



Request for Proposal: 100021561

**RETURN BIDS TO:**

**By Email:**

[nc-solicitations-gd@hrsdcc.gc.ca](mailto:nc-solicitations-gd@hrsdcc.gc.ca)

(Size limit – 13MB)

Attention:

*Julie Barrette*

**REQUEST FOR PROPOSAL**

**Proposal To: Employment and Social Development Canada**

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

**Instructions : See Herein**

**Vendor/Firm Name and address**

<b>Title:</b> French Business Writing Training Courses for Service Canada Quebec Region (SC-QC).	
<b>Solicitation No.:</b> 100021561	<b>Date:</b> July, 06, 2023
<b>File No. – N° de dossier:</b>	
<b><u>Solicitation Closes</u></b>	
<b>At 02 :00 PM / 14 h</b> July 31, 2023	<b>Time Zone</b> Eastern Daylight time Standard Time EDST
<b>Address Inquiries to :</b> Julie Barrette 343-551-9889 <a href="mailto:nc-solicitations-gd@hrsdcc.gc.ca">nc-solicitations-gd@hrsdcc.gc.ca</a>	
<b>Destination:</b> See Herein	

<b>Vendor/firm Name and address :</b>	
<b>Facsimile No. :</b> <b>Telephone No. :</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/firm (type or print):</b>	
<b>Name:</b>	
<b>Title:</b>	
<b>Signature:</b>	<b>Date:</b>



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## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

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

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

The Annexes include the General Conditions, Statement of Work, the Basis of Payment, Security Requirements, the Security Requirements Checklist, the Electronic Payment Instruments, the Federal Contractors Program for Employment Equity - Certification, the Insurance Requirements, the Task Authorization Form and any other annexes. *(Modify this paragraph and the Table of Contents, as applicable).*

### **1.2 Summary**

- 1.2.1 The main objective of French professional writing training is the development, improvement and refinement of written and oral communication between employees as well as the strategic notes written to members of management. The French language is targeted since the need is great in the region.

These trainings will provide employees with key skills on concise and persuasive writing, in order to highlight the essential elements of a situation and thus quickly formulate strategic recommendations to support decision-making. They will improve readers' understanding by providing tips for taking their needs into account when designing a text. These trainings will provide concrete persuasive and strategic writing methods and techniques that can be applied in our work context at SC-QC.

The targeted courses will offer relevant information and explanations on the following topics:

1. Writing Reports
2. Writing Briefing notes
3. Clear, concise, and impactful writing and oral presentation

- 1.2.2 There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security



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clauses, Bidders should refer to the Contract Security Program of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

### **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.



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## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

#### 2.1.1 Integrity provisions—bid

1. The *Ineligibility and Suspension Policy* (the “Policy”) in effect on the date the bid solicitation is issued, and all related Directives in effect on that date, are incorporated by reference into, and form a binding part of the bid solicitation. The Bidder must comply with the Policy and Directives, which can be found at *Ineligibility and Suspension Policy*.
2. Under the Policy, charges and convictions of certain offences against a Supplier, its affiliates or first tier subcontractors, and other circumstances, will or may result in a determination by Public Works and Government Services Canada (PWGSC) that the Supplier is ineligible to enter, or is suspended from entering into a contract with Canada. The list of ineligible and suspended Suppliers is contained in PWGSC’s Integrity Database. The Policy describes how enquiries can be made regarding the ineligibility or suspension of Suppliers.
3. In addition to all other information required in the bid solicitation, the Bidder must provide the following:
  - a. by the time stated in the Policy, all information required by the Policy described under the heading “Information to be Provided when Bidding, Contracting or Entering into a Real Property Agreement”; and
  - b. with its bid, a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offences in the Policy. The list of foreign criminal charges and convictions must be submitted using an Integrity Declaration Form, which can be found at Declaration form for procurement.
4. Subject to subsection 5, by submitting a bid in response to this bid solicitation, the Bidder certifies that:
  - a. it has read and understands the *Ineligibility and Suspension Policy*;
  - b. it understands that certain domestic and foreign criminal charges and convictions, and other circumstances, as described in the Policy, will or may result in a determination of ineligibility or suspension under the Policy;
  - c. it is aware that Canada may request additional information, certifications, and validations from the Bidder or a third party for purposes of making a determination of ineligibility or suspension;
  - d. it has provided with its bid a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offences in the Policy;
  - e. none of the domestic criminal offences, and other circumstances, described in the Policy that will or may result in a determination of ineligibility or suspension, apply to it, its affiliates and its proposed first tier subcontractors; and
  - f. it is not aware of a determination of ineligibility or suspension issued by PWGSC that applies to it.
5. Where a Bidder is unable to provide any of the certifications required by subsection 4, it must submit with its bid a completed Integrity Declaration Form, which can be found at Declaration form for procurement.
6. Canada will declare non-responsive any bid in respect of which the information requested is incomplete or inaccurate, or in respect of which the information contained in a certification or



