANDATORY REQUIREMENTS – DEMONSTRATION				
ID	Mandatory Criteria	Required Supporting Information (to be included in the proposal)	Met? (Y/N)	SOW Article
Performance				
DM1	The supplier must demonstrate that the platform can display search results within 3 seconds for 90% of the searches under normal conditions.	Provide details of relevant performance metrics achieved in completed projects similar in scope and scale to the RFP; and how performance was measured. Include cross reference pages with product documentation where applicable		
Accessibility				
DM2	The supplier must demonstrate that the platform can provide support for assistive technologies and offer alternative means for users to access and interact with content	Provide documentation and training resources used to support different users needs and abilities		
Security				



DM3	<p>The supplier must demonstrate that the platform is able to constrain service interfaces to authorized entities (users and devices), with clearly defined roles; segment and separate information based on sensitivity of information, in alignment with ITSG-22 and ITSG-38. Management interfaces may require increased levels of protection</p>	<p>Describe your solution's security features including but limited to Role Based Access Controls and provide details of alignment with ITSG-22 and ITSG-38</p>		
Data Quality				
DM4	<p>The supplier must demonstrate that the platform can maintain complete data sets by enforcing data entry validation, mandatory fields and default values</p>	<p>Describe your approach to address data entry, defining mandatory fields and default values. Include cross reference pages with product documentation where applicable</p>		
DM5	<p>The supplier must demonstrate that the platform can maintain data consistency across various sources and modules</p>	<p>Describe your solution's methodology for maintaining data consistency across various sources and modules</p>		
DM6	<p>The supplier must demonstrate that the platform is able to implement audit trails to track changes to data.</p>	<p>Describe your solution's methodology for auditing for tracking changes to data. Include cross reference pages with product documentation where applicable</p>		
DM7	<p>The supplier must demonstrate that the platform can have mechanisms in place to control the access of data, encryption and other security measures to protect the data and its integrity</p>	<p>Describe your solution's security features to protect data and its integrity</p>		
Compliance				
DM8	<p>The supplier must demonstrate that the platform has the capacity to audit user sessions (via viewer/logs/reports)</p>	<p>Provide detailed technical information related to your products or services, including specifications, standards compliance, and capabilities demonstrating the ability to audit user sessions</p>		
Reliability and Availability				



DM9	The supplier must demonstrate that the platform is able to handle and recover from errors without data loss or incorrect data processing.	Provide detailed technical information related to your products or services, including specifications, standards compliance, and capabilities demonstrating the ability to recover from errors without data loss or incorrect data		
Usability				
DM10	The supplier must demonstrate that the platform can be designed with a user interface providing clear instructions and feedback during the authentication and registration process that require minimal training for end-users	Provide documentation related to help and training resources		D2.2.2.2.1 D2.2.2.3.2 D9.1.5 D9.2.2
DM11	The supplier must demonstrate that the platform can provide users the ability to recover from authentication failures	Describe your approach to address providing users the ability to recover from authentication failures Include cross reference pages with product documentation where applicable		
DM12	The supplier must demonstrate that the platform can adhere to industry best practices for design including responsive layouts for various devices	Describe your approach to address providing users the ability to recover from authentication failures Include cross reference pages with product documentation where applicable		
DM13	The supplier must demonstrate that the platform can be easy to read. For example, users should be able to distinguish different object types in a chart, such as people, documents and addresses.	Describe your approach to address best practices in UX. Include cross reference pages with product documentation where applicable		
DM14	The supplier must demonstrate that the platform can allow have a logical navigation structure that allows users to easily locate and access features and functionalities	Describe your approach to address best practices in UX. Include cross reference pages with product documentation where applicable		



DM15	<p>The supplier must demonstrate that the platform can provide error messages that are clear and suggest actionable steps for resolution</p>	<p>Provide detailed technical information related to your products or services, including specifications describing the ability to define error messages and steps for resolution. Include cross reference pages with product documentation where applicable</p>		
DM16	<p>The supplier must demonstrate that the platform can support for both French and English</p>	<p>Provide detailed technical information related to your products or services that describe how multilingual support is addressed. Include cross reference pages with product documentation where applicable</p>		<p>D5 D6</p>
DM17	<p>The supplier must demonstrate that the platform can provide a search functionality that enables users to quickly locate information from within the system</p>	<p>Provide detailed technical information related to your products or services that describe how search functionality is addressed. Include cross reference pages with product documentation where applicable</p>		<p>D2.2.1.1 D2.3.1 D2.3.2</p>
DM18	<p>The supplier must demonstrate that the platform can deliver a smooth and real-time experience to user during virtual streaming using strategies and technologies like Low-Latency Codecs, Content Delivery Networks and Hardware Accelerators</p>	<p>Provide detailed technical information related to your products or services that describe how low latency during virtual streaming is addressed. Include cross reference pages with product documentation where applicable</p>		
<p>Functional requirements</p>				



DM19	<p>The supplier must demonstrate that the platform is able to accept attachments and provide real-time scanning ensuring immediate detection and mitigation of potential threats</p>	<p>Provide detailed technical information related to how your solution provides real-time scanning for attachments. Include cross reference pages with product documentation where applicable</p>		<p>D2.1.1.3 D2.1.1.4 D2.2.2.2</p>
DM20	<p>The supplier must demonstrate that the platform can implement validation to make sure that data entered during the registration process is accurate, complete and conforms to specified formats</p>	<p>Provide detailed technical information related to how your solution adheres to GC standards for data exchange. Include cross reference pages with product documentation where applicable</p>		
DM21	<p>The supplier must demonstrate that the platform can provide a registration form with necessary fields and avoid duplication of registration</p>	<p>Describe your approach to address data validation and data duplicate detection in your solution. Include cross reference pages with product documentation where applicable</p>		<p>D2.1.1</p>
DM22	<p>The supplier must demonstrate that the platform can provide minimum resolution of 720p(HD) or higher to ensure clarity and a minimum frame rate of 30fps for smooth video playback</p>	<p>Provide details of relevant metrics achieved in completed projects similar in scope and scale to the RFP. Include examples of past projects and Contact details of past projects</p> <p>Name: Email: Project Name:</p>		
DM23	<p>The supplier must demonstrate that the platform is able to filter and match applicants based on details captured during the registration process as well as matching on text provided in the uploaded resume</p>	<p>Describe your approach to address to filter and match on data to create lists based on matching criteria Include cross reference pages with product documentation where applicable Include examples of past projects and Contact details of past projects</p>		<p>D2.1.3.1 D2.3.2.3</p>



		Name: Email: Project Name:		
DM24	The supplier must demonstrate that the platform has the capacity for non-tech users to create and promote events without technical knowledge of html, etc.	Describe your approach to address to create and promote events for a non-tech user Include cross reference pages with product documentation where applicable Include examples of past projects and Contact details of past projects Name: Email: Project Name:		D1
DM25	The supplier must demonstrate that the platform has the capacity the provide statistical reporting based on the applicant registration, event attendance, organization registration etc.	Describe your approach to providing statistical reporting. Include cross reference pages with product documentation where applicable		D3.4
DM26	The supplier must demonstrate that the platform has the capacity to capture survey information and store in a database for querying	Describe your approach to capturing and storing survey information. Include cross reference pages with product documentation where applicable Include examples of past projects and Contact details of past projects Name: Email: Project Name:		
DM27	The supplier must demonstrate that the platform has the capacity to upload documents of up to 5MB	Describe your approach to uploading documents and any size limitations. Include cross reference pages with product documentation where applicable		D2.1.1.3



DM28	The supplier must demonstrate that the platform has the capacity to accept various standard file extensions like pdf, doc, xlsx, txt, csv, jpg, png, tiff, gif, ppt, bmp. webp.	Describe your approach to uploading documents and any format and file extension limitations. Include cross reference pages with product documentation where applicable		
DM29	The supplier must demonstrate that the platform has the capacity to export data from database into csv, xlsx format to be used by external systems	Describe your approach to exporting data into csv or xls formats. Include cross reference pages with product documentation where applicable		D2.1.3.7 D3.4.2.ii
DM30	The supplier must demonstrate that the platform has the capacity to turn off attendee's functionality from streamer's session. i.e., mute all mics	Describe your approach to managing meetings and attendee functionality Include cross reference pages with product documentation where applicable		
DM31	The supplier must demonstrate that the platform has querying tools to identify candidates to invite	Describe your approach to matching and querying candidates. Include cross reference pages with product documentation where applicable		D2.1.3.1
DM32	The supplier must demonstrate that the platform has the capacity to send campaign emails to those targeted and provide a link	Describe your approach to campaign emails and providing links within emails Include cross reference pages with product documentation where applicable		D2.1.3.3
DM32	The supplier must demonstrate that the platform has the capacity to generate livestream link prior to event to be sent in email	Describe your approach to generate livestream links and emailing these links. Include cross reference pages with product documentation where applicable		
DM34	The supplier must demonstrate that the platform has the capacity during livestream for attendee to interact with host and other attendees	Describe your approach to interact with host and attendees during a livestream. Include cross reference pages with product documentation where applicable		