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declaration is found by Canada to be false or misleading in any respect. If Canada establishes after award of the Contract that the Bidder provided a false or misleading certification or declaration, Canada may terminate the Contract for default. Pursuant to the Policy, Canada may also determine the Bidder to be ineligible for award of a contract for providing a false or misleading certification or declaration.

### **2.1.2 Standard instructions, clauses and conditions**

Pursuant to the Department of Public Works and Government Services Act ( S.C. 1996, c.16), the instructions, clauses and conditions identified in the bid solicitation and resulting contract by number, date, and title are incorporated by reference into and form part of the bid solicitation and resulting contract as though expressly set out in the bid solicitation and resulting contract.

### **2.1.3 Definition of Bidder**

"Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.

### **2.1.4 Submission of bids**

1. Canada requires that each bid, at solicitation closing date and time or upon request from the Contracting Authority, be signed by the Bidder or by an authorized representative of the Bidder. If a bid is submitted by a joint venture, it must be in accordance with section 2.1.15.
2. It is the Bidder's responsibility to:
  - a. obtain clarification of the requirements contained in the bid solicitation, if necessary, before submitting a bid;
  - b. prepare its bid in accordance with the instructions contained in the bid solicitation;
  - c. submit by solicitation closing date and time a complete bid;
  - d. send its bid only to the e-mail or physical (*if applicable*) address specified on Page 1;
  - e. ensure that the Bidder's name, return address, bid solicitation number, and solicitation closing date and time are clearly visible on the bid; and,
  - f. provide a comprehensible and sufficiently detailed bid, including all requested pricing details, that will permit a complete evaluation in accordance with the criteria set out in the bid solicitation.
3. Canada will make available Notices of Proposed Procurement (NPP), bid solicitations and related documents for download through the Government Electronic Tendering Service (GETS). Canada is not responsible and will not assume any liabilities whatsoever for the information found on websites of third parties. In the event an NPP, bid solicitation or related documentation would be amended, Canada will not be sending notifications. Canada will post all amendments, including significant enquiries received and their replies, using GETS. It is the sole responsibility of the Bidder to regularly consult GETS for the most up-to-date information. Canada will not be liable for any oversight on the Bidder's part nor for notification services offered by a third party.
4. Bids will remain open for acceptance for a period of not less than 90 (*modify as required*) days from the closing date of the bid solicitation, unless specified otherwise in the bid solicitation. Canada reserves the right to seek an extension of the bid validity period from all responsive bidders in writing, within a minimum of 3 days before the end of the bid validity period. If the extension is accepted by all responsive bidders, Canada will continue with the evaluation of the bids. If the extension is not accepted by all responsive bidders, Canada will, at its sole discretion, either continue with the evaluation of the bids of those who have accepted the extension or cancel the solicitation.
5. Bid documents and supporting information may be submitted in either English or French.