				D2.2.3.4 D2.2.2.1 D2.2.2.2
DM35	The supplier must demonstrate that the platform has the capacity to allow participants and exhibitors to send private messages and private chat	Describe your approach to send private messages or private chats. Include cross reference pages with product documentation where applicable		D2.2.2.1 D2.2.2.2
DM36	The supplier must demonstrate that the platform has the capacity to simultaneously translate English-French and French-English and provide translated close captions in both English and French	Describe your approach to close captioning during live stream events. Include cross reference pages with product documentation where applicable		D5 D2.2.3.8
DM37	The supplier must demonstrate that the platform has the capacity to capture metrics and generate reports	Provide detailed technical information related to how your solution captures metrics and generates reports related to events. Include cross reference pages with product documentation where applicable		D3.4.2
DM38	The supplier must demonstrate that the platform has the capacity to customize reports	Provide detailed technical information related to how your solution handles the ability to customize reports. Include cross reference pages with product documentation where applicable		
DM39	The supplier must demonstrate that the platform has the capacity for web site to be form factored for desktop, cell phone, tablet	Provide detailed technical information related to how your solution handles form factoring for desktops, cell phones and tablets. Include cross reference pages with product documentation where applicable		D2.5.2.2



DM40	The supplier must demonstrate that the platform has the capacity to store employer information and job offerings and load into system for querying	Describe your approach to capturing employer and job offering data into your solution. Include cross reference pages with product documentation where applicable		
DM41	The supplier must demonstrate that the platform has the capacity to store documents that can be downloaded by attendees up to a size of 5MB for a maximum period of one year	Provide detailed technical information related to how your solution handles the ability to store and download documents. Include cross reference pages with product documentation where applicable		D2.2.1.1.3.vii D2.2.1.2.vii D2.2.2.3 D2.2.2.2.2
DM42	The supplier must demonstrate that the platform has the capacity to store videos that can be watched by attendees with a minimum resolution of 720p(HD), up to a size of 5GB for a maximum period of one year	Provide detailed technical information related to how your solution handles the ability to store video files. Include cross reference pages with product documentation where applicable		D2.2.3.5
DM43	The supplier must demonstrate that the platform has the capacity for users to save and re-run queries for a maximum period of one year	Provide detailed technical information related to how your solution allows users to save and re-run queries Include cross reference pages with product documentation where applicable		
DM44	The supplier must demonstrate that the platform has the capacity for attendees to perform a search of the video and document library by keyword and date	Provide detailed technical information related to how your solution allows users to search for videos and document libraries. Include cross reference pages with product documentation where applicable		
DM45	The supplier must demonstrate that the platform has the ability for attendees to perform a search on organizations and jobs available	Describe your approach for attendees to perform a search on organizations and jobs available. Include cross reference pages with product documentation where applicable		D2.3.1.2



DM46	The supplier must demonstrate that the platform has the capacity to generate alerts and notifications in both English and French	Describe your approach for your solution to generate alerts and notifications in English and French. Include cross reference pages with product documentation where applicable		D2.3.3.1
DM47	The supplier must demonstrate that the platform has the capacity to segregate public and internal data, documents, etc. Protected B data (attendee data+cvvs) and public data (orgs, job postings, calendar of events)	Describe your approach for your solution to segregate Protected B data from public data and flag data as Protected B. Include cross reference pages with product documentation where applicable		
DM48	The supplier must demonstrate that the platform can provide comprehensive technical support response times based on severity levels as indicated in SOW article D9.1.1.3	Provide detailed technical support SLAs and response times. Include cross reference pages with product documentation where applicable		D9.1.1.3
DM49	The supplier must demonstrate that the platform can provide technical support in both English and French	Provide documentation related to providing technical support in English and French. Include cross reference pages with product documentation where applicable		D6
DM50	The supplier must demonstrate that the platform can provide multiple channels of technical support: email, chat, phone or a dedicated support portal	Provide documentation related to providing technical support via multiple channels. Include cross reference pages with product documentation where applicable		



APPENDIX “F” Demonstration Requirements

F1. Bidder Demonstration Information

As per Articles 3.1 and 4.2.2, Bidders who are deemed responsive will be invited to provide a demonstration to show representatives of Canada the functionalities, features and capabilities of their solution. The demonstration must also address how the solution meets the requirements set out in the Request for Proposal and the Statement of Work (Appendix “D”).

Specifically, the Demonstration must cover all of the Mandatory Requirements in Section 1.2 of Appendix “E” (related SOW articles are listed when applicable). Additionally, the demonstration must show how the solution meets selected requirements from the SOW, as listed below. Note that it is expected that SOW requirements will be shown from the assigned perspective (Role) listed in the sections below.

The demonstration rated point structure is as follows:

Point Structure	Rating Guide
Demonstration requirements: 42	Points to be awarded on the following basis:
Rate points per requirement: 20	
Total points: 840	
Pass mark (70%): 588	
	20 Meets requirement
	10 Minimal compliance with modifying standard functionality
	0 Non-compliant/No response



F2. SOW Requirements - Participant Role

SOW #	Functional Requirement	Category	Role	Maximum Rated points
D2.1.1.1	The supplier shall demonstrate that the platform allows participants to complete a participant questionnaire, and has the ability to provide their surname, first name, nationality, country of residence, date of birth.	D2.1 Registration Functionality	Participant	20
D2.1.1.4	The supplier shall demonstrate that the platform allows participants to record and upload a video presentation for each application	D2.1 Registration Functionality	Participant	20
D2.2.1.1.1	The supplier shall demonstrate how the platform will guide participants once inside an event, to be redirected to the reception area while still being able to view options to access the following: i. Auditoriums; ii. Exhibition halls; iii. Employer/ organization booths; iv. The teachers' corridor; and v. Information desk	D2.2 Platform virtual spaces	Participant	20



D2.2.1.1.2	The supplier shall demonstrate that the platform allows participants to navigate directly from the reception area to the following areas: i. Auditoriums; ii. Exhibition halls; iii. Employer/ organization booths; iv. The teachers' corridor ; and v. Information desk	D2.2 Platform virtual spaces	Participant	20
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D2.2.1.1.3	<p>The supplier shall demonstrate that the platform allows participants to access an information desk and be able to:</p> <ul style="list-style-type: none">i. View conference program;ii. View an instructional video on how to navigate the platform (Bilingual French-English);iii. View the list of exhibitors for the current event;iv. Access a job offer board where they view and search a list of job offers;v. Access a video library of recorded presentations from previous eventsvi. Access a document library containing documents on life in Canada, immigration programs etc.;vii. Have the ability to view and download an event guide; andviii. Access live technical support during event hours (Bilingual French-English)	D2.2 Platform virtual spaces	Participant	20
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D2.2.1.1.4	The supplier shall demonstrate the platform has the ability for visitors/participants to search, view and apply for jobs that interest them	D2.2 Platform virtual spaces	Participant	20
D2.2.1.1.5	The supplier shall demonstrate that the platform has the ability for visitors/participants to search for employers via filter/keywords	D2.2 Platform virtual spaces	Participant	20



D2.2.1.1.6	The supplier shall demonstrate that the platform has the ability for visitors/participants to access an electronic binder for visitors/participants, containing the documents and videos they have downloaded from each booth	D2.2 Platform virtual spaces	Participant	20
D2.2.1.1.8	The supplier shall demonstrate that the platform has the ability for visitors/participants to view and edit an appointment agenda for scheduled interviews with employers and conferences they wish to attend	D2.2 Platform virtual spaces	Participant	20
D2.2.2.1.1	The supplier shall demonstrate that the platform allows participants to search and browse all booths at the event	D2.2 Platform virtual spaces	Participant	20
D2.2.2.1.2	The supplier shall demonstrate that the platform allows participants to view speakers at the booth	D2.2 Platform virtual spaces	Participant	20
D2.2.2.1.3	The supplier shall demonstrate that the platform allows participants to download documents presented at the booth	D2.2 Platform virtual spaces	Participant	20
D2.2.2.1.4	The supplier shall demonstrate that the platform allows participants to view integrated videos presented at the booth	D2.2 Platform virtual spaces	Participant	20



D2.2.2.1.5	The supplier shall demonstrate that the platform allows participants to have their profile – CV and cover letter available/visible for exhibitors;	D2.2 Platform virtual spaces	Participant	20
D2.2.2.1.6	The supplier shall demonstrate that the platform allows participants to engage in live chat with exhibitors, with video and audio options (either integrated into the platform or linked to exhibitor accounts – Zoom, WebEx, Teams, etc.);	D2.2 Platform virtual spaces	Participant	20
D2.2.2.1.7	The supplier shall demonstrate that the platform allows participants to engage in private message chat with the exhibitors to transmit information at the same time as a video interview;	D2.2 Platform virtual spaces	Participant	20
D2.2.2.1.8	The supplier shall demonstrate that the platform booth offers participants a public chat function where participants can post questions to exhibitors and see the answers posted;	D2.2 Platform virtual spaces	Participant	20



F3. SOW Requirements - Employer/Organization Role

SOW #	Functional Requirement	Category	Role	Maximum Rated points
D2.1.2.1	The supplier shall demonstrate that the Company/Organization shall be required to complete a detailed registration questionnaire about their company's/organization's profile: business sector, size, location(s)	D2.1 Registration Functionality	Employer/Organization	20
D2.1.2.2	The supplier shall demonstrate that the Company/Organization, upon questionnaire completion, must be able to create and validate account login credentials	D2.1 Registration Functionality	Employer/Organization	20
D2.1.2.4	The supplier shall demonstrate that the Company/Organization, post-registration, will have the ability to create and display job postings with minimum requirements in terms of training and/or certification, years of experience, French and/or English skills	D2.1 Registration Functionality	Employer/Organization	20



D2.1.2.5	The supplier shall demonstrate that the Company/Organization will have the ability to utilize and edit an appointment calendar functionality to provide applicants with available interview slot times	D2.1 Registration Functionality	Employer/Organization	20
D2.2.2.2.10	The supplier shall demonstrate that the platform offers personalization of speaker icons by to facilitate the chats and clearly identify themselves to the participant;	D2.2 Platform virtual spaces	Employer/Organization	20
D2.2.2.2.11	The supplier shall demonstrate that the platform has functionality for chat between speakers within the booth;	D2.2 Platform virtual spaces	Employer/Organization	20
D2.2.2.2.15	The supplier shall demonstrate that the platform allows exhibitors to schedule live interviews for the booth;	D2.2 Platform virtual spaces	Employer/Organization	20
D2.2.2.2.2	The supplier shall demonstrate that the platform allows exhibitors to customize booths with logos, images, videos and downloadable documentation;	D2.2 Platform virtual spaces	Employer/Organization	20
D2.2.2.2.6	The supplier shall demonstrate that the platform allows exhibitors to engage in live chat with participants, with video and audio options (either integrated into the platform or linked to exhibitor accounts – Zoom, WebEx, Teams, etc.);	D2.2 Platform virtual spaces	Employer/Organization	20



D2.2.2.2.7	The supplier shall demonstrate that the platform allows exhibitors to engage in private message chat with the visitor/participant to transmit information at the same time as a video interview;	D2.2 Platform virtual spaces	Employer/Organization	20
D2.2.2.2.9	The supplier shall demonstrate that the booths can display video of other speakers available at the booth for participants to see;	D2.2 Platform virtual spaces	Employer/Organization	20
D2.3.2.1	The supplier shall demonstrate that the platform allows exhibitors to post, edit and manage job opportunities for applicants to view;	D2.3 Bulletin and job boards	Employer/Organization	20
D2.3.2.2	The supplier shall demonstrate that the platform allows employers/organizations to receive applications from applicants via job opportunities posted on the job board;	D2.3 Bulletin and job boards	Employer/Organization	20



F4. SOW Requirements - IRCC Role

SOW #	Functional Requirement	Category	Role	Maximum Rated points
D2.1.3.2	The supplier shall demonstrate that the platform allows IRCC users to indicate those to be invited to a selected scheduled event	D2.1 Registration Functionality	IRCC	20
D2.1.3.4	The supplier shall demonstrate that the platform allows IRCC users to generate and send automated reminder, confirmation, and event details messages to selected applicants	D2.1 Registration Functionality	IRCC	20
D2.1.3.5	The supplier shall demonstrate that the platform allows IRCC users to generate and send automated messages to inform unsuccessful applicants/visitors of options for accessing information (booths, conferences, documents and videos) outside the activity days	D2.1 Registration Functionality	IRCC	20
D2.1.3.6	The supplier shall demonstrate that the platform allows IRCC users to review, verify, and edit employer/organize registration information and access	D2.1 Registration Functionality	IRCC	20



D2.2.1.2.1	The supplier shall demonstrate that the platform allows IRCC users to update the reception area and information displayed to the participants for the following: i. Auditoriums; ii. Exhibition halls; iii. Employer/organization booths; iv. The teachers' corridor; v. Information desk	D2.2 Platform virtual spaces	IRCC	20
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D2.2.1.2.2	The supplier shall demonstrate that the platform allows IRCC users to update/change the following in the information booth: i. Conference program details; ii. Instructional video on how to navigate the platform; iii. List of exhibitors for the current event; iv. Job offer board; v. Video library of recorded presentations from previous events; vi. Document library containing documents on life in Canada, immigration; programs etc; and vii. Downloadable event guide	D2.2 Platform virtual spaces	IRCC	20
D2.3.3.2	The supplier shall demonstrate that the platform allows IRCC users to view and manage content and postings on both the bulletin and job boards;	D2.3 Bulletin and job boards	IRCC	20



F5. SOW Requirements - General

SOW #	Functional Requirement	Category	Role	Maximum Rated points
D2.2.2.2.8	The supplier shall demonstrate that the platform allows users to integrate videos (e.g., YouTube) into booths;	D2.2 Platform virtual spaces	General	20
D2.2.3.1	The supplier shall demonstrate that the platform can provide three auditoriums/conference rooms for simultaneous conferences;	D2.2 Platform virtual spaces	General	20
D2.2.3.3	The supplier shall demonstrate that the platform allows users to integrate pre-recorded presentations into a live conference;	D2.2 Platform virtual spaces	General	20
D2.5.1.1	The supplier shall demonstrate that the platform allows participants and exhibitors to use mobile device functions during face-to-face activities/events;	D2.5 Mobile device functionality	General	20
D2.5.2.1	The supplier shall demonstrate that the platform allows participants to access all functionalities of the platform while using a mobile device;	D2.5 Mobile device functionality	General	20



APPENDIX “G”, Rated Criteria

NUMBER	CATEGORY	POINT-RATED CRITERIA	MAX POINTS	RATING GUIDE
RC1	Corporate Experience	<p>The Bidder shall demonstrate that they have:</p> <ol style="list-style-type: none"> 1- Completed at least 6 projects (minimum length 2 months each) within the last 5 years for similar hosting events projects as specified in Appendix D – SOW article D.1 at bid closing. 2- Developed and provided maintenance and support of 6 virtual, cloud-based platform projects (minimum length of 2 months each) for hosting conference-like events with 5000 or more participants as of the date of bid closing <p>Supporting Documents:</p> <ul style="list-style-type: none"> - Project summary, objective, scope, context, deliverables, timeline etc. - Reference : name and telephone number and/or e-mail address of a contact person, who will be able to corroborate the information provided in the proposal; and - Start and end dates, i.e. from [month/year] to [month/year] for each project. 	100	<p>Points to be awarded on the following basis:</p> <p>0 points: The Bidder did not submit a response.</p> <p>50 points: The Bidder's response demonstrated 1 of the 2 criteria.</p> <p>100 points: The Bidder's response demonstrated both experience criteria.</p>
RC2	Senior Project Manager	<p>The Bidder shall propose a Senior Project Manager as per Appendix D – SOW Article D9.2.1:</p> <ol style="list-style-type: none"> 1- The Senior Project Manager must have a minimum of 10 years of experience in project management; 	75	<p>Points to be awarded on the following basis:</p> <p>0 points: The Bidder did not submit a response.</p>



		<p>2- The Senior Project Manager must have completed 4 projects (minimum length 2 months each) related to cloud solution within the last 5 years.</p> <p>Supporting documents:</p> <ul style="list-style-type: none"> - Copy of resume - name and telephone number and/or e-mail address of a contact person, in the client organization, who will be able to corroborate the information provided in the offer; - start and end dates, i.e. from [month/year] to [month/year] for each resource experience demonstrated; 		<p>37.5 points: The Bidder's response demonstrated 1 of the 2 criteria.</p> <p>75 points: The Bidder's response demonstrated both experience criteria.</p>
RC3	Technical Team	<p>The Bidder should submit a response demonstrating how their proposed technical team as per SOW Article D9.2.2 will meet the following criteria:</p> <ol style="list-style-type: none"> 1. Describe how the delivery team will be dedicated to the Start-up Phase and ongoing operations (e.g. percentage of effort and availability for each phase); 2. Identify and demonstrate by submitting supporting documentation that the proposed delivery team has sufficient depth and experience (minimum of 2 completed projects) (e.g. include resumes, list of previous project experience and roles and responsibilities on the projects experience); and 3. Describe the process for managing unforeseen or planned changes (up to 5 changes) to the proposed delivery team (e.g. back-up staff to backfill roles until filled). <p>Supporting documents:</p> <ul style="list-style-type: none"> - An action plan that outlines roadmaps, specifies the steps, resources, timelines, and responsibilities that are needed to achieve start up-phase and ongoing operations. 	60	<p>Points to be awarded on the following basis:</p> <p>0 points: The Bidder did not submit a response.</p> <p>20 points: The Bidder's response demonstrated 1 of the 3 criteria.</p> <p>40 points: The Bidder's response demonstrated 2 of the 3 criteria.</p> <p>60 points: The Bidder's response demonstrated 3 of the 3 criteria.</p>