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6. Bids received on or before the stipulated bid solicitation closing date and time will become the property of Canada and will not be returned. All bids will be treated as confidential, subject to the provisions of the Access to Information Act ( R.S. 1985, c. A-1) and the Privacy Act ( R.S., 1985, c. P-21).
7. Unless specified otherwise in the bid solicitation, Canada will evaluate only the documentation provided with a bidder's bid. Canada will not evaluate information such as references to Web site addresses where additional information can be found, or technical manuals or brochures not submitted with the bid.
8. A bid cannot be assigned or transferred in whole or in part.

**2.1.5 Late bids**

Canada will delete bids delivered after the stipulated solicitation closing date and time. Bids submitted electronically, the late bids will be deleted.

**2.1.6 Customs clearance**

It is the responsibility of the Bidder to allow sufficient time to obtain Customs clearance, where required, before the bid closing date and time. Delays related to the obtaining of Customs clearance cannot be construed as "undue delay in the mail" and will not be accepted as a delayed bid under section 2.1.6.

**2.1.7 Legal capacity**

The Bidder must have the legal capacity to contract. If the Bidder is a sole proprietorship, a partnership or a corporate body, the Bidder must provide, if requested by the Contracting Authority, a statement and any requested supporting documentation indicating the laws under which it is registered or incorporated together with the registered or corporate name and place of business. This also applies to bidders submitting a bid as a joint venture.

**2.1.8 Rights of Canada**

Canada reserves the right to:

- a. reject any or all bids received in response to the bid solicitation;
- b. enter into negotiations with bidders on any or all aspects of their bids;
- c. accept any bid in whole or in part without negotiations;
- d. cancel the bid solicitation at any time;
- e. reissue the bid solicitation;
- f. if no responsive bids are received and the requirement is not substantially modified, reissue the bid solicitation by inviting only the bidders who bid to resubmit bids within a period designated by Canada; and,
- g. negotiate with the sole responsive Bidder to ensure best value to Canada.

**2.1.9 Rejection of bid**

1. Canada may reject a bid where any of the following circumstances is present:
  - a. the Bidder is subject to a Vendor Performance Corrective Measure, under the Vendor Performance Corrective Measure Policy, which renders the Bidder ineligible to bid on the requirement;
  - b. an employee, or subcontractor included as part of the bid, is subject to a Vendor Performance Corrective Measure, under the Vendor Performance Corrective Measure Policy, which would render that employee or subcontractor ineligible to bid on the requirement, or the portion of the requirement the employee or subcontractor is to perform;



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- c. the Bidder is bankrupt or where, for whatever reason, its activities are rendered inoperable for an extended period;
  - d. evidence, satisfactory to Canada, of fraud, bribery, fraudulent misrepresentation or failure to comply with any law protecting individuals against any manner of discrimination, has been received with respect to the Bidder, any of its employees or any subcontractor included as part of the bid;
  - e. evidence satisfactory to Canada that based on past conduct or behavior, the Bidder, a subcontractor or a person who is to perform the Work is unsuitable or has conducted himself/herself improperly;
  - f. with respect to current or prior transactions with the Government of Canada:
    - i. Canada has exercised its contractual remedies of suspension or termination for default with respect to a contract with the Bidder, any of its employees or any subcontractor included as part of the bid;
    - ii. Canada determines that the Bidder's performance on other contracts, including the efficiency and workmanship as well as the extent to which the Bidder performed the Work in accordance with contractual clauses and conditions, is sufficiently poor to jeopardize the successful completion of the requirement being bid on.
2. Where Canada intends to reject a bid pursuant to a provision of subsection 1. (f), the Contracting Authority will so inform the Bidder and provide the Bidder 10 days within which to make representations, before making a final decision on the bid rejection.
  3. Canada reserves the right to apply additional scrutiny, in particular, when multiple bids are received in response to a bid solicitation from a single bidder or a joint venture. Canada reserves the right to:
    - a. reject any or all of the bids submitted by a single bidder or joint venture if their inclusion in the evaluation has the effect of prejudicing the integrity and fairness of the process, or;
    - b. reject any or all of the bids submitted by a single bidder or joint venture if their inclusion in the procurement process would distort the solicitation evaluation, and would cause a result that would not reasonably have been expected under prevailing market conditions and/or would not provide good value to Canada.