		<ul style="list-style-type: none"> - Copy of proof of resumes and descriptions of projects - name and telephone number and/or e-mail address of a contact person, in the client organization, who will be able to corroborate the information provided in the offer; - start and end dates, i.e. from [month/year] to [month/year] for each resource experience demonstrated; 		
RC4	Integration Schedule	<p>Integration Schedule:</p> <p>The Bidder should submit its Integration Schedule with its Technical Bid and must demonstrate that it meets the requirements outlined in SOW Article D3.3</p> <p>Supporting documents:</p> <p>Proposal shall include, Project Overview, Detailed Integration Plan, Timeline, Resources and Responsibilities, Risk Management, Communication Plan, Quality Assurance and Testing, Post-Integration Support, Detailed Integration Plan, Post-Deployment.</p>	65	<p>Points to be awarded on the following basis:</p> <p>0 points: The Bidder did not submit a proposed approach.</p> <p>32.5 points: The Bidder submitted a proposed approach that partially demonstrates how the Bidder will meet the requirements of SOW Article D3.3</p> <p>65 points: The Bidder submitted a proposed approach that fully demonstrates how the Bidder will meet the requirements of SOW Article D3.3</p>



RC5	Life-Cycle Management	<p>The Bidder should submit a response describing in detail how it plans to manage the solution's life-cycle for the Period of the Contract by including at a minimum the following component in its response:</p> <ol style="list-style-type: none">1. Methodology and tools used for life-cycle management;2. Software Development Life Cycle (SDLC) overview;3. Requirements management (i.e. identifying future requirements);4. Testing and Quality Assurance to maintain current system;5. Release Management for software and applications; and6. Defect management for hardware and software. <p>Supporting documents:</p> <p>Proposal shall include Project Plan, Requirements Documentation, Design Documentation, Development Plan, Testing Plan, Deployment Plan, Maintenance and Support Plan, Training and Documentation, Monitoring and Performance Management, End-of-Life Plan</p>	50	<p>Points to be awarded on the following basis:</p> <p>0 points: The Bidder did not submit a response or the Bidder's response included 1-2 of the 6 components.</p> <p>25 points: The Bidder's response described 3 of the 6 components.</p> <p>30 points: The Bidder's response described 4 of the 6 components.</p> <p>40 points: The Bidder's response described 5 of the 6 components.</p> <p>50 points: The Bidder's response described 6 of the 6 components.</p>
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<p>RC6</p>	<p>Prevention and Detection of System Breaches</p>	<p>The Bidder should submit a proposed approach on how the Bidder will prevent and detect data breaches, strengthen its security and privacy protocols for all secure web portals by the Implementation Date. Its proposed approach should include the following with regards to security, privacy and data protection by including the following criteria:</p> <ol style="list-style-type: none"> 1. List of software used to detect security and privacy data breach(es); 2. List of physical security measures in place to protect data; 3. How encryption and passwords are used to protect data, including the frequency for updates; 4. Training for Bidder's staff, subcontractors, and if applicable, its partner(s) in the matter of preventing and managing a data breach; and 5. List of protocols used to notify clients in the event of a security and/or privacy data breach. 6. 2-factor authentication when logging into the secure web portals; and 7. Mandatory password change at a maximum of 90 calendar day intervals. <p>Supporting documents:</p> <p>Proposal shall include Incident Response Team (IRT), Detection and Reporting, Containment Strategy, Eradication and Recovery, Communication Plan, Legal and Regulatory Compliance, Post-Incident Review, Training and Awareness.</p>	<p>75</p>	<p>Points to be awarded on the following basis:</p> <p>0 points: The Bidder did not submit a proposed approach or the Bidder's proposed approach included less than 2 of the 7 criteria.</p> <p>18.75 points: The Bidder's proposed approach included 2 of the 7 criteria.</p> <p>37.5 points: The Bidder's proposed approach included 3 - 4 of the 7 criteria.</p> <p>56.25 points: The Bidder's proposed approach included 5 - 6 of the 7 criteria.</p> <p>75 points: The Bidder's proposed approach included 7 of the 7 criteria.</p>
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<p>RC7</p>	<p>Anti-Racism</p>	<p>Anti-racism and diversity activities within the Bidder's organization</p> <p>Anti-racism and diversity activities within the Bidder's organization The Bidder should demonstrate they have promoted anti-racism and diversity through the following corporate activities within the organisation:</p> <p>a. The Bidder has internally published policies or commitments on anti-racism and inclusiveness. The Bidder must provide the following with the bid: (i) A description of the policy or commitment; and (ii) A copy of the policy or the commitment documents including their effective date.</p> <p>b. The Bidder's employees are mandated to take mandatory training on anti-racism. The Bidder must provide the following with the bid (i) A description of the training; (ii) The name of the training course; (iii) The name of the service provider; and (iv) A copy of the course outline (if developed internally).</p> <p>c. The bidder's employees are mandated to take unconscious bias training. The Bidder must provide the following with the bid: (i) A description of the training; (ii) The name of the training course; (iii) The name of the service provider; and (iv) A copy of the course outline (if developed internally)</p> <p>d. The bidder has publicly available organisational commitments to a diverse workforce. The Bidder must provide the following with the bid: (i) A description of the commitment; (ii) A copy of the commitment documents including their effective date.</p> <p>e. The bidder has developed internal staffing and/or recruitment strategy(ies) to increase representation of</p>	<p>60</p>	<p>Maximum 60 points (10 points for each activity for a total of 50 points, with a maximum of 10 additional points for a total max score of 60)</p> <p>Points for each of the 5 activities</p> <p>10 points (for each activity):</p> <p>The bidder has fully described the activity and provided the required supporting documents.</p> <p>Additional Points (Max 10 pts):</p> <p>10 points - Bidder has demonstrated at least 4 of the 5 activities.</p> <p>5 points – Bidder has demonstrated at least 2 of the 5 activities.</p>
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		<p>underrepresented groups in their workforce. The Bidder must provide the following with the bid:</p> <ul style="list-style-type: none">(i) A description of the strategy(ies);(ii) Copies of job postings or other staffing/recruitment documents demonstrating compliance with the criterion		
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APPENDIX “H”, BASIS OF PAYMENT

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

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

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

Canada's total liability to the Contractor under the Contract shall not exceed **\$XX.xx, including all options, travel expenses and all applicable taxes.**

1. The Bidder should complete this pricing schedule and include it in its financial bid. As a minimum, the Bidder must respond to this pricing schedule by inserting in its financial bid for each of the periods specified below its quoted firm all inclusive rates (in Cdn \$) for each of the Categories identified.
2. The prices or rates specified below, when quoted by the Bidder, include any of the following expenses that may need to be incurred to satisfy the terms of any contract that may result from its bid:
 - a) all travel and living expenses for work performed within the National Capital Region (NCR). The NCR is defined in the National Capital Act, R.S.C. 1985, c. N-4, S.2. The National Capital Act is available on the [Justice Website](#);
 - b) any travel expenses for travel between the Contractor’s place of business and the NCR; and
 - c) any travel and living expenses for the relocation of resources to satisfy the terms of any resulting contract. These expenses cannot be charged directly and separately from the professional fees to any contract that may result from the bid solicitation.
3. The volumetric data included in the pricing schedule detailed in Appendix “H”, Basis of Payment is provided for bid evaluated price determination purposes only. They are not to be considered as a contract guarantee.

1.1 Definition of a Day/Proration:

For the purpose of this Contract, a day is defined as 7.5 hours of work, exclusive of meal breaks. Payment will be for days actually worked with no provision for annual leave, statutory holidays and sick leave. If time worked is more or less than a day, the fixed daily rate will be prorated to reflect actual time worked in accordance with the following formula:

$$\frac{\text{Hours worked} \times \text{applicable firm per diem rate}}{7.5 \text{ hours}}$$

1. All proposed personnel must be available to work outside normal office hours during the duration of the Contract.
2. No overtime charges will be authorized under the Contract. All time worked will be compensated according to paragraph above.



Instructions applicable to Table A, B, C, D and E

In Column 3 - **Monthly Rate per Active Monthly users bracket (\$)**, Bidders must insert their Firm all-inclusive Monthly rate for each given bracket indicated in Column 2 - **Active Monthly users bracket**. Bidders must insert an amount in each row of Column 3 whether the same rate or a new rate applies for the given bracket for all monthly rate tables.

Each Monthly Rate indicated in Column 3 is independent and must not consist of a cumulative or incremental fee.

The table below illustrates an example:

Example Only		
Onboarding fee and initial set up – Milestone % - as per Appendix D		
<ul style="list-style-type: none"> All costs related to the platform deployment & launch of deliverables listed in the implementation schedule (Appendix D, Statement of Work, all deliverables associated with section D3) will be paid with a milestone allocation %. 		(A1) \$ 75,000.00
Monthly Subscription fee – Firm all-inclusive Monthly rate*		
(1) Description - Monthly Unique User	(2) Active Monthly unique users bracket	(3) Monthly Rate per Active Monthly unique users bracket (\$)
Monthly Unique User Connectivity Unique user is defined as one user ID connection per month, regardless of the number of times the user logs in. Appendix D Statement of work articles including subsequent: D4 Reporting D9 Support Definition Monthly rate: It is a predetermined, unchanging	< 50000	\$ 5,000.00 (A2.1)
	50001 – 100000	\$ 7,500.00 (A2.2)
	100001 – 150000	\$ 10,000.00 (A2.3)
	150001 – 200000	\$ 12,000.00 (A2.4)
	> 200000	\$ 15,000.00 (A2.5)



sum of money that a customer pays each month					
Average Monthly Subscription fee ((A2.1)+ (A2.2)+ (A2.3)+ (A2.4)+ (A2.5))/5				\$ 9,900.00	
Average Annual Subscription fee (A2) Average monthly subscription fee x 12 months				(A2) \$ 118,000.00	
Event Fee – Firm all-inclusive*					
(1) Description	(2) Event per Year	(3) Type of Event (Event Length in Working days)	(4) Number of Participants per Type of Event	(5) Firm Price per Event	
Event Fee includes: Appendix D Statement of work articles including subsequent: D2.1 Registration Functionality D2.2 Platform virtual spaces D2.3 Bulletin and job boards D2.4 Events Calendar D2.5 Spousal and common-law partner information area D2.6 Mobile device functionality D4 Reporting D9 Support	1 – 4 events	Type of Event 1 1-5 days	1 – 5000	\$ 5,000.00 (A3.1)	
			5001 – 10000	\$ 6,500.00 (A3.2)	
			10001 – 15000	\$ 8,000.00 (A3.3)	
			= or > 15001	\$ 9,500.00 (A3.4)	
		((A3.1)+ (A3.2)+ (A3.3)+ (A3.4))= (A3)			(A3) \$29,000.00
		Type of Event 2 6-10 days	1 – 5000	\$ 10,000.00 (A4.1)	
			5001 – 10000	\$ 11,500.00 (A4.2)	
			10001 – 15000	\$ 13,000.00 (A4.3)	
			= or > 15001	\$ 14,500.00 (A4.4)	
		((A4.1)+ (A4.2)+ (A4.3)+ (A4.4))= (A4)			(A4) \$49,000.00
		Type of Event 3 11-15 days	1 – 5000	\$ 15,000.00 (A5.1)	
			5001 – 10000	\$ 16,500.00 (A5.2)	
	10001 – 15000		\$ 18,000.00 (A5.3)		
	= or > 15001		\$ 19,500.00 (A5.4)		
	((A5.1)+ (A5.2)+ (A5.3)+ (A5.4))= (A5)			(A5) \$69,000.00	
	5 – 8 events	Type of Event 1 1-5 days	1 – 5000	\$10,000.00 (A6.1)	
			5001 – 10000	\$11,500.00 (A6.2)	
			10001 – 15000	\$13,000.00 (A6.3)	
			= or > 15001	\$14,500.00 (A6.4)	
		((A6.1)+ (A6.2)+ (A6.3)+ (A6.4))= (A6)			(A6) \$49,000.00
Type of Event 2 6-10 days		1 – 5000	\$15,000.00 (A7.1)		
		5001 – 10000	\$16,500.00 (A7.2)		
		10001 – 15000	\$18,000.00 (A7.3)		
	= or > 15001	\$19,500.00 (A7.4)			



		$((A7.1) + (A7.2) + (A7.3) + (A7.4)) = (A7)$	(A7) \$69,000.00	
	Type of Event 3 11-15 days	1 – 5000	\$20,000.00 (A8.1)	
		5001 – 10000	\$21,500.00 (A8.2)	
		10001 – 15000	\$23,000.00 (A8.3)	
		= or > 15001	\$24,500.00 (A8.4)	
		$((A8.1) + (A8.2) + (A8.3) + (A8.4)) = (A8)$	(A8) \$89,000.00	
9-12 events	Type of Event 1 1-5 days	1 – 5000	\$ 25,000.00 (A9.1)	
		5001 – 10000	\$ 26,500.00 (A9.2)	
		10001 – 15000	\$ 28,000.00 (A9.3)	
		= or > 15001	\$ 29,500.00 (A9.4)	
			$((A9.1) + (A9.2) + (A9.3) + (A9.4)) = (A9)$	(A9) \$109,000.00
	Type of Event 2 6-10 days	1 – 5000	\$ 30,000.00 (A10.1)	
		5001 – 10000	\$ 31,500.00 (A10.2)	
		10001 – 15000	\$ 33,000.00 (A10.3)	
		= or > 15001	\$ <u>34,500.00</u> (A10.4)	
			$((A10.1) + (A10.2) + (A10.3) + (A10.4)) = (A10)$	(A10) \$129,000.00
	Type of Event 3 11-15 days	1 – 5000	\$ 35,000.00 A11.1	
		5001 – 10000	\$ 36,500.00 A11.2	
		10001 – 15000	\$ 38,000.00 A11.3	
= or > 15001		\$ 39,500.00 A11.4		
		$((A11.1) + (A11.2) + (A11.3) + (A11.4)) = (A11)$	(A11) \$149,000.00	
		$((A1) + (A2) + (A3) + (A4) + (A5) + (A6) + (A7) + (A8) + (A9) + (A10) + (A11)) = A$	A \$934,000.00	



TABLE A

Initial contract year (Contract award to March 31 st , 2026)		
Onboarding fee and initial set up – Milestone % - as per Appendix D		
<ul style="list-style-type: none"> All costs related to the platform deployment & launch of deliverables listed in the implementation schedule (Appendix D, Statement of Work, all deliverables associated with section D3) will be paid with a milestone allocation %. 		(A1) \$ _____
Monthly Subscription fee – Firm all-inclusive Monthly rate*		
(1) Description - Monthly Unique User	(2) Active Monthly unique users bracket	(3) Monthly Rate per Active Monthly unique users bracket (\$)
Monthly Unique User Connectivity Unique user is defined as one user ID connection per month, regardless of the number of times the user logs in. Appendix D Statement of work articles including subsequent: D4 Reporting D9 Support Definition Monthly rate: It is a predetermined, unchanging sum of money that a customer pays each month	< 50000	\$ _____ (A2.1)
	50001 – 100000	\$ _____ (A2.2)
	100001 – 150000	\$ _____ (A2.3)
	150001 – 200000	\$ _____ (A2.4)
	> 200000	\$ _____ (A2.5)
Average Monthly Subscription fee ((A2.1)+ (A2.2)+ (A2.3)+ (A2.4)+ (A2.5))/5		\$ _____



Average Annual Subscription fee (A2)			(A2) \$ _____		
Average monthly subscription fee x 12 months					
Event Fee – Firm all-inclusive*					
(1) Description	(2) Event per Year	(3) Type of Event (Event Length in Working days)	(4) Number of Participants per Type of Event	(5) Firm Price per Event	
Event Fee includes: Appendix D Statement of work articles including subsequent: D2.1 Registration Functionality D2.2 Platform virtual spaces D2.3 Bulletin and job boards D2.4 Events Calendar D2.5 Spousal and common-law partner information area D2.6 Mobile device functionality D3.3 Reports and statistics D4 Reporting D9 Support	1 – 4 events	Type of Event 1 1-5 days	1 – 5000	\$ _____ (A3.1)	
			5001 – 10000	\$ _____ (A3.2)	
			10001 – 15000	\$ _____ (A3.3)	
			= or > 15001	\$ _____ (A3.4)	
		((A3.1)+ (A3.2)+ (A3.3)+ (A3.4))= (A3)			(A3) \$ _____
		Type of Event 2 6-10 days	1 – 5000	\$ _____ (A4.1)	
			5001 – 10000	\$ _____ (A4.2)	
			10001 – 15000	\$ _____ (A4.3)	
			= or > 15001	\$ _____ (A4.4)	
		((A4.1)+ (A4.2)+ (A4.3)+(A4.4))= (A4)			(A4) \$ _____
		Type of Event 3 11-15 days	1 – 5000	\$ _____ (A5.1)	
			5001 – 10000	\$ _____ (A5.2)	
	10001 – 15000		\$ _____ (A5.3)		
	= or > 15001		\$ _____ (A5.4)		
	((A5.1)+ (A5.2)+ (A5.3)+(A5.4))= (A5)			(A5) \$ _____	
	5 – 8 events	Type of Event 1 1-5 days	1 – 5000	\$ _____ (A6.1)	
			5001 – 10000	\$ _____ (A6.2)	
			10001 – 15000	\$ _____ (A6.3)	
			= or > 15001	\$ _____ (A6.4)	
		((A6.1)+ (A6.2)+ (A6.3)+(A6.4))= (A6)			(A6) \$ _____
		Type of Event 2 6-10 days	1 – 5000	\$ _____ (A7.1)	
			5001 – 10000	\$ _____ (A7.2)	
			10001 – 15000	\$ _____ (A7.3)	
			= or > 15001	\$ _____ (A7.4)	
((A7.1)+ (A7.2)+ (A7.3)+(A7.4))= (A7)			(A7) \$ _____		
Type of Event 3 11-15 days		1 – 5000	\$ _____ (A8.1)		
		5001 – 10000	\$ _____ (A8.2)		
	10001 – 15000	\$ _____ (A8.3)			