#### **2.1.10 Communications—solicitation period**

To ensure the integrity of the competitive bid process, enquiries and other communications regarding the bid solicitation must be directed only to the Contracting Authority identified in the bid solicitation. Failure to comply with this requirement may result in the bid being declared non-responsive.

To ensure consistency and quality of information provided to bidders, significant enquiries received and their replies will be posted on the Government Electronic Tendering Service (GETS). For further information, consult subsection 3 of section 2.1.4.

#### **2.1.11 Price justification**

In the event that the Bidder's bid is the sole responsive bid received, the Bidder must provide, on Canada's request, one or more of the following price justification:

- a. a current published price list indicating the percentage discount available to Canada; or
- b. a copy of paid invoices for the like quality and quantity of the goods, services or both sold to other customers; or





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- c. a price breakdown showing the cost of direct labour, direct materials, purchased items, engineering and plant overheads, general and administrative overhead, transportation, etc., and profit; or
- d. price or rate certifications; or
- e. any other supporting documentation as requested by Canada.

**2.1.12 Bid costs**

No payment will be made for costs incurred in the preparation and submission of a bid in response to the bid solicitation. Costs associated with preparing and submitting a bid, as well as any costs incurred by the Bidder associated with the evaluation of the bid, are the sole responsibility of the Bidder.

**2.1.13 Conduct of evaluation**

1. In conducting its evaluation of the bids, Canada may, but will have no obligation to, do the following:
  - a. seek clarification or verification from bidders regarding any or all information provided by them with respect to the bid solicitation;
  - b. contact any or all references supplied by bidders to verify and validate any information submitted by them;
  - c. request, before award of any contract, specific information with respect to bidders' legal status;
  - d. conduct a survey of bidders' facilities and/or examine their technical, managerial, and financial capabilities to determine if they are adequate to meet the requirements of the bid solicitation;
  - e. correct any error in the extended pricing of bids by using unit pricing and any error in quantities in bids to reflect the quantities stated in the bid solicitation; in the case of error in the extension of prices, the unit price will govern.
  - f. verify any information provided by bidders through independent research, use of any government resources or by contacting third parties;
  - g. interview, at the sole costs of bidders, any bidder and/or any or all of the resources proposed by bidders to fulfill the requirement of the bid solicitation.
2. Bidders will have the number of days specified in the request by the Contracting Authority to comply with any request related to any of the above items. Failure to comply with the request may result in the bid being declared non-responsive.

**2.1.14 Joint venture**

1. A joint venture is an association of two or more parties who combine their money, property, knowledge, expertise or other resources in a single joint business enterprise, sometimes referred as a consortium, to bid together on a requirement. Bidders who bid as a joint venture must indicate clearly that it is a joint venture and provide the following information:
  - a. the name of each member of the joint venture;
  - b. the Procurement Business Number of each member of the joint venture;
  - c. the name of the representative of the joint venture, i.e. the member chosen by the other members to act on their behalf, if applicable;
  - d. the name of the joint venture, if applicable.



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2. If the information is not clearly provided in the bid, the Bidder must provide the information on request from the Contracting Authority.
3. The bid and any resulting contract must be signed by all the members of the joint venture unless one member has been appointed to act on behalf of all members of the joint venture. The Contracting Authority may, at any time, require each member of the joint venture to confirm that the representative has been appointed with full authority to act as its representative for the purposes of the bid solicitation and any resulting contract. If a contract is awarded to a joint venture, all members of the joint venture will be jointly and severally or solitarily liable for the performance of any resulting contract.