		= or > 15001	\$ _____ (A8.4)
		((A8.1)+ (A8.2)+ (A8.3)+(A8.4))= (A8)	(A8) \$ _____
9-12 events	Type of Event 1 1-5 days	1 – 5000	\$ _____ (A9.1)
		5001 – 10000	\$ _____ (A9.2)
		10001 – 15000	\$ _____ (A9.3)
		= or > 15001	\$ _____ (A9.4)
		((A9.1)+ (A9.2)+(A9.3)+(A9.4))= (A9)	(A9) \$ _____
	Type of Event 2 6-10 days	1 – 5000	\$ _____ (A10.1)
		5001 – 10000	\$ _____ (A10.2)
		10001 – 15000	\$ _____ (A10.3)
		= or > 15001	\$ _____ (A10.4)
		((A10.1)+ (A10.2)+(A10.3)+(A10.4))= (A10)	(A10) \$ _____
	Type of Event 3 11-15 days	1 – 5000	\$ _____ (A11.1)
		5001 – 10000	\$ _____ (A11.2)
		10001 – 15000	\$ _____ (A11.3)
		= or > 15001	\$ _____ (A11.4)
		((A11.1)+ (A11.2)+(A11.3)+(A11.4))= (A11)	(A11) \$ _____
	((A1) + (A2) + (A3) + (A4) + (A5) + (A6) + (A7) + (A8) + (A9) + (A10) + (A11)) = A	A \$ _____	

Option Periods

Table B

Option Period 1 (April 1 st , 2026 to March 31 st , 2027)		
Monthly Subscription fee – Firm all-inclusive Monthly rate*		
(1) Description Monthly Unique User	(3) Active Monthly unique users bracket	(4) Monthly Rate per Active Monthly unique users bracket (\$)
Monthly Unique User Connectivity Unique user is defined as one user ID connection per month, regardless of the number of times the user logs in. Appendix D Statement of work articles including subsequent:	< 50000	\$ _____ (B2.1)
	50001 – 100000	\$ _____ (B2.2)
	100001 – 150000	\$ _____ (B2.3)
	150001 – 200000	\$ _____ (B2.4)
	> 200000	\$ _____ (B2.5)



D4 Reporting D9 Support Definition Monthly rate: It is a predetermined, unchanging sum of money that a customer pays each month					
Average Monthly Subscription fee $((B2.1) + (B2.2) + (B2.3) + (B2.4) + (B2.5)) / 5$				\$ _____	
Average Annual Subscription fee (A2) Average monthly subscription fee x 12 months				(B2) \$ _____	
Event Fee – Firm all-inclusive*					
(1) Description	(2) Event per Year	(3) Type of Event (Event Length in Working days)	(4) Number of Participants per Type of Event	(5) Firm Price per Event	
Subscription includes: Appendix D Statement of work articles including subsequent: D2.1 Registration Functionality D2.2 Platform virtual spaces D2.3 Bulletin and job boards D2.4 Events Calendar D2.5 Spousal and common-law partner information area D2.6 Mobile device functionality D3.3 Reports and statistics D4 Reporting D9 Support	1 – 4 events	Type of Event 1 1-5 days	1 – 5000	\$ _____ (B3.1)	
			5001 – 10000	\$ _____ (B3.2)	
			10001 – 15000	\$ _____ (B3.3)	
			= or > 15001	\$ _____ (B3.4)	
		$((B3.1) + (B3.2) + (B3.3) + (B3.4)) = (B3)$			(B3) \$ _____
		Type of Event 2 6-10 days	1 – 5000	\$ _____ (B4.1)	
			5001 – 10000	\$ _____ (B4.2)	
			10001 – 15000	\$ _____ (B4.3)	
			= or > 15001	\$ _____ (B4.4)	
		$((B4.1) + (B4.2) + (B4.3) + (B4.4)) = (B4)$			(B4) \$ _____
	Type of Event 3 11-15 days	1 – 5000	\$ _____ (B5.1)		
		5001 – 10000	\$ _____ (B5.2)		
		10001 – 15000	\$ _____ (B5.3)		
		= or > 15001	\$ _____ (B5.4)		
	$((B5.1) + (B5.2) + (B5.3) + (B5.4)) = (B5)$			(B5) \$ _____	
5 – 8 events	Type of Event 1 1-5 days	1 – 5000	\$ _____ (B6.1)		
		5001 – 10000	\$ _____ (B6.2)		
		10001 – 15000	\$ _____ (B6.3)		
		= or > 15001	\$ _____ (B6.4)		
	$((B6.1) + (B6.2) + (B6.3) + (B6.4)) = (B6)$			(B6) \$ _____	
			1 – 5000	\$ _____ (B7.1)	



		Type of Event 2 6-10 days	5001 – 10000	\$ _____ (B7.2)	
			10001 – 15000	\$ _____ (B7.3)	
			= or > 15001	\$ _____ (B7.4)	
		((B7.1)+ (B7.2)+ (B7.3)+(B7.4))= (B7)			(B7) \$ _____
		Type of Event 3 11-15 days	1 – 5000	\$ _____ (B8.1)	
			5001 – 10000	\$ _____ (B8.2)	
			10001 – 15000	\$ _____ (B8.3)	
			= or > 15001	\$ _____ (B8.4)	
		((B8.1)+ (B8.2)+ (B8.3)+(B8.4))= (B8)			(B8) \$ _____
		9-12 events	Type of Event 1 1-5 days	1 – 5000	\$ _____ (B9.1)
	5001 – 10000			\$ _____ (B9.2)	
	10001 – 15000			\$ _____ (B9.3)	
	= or > 15001			\$ _____ (B9.4)	
	((B9.1)+ (B9.2)+(B9.3)+(B9.4))= (B9)			(B9) \$ _____	
	Type of Event 2 6-10 days		1 – 5000	\$ _____ (B10.1)	
			5001 – 10000	\$ _____ (B10.2)	
			10001 – 15000	\$ _____ (B10.3)	
			= or > 15001	\$ _____ (B10.4)	
	((B10.1)+ (B10.2)+(B10.3)+(B10.4))= (B10)			(B10) \$ _____	
	Type of Event 3 11-15 days	1 – 5000	\$ _____ (B11.1)		
5001 – 10000		\$ _____ (B11.2)			
10001 – 15000		\$ _____ (B11.3)			
= or > 15001		\$ _____ (B11.4)			
((B11.1)+ (B11.2)+(B11.3)+(B11.4))= (B11)			(B11) \$ _____		
((B2)+ (B3)+ (B4)+ (B5)+ (B6)+ (B7)+ (B8)+ (B9)+ (B10)+ (B11))=B			(B) \$ _____		



Table C

Option Period 2 (April 1 st , 2027 to March 31 st , 2028)					
Monthly Subscription fee – Firm all-inclusive Monthly rate*					
(1) Description Monthly Unique User	(3) Active Monthly unique users bracket		(4) Monthly Rate per Active Monthly unique users bracket (\$)		
Monthly Unique User Connectivity Unique user is defined as one user ID connection per month, regardless of the number of times the user logs in. Appendix D Statement of work articles including subsequent: D4 Reporting D9 Support Definition Monthly rate: It is a predetermined, unchanging sum of money that a customer pays each month	< 50000		\$ _____ (C2.1)		
	50001 – 100000		\$ _____ (C2.2)		
	100001 – 150000		\$ _____ (C2.3)		
	150001 – 200000		\$ _____ (C2.4)		
	> 200000		\$ _____ (C2.5)		
Average Monthly Subscription fee ((C2.1)+ (C2.2)+ (C2.3)+ (C2.4)+ (C2.5))/5			\$ _____		
Average Annual Subscription fee (A2) Average monthly subscription fee x 12 months			(C2) \$ _____		
Event Fee – Firm all-inclusive*					
(1) Description	(2) Event per Year	(3) Type of Event (Event Length in Working days)	(4) Number of Participants per Type of Event	(5) Firm Price per Event	
Subscription includes: Appendix D Statement of work articles including subsequent: D2.1 Registration Functionality D2.2 Platform virtual spaces D2.3 Bulletin and job boards D2.4 Events Calendar	1 – 4 events	Type of Event 1 1-5 days	1 – 5000	\$ _____ (C3.1)	
			5001 – 10000	\$ _____ (C3.2)	
			10001 – 15000	\$ _____ (C3.3)	
			= or > 15001	\$ _____ (C3.4)	
	((C3.1)+ (C3.2)+ (C3.3)+ (C3.4))= (C3)			(C3) \$ _____	
	Type of Event 2 6-10 days	1 – 5000	\$ _____ (C4.1)		
		5001 – 10000	\$ _____ (C4.2)		
10001 – 15000		\$ _____ (C4.3)			



D2.5 Spousal and common-law partner information area D2.6 Mobile device functionality D3.3 Reports and statistics D4 Reporting D9 Support			= or > 15001	\$ _____ (C4.4)		
			((C4.1)+ (C4.2)+ (C4.3)+(C4.4))= (C4)	(C4) \$ _____		
	Type of Event 3 11-15 days			1 – 5000	\$ _____ (C5.1)	
				5001 – 10000	\$ _____ (C5.2)	
				10001 – 15000	\$ _____ (C5.3)	
				= or > 15001	\$ _____ (C5.4)	
				((C5.1)+ (C5.2)+ (C5.3)+(C5.4))= (C5)	(C5) \$ _____	
	5 – 8 events	Type of Event 1 1-5 days		1 – 5000	\$ _____ (C6.1)	
				5001 – 10000	\$ _____ (C6.2)	
				10001 – 15000	\$ _____ (C6.3)	
				= or > 15001	\$ _____ (C6.4)	
			((C6.1)+ (C6.2)+ (C6.3)+(C6.4))= (C6)	(C6) \$ _____		
		Type of Event 2 6-10 days			1 – 5000	\$ _____ (C7.1)
					5001 – 10000	\$ _____ (C7.2)
					10001 – 15000	\$ _____ (C7.3)
					= or > 15001	\$ _____ (C7.4)
			((C7.1)+ (C7.2)+ (C7.3)+(C7.4))= (C7)	(C7) \$ _____		
		Type of Event 3 11-15 days			1 – 5000	\$ _____ (C8.1)
					5001 – 10000	\$ _____ (C8.2)
					10001 – 15000	\$ _____ (C8.3)
	= or > 15001				\$ _____ (C8.4)	
		((C8.1)+ (C8.2)+ (C8.3)+(C8.4))= (C8)	(C8) \$ _____			
	9-12 events	Type of Event 1 1-5 days		1 – 5000	\$ _____ (C9.1)	
				5001 – 10000	\$ _____ (C9.2)	
				10001 – 15000	\$ _____ (C9.3)	
				= or > 15001	\$ _____ (C9.4)	
			((C9.1)+ (C9.2)+ (C9.3)+(C9.4))= (C9)	(C9) \$ _____		
		Type of Event 2 6-10 days			1 – 5000	\$ _____ (C10.1)
5001 – 10000					\$ _____ (C10.2)	
10001 – 15000					\$ _____ (C10.3)	
= or > 15001					\$ _____ (C10.4)	
		((C10.1)+ (C10.2)+ (C10.3)+(C10.4))= (C10)	(C10) \$ _____			
			1 – 5000	\$ _____ (C11.1)		



	Type of Event 3 11-15 days	5001 – 10000	\$ _____ (C11.2)
		10001 – 15000	\$ _____ (C11.3)
		= or > 15001	\$ _____ (C11.4)
		$((C11.1) + (C11.2) + (C11.3) + (C11.4)) = (C11)$	(C11) \$ _____
		$((C2) + (C3) + (C4) + (C5) + (C6) + (C7) + (C8) + (C9) + (C10) + (C11)) = C$	(C) \$ _____

Table D

Option Period 3 (April 1 st , 2028 to March 31 st , 2029)				
Monthly Subscription fee – Firm all-inclusive Monthly rate*				
(1) Description Monthly Unique User	(3) Active Monthly unique users bracket	(4) Monthly Rate per Active Monthly unique users bracket (\$)		
Monthly Unique User Connectivity Unique user is defined as one user ID connection per month, regardless of the number of times the user logs in. Appendix D Statement of work articles including subsequent: D4 Reporting D9 Support Definition Monthly rate: It is a predetermined, unchanging sum of money that a customer pays each month	< 50000	\$ _____ (D2.1)		
	50001 – 100000	\$ _____ (D2.2)		
	100001 – 150000	\$ _____ (D2.3)		
	150001 – 200000	\$ _____ (D2.4)		
	> 200000	\$ _____ (D2.5)		
Average Monthly Subscription fee $((D2.1) + (D2.2) + (D2.3) + (D2.4) + (D2.5))/5$		\$ _____		
Average Annual Subscription fee (A2) Average monthly subscription fee x 12 months		(D2) \$ _____		
Event Fee – Firm all-inclusive*				
(1) Description	(2) Event per Year	(3) Type of Event (Event Length in Working days)	(4) Number of Participants per Type of Event	(5) Firm Price per Event



<p>Subscription includes:</p> <p>Appendix D Statement of work articles including subsequent:</p> <p>D2.1 Registration Functionality D2.2 Platform virtual spaces D2.3 Bulletin and job boards D2.4 Events Calendar D2.5 Spousal and common-law partner information area D2.6 Mobile device functionality D3.3 Reports and statistics D4 Reporting D9 Support</p>	1 – 4 events	Type of Event 1 1-5 days	1 – 5000	\$ _____ (D3.1)	
			5001 – 10000	\$ _____ (D3.2)	
			10001 – 15000	\$ _____ (D3.3)	
			= or > 15001	\$ _____ (D3.4)	
		((D3.1)+ (D3.2)+ (D3.3)+ (D3.4))= (D3)			(D3) \$ _____
		Type of Event 2 6-10 days	1 – 5000	\$ _____ (D4.1)	
			5001 – 10000	\$ _____ (D4.2)	
			10001 – 15000	\$ _____ (D4.3)	
			= or > 15001	\$ _____ (D4.4)	
		((D4.1)+ (D4.2)+ (D4.3)+(D4.4))= (D4)			(D4) \$ _____
		Type of Event 3 11-15 days	1 – 5000	\$ _____ (D5.1)	
			5001 – 10000	\$ _____ (D5.2)	
	10001 – 15000		\$ _____ (D5.3)		
	= or > 15001		\$ _____ (D5.4)		
	((D5.1)+ (D5.2)+ (D5.3)+(D5.4))= (D5)			(D5) \$ _____	
	5 – 8 events	Type of Event 1 1-5 days	1 – 5000	\$ _____ (D6.1)	
			5001 – 10000	\$ _____ (D6.2)	
			10001 – 15000	\$ _____ (D6.3)	
			= or > 15001	\$ _____ (D6.4)	
		((D6.1)+ (D6.2)+ (D6.3)+(D6.4))= (D6)			(D6) \$ _____
		Type of Event 2 6-10 days	1 – 5000	\$ _____ (D7.1)	
			5001 – 10000	\$ _____ (D7.2)	
			10001 – 15000	\$ _____ (D7.3)	
			= or > 15001	\$ _____ (D7.4)	
		((D7.1)+ (D7.2)+ (D7.3)+(D7.4))= (D7)			(D7) \$ _____
		Type of Event 3 11-15 days	1 – 5000	\$ _____ (D8.1)	
			5001 – 10000	\$ _____ (D8.2)	
			10001 – 15000	\$ _____ (D8.3)	
= or > 15001			\$ _____ (D8.4)		
((D8.1)+ (D8.2)+ (D8.3)+(D8.4))= (D8)			(D8) \$ _____		
9-12 events		Type of Event 1 1-5 days	1 – 5000	\$ _____ (D9.1)	
			5001 – 10000	\$ _____ (D9.2)	
			10001 – 15000	\$ _____ (D9.3)	
	= or > 15001		\$ _____ (D9.4)		



		$((D9.1) + (D9.2) + (D9.3) + (D9.4)) = (D9)$	(D9) \$ _____
	Type of Event 2 6-10 days	1 – 5000	\$ _____ (D10.1)
		5001 – 10000	\$ _____ (D10.2)
		10001 – 15000	\$ _____ (D10.3)
		= or > 15001	\$ _____ (D10.4)
		$((D10.1) + (D10.2) + (D10.3) + (D10.4)) = (D10)$	(D10) \$ _____
	Type of Event 3 11-15 days	1 – 5000	\$ _____ (D11.1)
		5001 – 10000	\$ _____ (D11.2)
		10001 – 15000	\$ _____ (D11.3)
		= or > 15001	\$ _____ (D11.4)
		$((D11.1) + (D11.2) + (D11.3) + (D11.4)) = (D11)$	(D11) \$ _____
		$((D2) + (D3) + (D4) + (D5) + (D6) + (D7) + (D8) + (D9) + (D10) + (D11)) = D$	(D) \$ _____



Table E

Option Period 4 (April 1 st , 2029 to March 31 st , 2030)					
Monthly Subscription fee – Firm all-inclusive Monthly rate*					
(1) Description Monthly Unique User	(3) Active Monthly unique users bracket	(4) Monthly Rate per Active Monthly unique users bracket (\$)			
Monthly Unique User Connectivity Unique user is defined as one user ID connection per month, regardless of the number of times the user logs in. Appendix D Statement of work articles including subsequent: D4 Reporting D9 Support Definition Monthly rate: It is a predetermined, unchanging sum of money that a customer pays each month	< 50000	\$ _____ (E2.1)			
	50001 – 100000	\$ _____ (E2.2)			
	100001 – 150000	\$ _____ (E2.3)			
	150001 – 200000	\$ _____ (E2.4)			
	> 200000	\$ _____ (E2.5)			
Average Monthly Subscription fee ((E2.1)+ (E2.2)+ (E2.3)+ (E2.4)+ (E2.5))/5		\$ _____			
Average Annual Subscription fee (A2) Average monthly subscription fee x 12 months		(E2) \$ _____			
Event Fee – Firm all-inclusive*					
(1) Description	(2) Event per Year	(3) Type of Event (Event Length in Working days)	(4) Number of Participants per Type of Event	(5) Firm Price per Event	
Subscription includes: Appendix D Statement of work articles including subsequent: D2.1 Registration Functionality D2.2 Platform virtual spaces D2.3 Bulletin and job boards D2.4 Events Calendar	1 – 4 events	Type of Event 1 1-5 days	1 – 5000	\$ _____ (E3.1)	
			5001 – 10000	\$ _____ (E3.2)	
			10001 – 15000	\$ _____ (E3.3)	
			= or > 15001	\$ _____ (E3.4)	
			((E3.1)+ (E3.2)+ (E3.3)+ (E3.4))= (E3)	(E3) \$ _____	
	Type of Event 2 6-10 days	1 – 5000	\$ _____ (E4.1)		
		5001 – 10000	\$ _____ (E4.2)		
10001 – 15000		\$ _____ (E4.3)			



D2.5 Spousal and common-law partner information area D2.6 Mobile device functionality D3.3 Reports and statistics D4 Reporting D9 Support			= or > 15001	\$ _____ (E4.4)		
			((E4.1)+ (E4.2)+ (E4.3)+(E4.4))= (E4)	(E4) \$ _____		
	Type of Event 3 11-15 days			1 – 5000	\$ _____ (E5.1)	
				5001 – 10000	\$ _____ (E5.2)	
				10001 – 15000	\$ _____ (E5.3)	
				= or > 15001	\$ _____ (E5.4)	
				((E5.1)+ (E5.2)+ (E5.3)+(E5.4))= (E5)	(E5) \$ _____	
	5 – 8 events	Type of Event 1 1-5 days		1 – 5000	\$ _____ (E6.1)	
				5001 – 10000	\$ _____ (E6.2)	
				10001 – 15000	\$ _____ (E6.3)	
				= or > 15001	\$ _____ (E6.4)	
			((E6.1)+ (E6.2)+ (E6.3)+(E6.4))= (E6)	(E6) \$ _____		
		Type of Event 2 6-10 days			1 – 5000	\$ _____ (E7.1)
					5001 – 10000	\$ _____ (E7.2)
					10001 – 15000	\$ _____ (E7.3)
					= or > 15001	\$ _____ (E7.4)
			((E7.1)+ (E7.2)+ (E7.3)+(E7.4))= (E7)	(E7) \$ _____		
		Type of Event 3 11-15 days			1 – 5000	\$ _____ (E8.1)
					5001 – 10000	\$ _____ (E8.2)
					10001 – 15000	\$ _____ (E8.3)
	= or > 15001				\$ _____ (E8.4)	
		((E8.1)+ (E8.2)+ (E8.3)+(E8.4))= (E8)	(E8) \$ _____			
	9-12 events	Type of Event 1 1-5 days		1 – 5000	\$ _____ (E9.1)	
				5001 – 10000	\$ _____ (E9.2)	
				10001 – 15000	\$ _____ (E9.3)	
				= or > 15001	\$ _____ (E9.4)	
			((E9.1)+ (E9.2)+ (E9.3)+(E9.4))= (E9)	(E9) \$ _____		
		Type of Event 2 6-10 days			1 – 5000	\$ _____ (E10.1)
5001 – 10000					\$ _____ (E10.2)	
10001 – 15000					\$ _____ (E10.3)	
= or > 15001					\$ _____ (E10.4)	
		((D10.1)+ (D10.2)+(D10.3)+(D10.4))= (D10)	(E10) \$ _____			
			1 – 5000	\$ _____ (E11.1)		



	Type of Event 3 11-15 days	5001 – 10000	\$ _____ (E11.2)
		10001 – 15000	\$ _____ (E11.3)
		= or > 15001	\$ _____ (E11.4)
		((E11.1)+ (E11.2)+(E11.3)+(E11.4))= (E11)	(E11)\$ _____
		(E2) + (E3) + E4) + (E5) + (E6) + (E7) + (E8) + (E9) + (E10) + (E11))=E	(E)\$ _____

TOTAL BID EVALUATED PRICE	
ITEM	Cost (\$)
TOTAL (A) Initial contract period	
TOTAL (B) Option period 1	
TOTAL (C) Option period 2	
TOTAL (D) Option period 3	
TOTAL (E) Option period 4	
TOTAL BID EVALUATED PRICE (A)+(B)+(C)+(D)+(E)	



APPENDIX “I”, INSURANCE REQUIREMENTS

The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.

The Commercial General Liability policy must include the following:

- a) **Additional Insured:** Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by the Minister of Citizenship and Immigration.
- b) **Bodily Injury and Property Damage** to third parties arising out of the operations of the Contractor.
- c) **Products and Completed Operations:** Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
- d) **Personal Injury:** While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
- e) **Cross Liability/Separation of Insureds:** Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
- f) **Blanket Contractual Liability:** The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
- g) **Employees and, if applicable, Volunteers** must be included as Additional Insured.
- h) **Employers' Liability** (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
- i) **Broad Form Property Damage including Completed Operations:** Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
- j) **Notice of Cancellation:** The Insurer will endeavor to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
- k) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.



- l) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
- m) Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.
- n) Advertising Injury: While not limited to, the endorsement must include coverage piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.
- o) All Risks Tenants Legal Liability - to protect the Contractor for liabilities arising out of its occupancy of leased premises.
- p) Amendment to the Watercraft Exclusion to extend to incidental repair operations on board watercraft.
- q) Sudden and Accidental Pollution Liability (minimum 120 hours): To protect the Contractor for liabilities arising from damages caused by accidental pollution incidents.
- r) Litigation Rights: Pursuant to subsection 5(d) of the [Department of Justice Act](#), S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:
Director Business Law Directorate,
Quebec Regional Office (Ottawa),
Department of Justice,
284 Wellington Street, Room SAT-6042,
Ottawa, Ontario, K1A 0H8

For other provinces and territories, send to:
Senior General Counsel,
Civil Litigation Section,
Department of Justice
234 Wellington Street, East Tower
Ottawa, Ontario K1A 0H8

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.



APPENDIX “J”, VENDOR INFORMATION AND AUTHORIZATION FORM

Vendor Name and Address

Legal Status (incorporated, registered, etc.)

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

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

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

Print Name _____ Title _____

Signature _____ Date _____

Central Point of Contact

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

Name and Title _____

Telephone _____ Fax _____

Email _____

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



APPENDIX "K", SECURITY REQUIREMENT CHECKLIST



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat 158048
Security Classification / Classification de sécurité Unclassified

PART A (continued) / PARTIE A (suite)	
8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets? Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? If Yes, indicate the level of sensitivity. Dans l'affirmative, indiquer le niveau de sensibilité :	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
9. Will the supplier require access to extremely sensitive INFOSEC information or assets? Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? Short Title(s) of material / Titre(s) abrégé(s) du matériel : Document Number / Numéro du document :	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)	
10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis	
<input checked="" type="checkbox"/> RELIABILITY STATUS / COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL
<input type="checkbox"/> TOP SECRET - SIGINT / TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL / NATO CONFIDENTIEL
<input type="checkbox"/> SITE ACCESS / ACCÈS AUX EMPLACEMENTS	<input checked="" type="checkbox"/> SECRET / SECRET
	<input type="checkbox"/> NATO SECRET / NATO SECRET
	<input type="checkbox"/> TOP SECRET / TRÈS SECRET
	<input type="checkbox"/> COSMIC TOP SECRET / COSMIC TRÈS SECRET
Special comments: / Commentaires spéciaux : _____	
NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided. REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.	
10. b) May unscreened personnel be used for portions of the work? Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? If Yes, will unscreened personnel be escorted? Dans l'affirmative, le personnel en question sera-t-il escorté?	<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)	
INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS	
11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises? Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?	<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui
11. b) Will the supplier be required to safeguard COMSEC information or assets? Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
PRODUCTION	
11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises? Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)	
11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data? Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?	<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency? Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui

TBS/SCT 350-103 (2004/12)

Security Classification / Classification de sécurité Unclassified
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PART C (continued) / PARTIE C (suite)

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	Confidential / Confidentiel	Secret	Top Secret / Très Secret	NATO Restricted / NATO Diffusion Restreinte	NATO Confidential	NATO Secret	COSMIC Top Secret / COSMIC Très Secret	Protected / Protégé			Confidential / Confidentiel	Secret	Top Secret / Très Secret
											A	B	C			
Information / Assets / Renseignements / Biens	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Media Support TI	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Link / Lien électronique	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée.
12. b) Will the document attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

Security Classification / Classification de sécurité Unclassified
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Contract Number / Numéro du contrat 158048
Security Classification / Classification de sécurité Unclassified

PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) Valérie Sniadoch	Title - Titre Directrice adjointe	Signature SNIADOCH, VALERIE	Digitally signed by SNIADOCH, VALERIE Date: 2024.05.10 08:23:22 -04'00'
Telephone no. - N° de téléphone (613) 324-9085	Facsimile - Télécopieur	E-mail address - Adresse courriel valerie.sniadoch@cic.gc.ca	Date 2023-09-29
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) Tyler Young	Title - Titre Security Officer	Signature Young, Tyler	Digitally signed by Young, Tyler Date: 2024.05.09 14:28:55 -04'00'
Telephone no. - N° de téléphone (343) 572-9157	Facsimile - Télécopieur	E-mail address - Adresse courriel Tyler.Young@cic.gc.ca	Date 2024-05-07
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées)	Title - Titre	Signature	
Telephone no. - N° de téléphone	Facsimile - Télécopieur	E-mail address - Adresse courriel	Date
17. Contracting Security Authority / Autorisé contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées) C. Jason Quade Contract Security Officer Jason.Quade@tpsgc-pwgsc.gc.ca	Title - Titre	Signature Quade, Clarence	Digitally signed by Quade, Clarence Date: 2024.05.22 08:32:07 -04'00'