#### **2.1.15 Conflict of interest—unfair advantage**

1. In order to protect the integrity of the procurement process, bidders are advised that Canada may reject a bid in the following circumstances:
  - a. if the Bidder, any of its subcontractors, any of their respective employees or former employees was involved in any manner in the preparation of the bid solicitation or in any situation of conflict of interest or appearance of conflict of interest;
  - b. if the Bidder, any of its subcontractors, any of their respective employees or former employees had access to information related to the bid solicitation that was not available to other bidders and that would, in Canada's opinion, give or appear to give the Bidder an unfair advantage.
2. The experience acquired by a bidder who is providing or has provided the goods and services described in the bid solicitation (or similar goods or services) will not, in itself, be considered by Canada as conferring an unfair advantage or creating a conflict of interest. This bidder remains however subject to the criteria established above.
3. Where Canada intends to reject a bid under this section, the Contracting Authority will inform the Bidder and provide the Bidder an opportunity to make representations before making a final decision. Bidders who are in doubt about a particular situation should contact the Contracting Authority before bid closing. By submitting a bid, the Bidder represents that it does not consider itself to be in conflict of interest nor to have an unfair advantage. The Bidder acknowledges that it is within Canada's sole discretion to determine whether a conflict of interest, unfair advantage or an appearance of conflict of interest or unfair advantage exists.

#### **2.1.16 Entire requirement**

The bid solicitation documents contain all the requirements relating to the bid solicitation. Any other information or documentation provided to or obtained by a bidder from any source are not relevant. Bidders should not assume that practices used under previous contracts will continue, unless they are described in the bid solicitation. Bidders should also not assume that their existing capabilities meet the requirements of the bid solicitation simply because they have met previous requirements.

#### **2.1.17 Further information**

For further information, bidders may contact the Contracting Authority identified in the bid solicitation.

#### **2.1.18 Code of Conduct for Procurement—bid**

The *Code of Conduct for Procurement* provides that Bidders must respond to bid solicitations in an honest, fair and comprehensive manner, accurately reflect their capacity to satisfy the requirements set out in the bid solicitation and resulting contract, submit bids and enter into contracts only if they will fulfill all obligations of the Contract. By submitting a bid, the Bidder is certifying that it is complying with the *Code of Conduct for Procurement*. Failure to comply with the *Code of Conduct for Procurement* may render the bid non-responsive.



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## 2.2 Submission of Bids

Bids must be submitted only to Employment and Social Development Canada (ESDC) by the date, time and email address indicated on page 1 of the bid solicitation.

It is the Bidders responsibility to ensure their proposal and all associated documents are received in full and on time. It is advised that Bidders send the proposal in advance of the closing time to ensure confirmation of receipt.

Bidders must ensure e-mails do not exceed 13MB to avoid problems with transmission. For security reasons, any information submitted on a USB key will not be evaluated.

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

## 2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, 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:



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

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

### **Work Force Adjustment Directive**

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

If so, the Bidder must provide the following information:

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

### **2.4 Enquiries - Bid Solicitation**

All enquiries must be submitted in writing to the Contracting Authority no later than **15** calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

### **2.5 Applicable Laws**

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

### **2.6 Bid Challenge and Recourse Mechanisms**

- (a) Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.



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



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## **PART 3 - BID PREPARATION INSTRUCTIONS**

### **3.1 Bid Preparation Instructions**

Canada requests that Bidders provide their full company name and address, e-mail address, as well as contact name, and telephone number.

Canada requests that bidders provide their bid in separate files, as follows:

Section I: Technical Bid, 1 soft copy via e-mail;  
Section II: Financial Bid, 1 soft copy via e-mail;  
Section III: Certifications, 1 soft copy via e-mail.

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

Canada requests that Bidders use a numbering system that corresponds to the bid solicitation when preparing their bid.

#### **Section I: Technical Bid**

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

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

#### **Section II: Financial Bid**

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

##### **3.1.1 Electronic Payment of Invoices – Bid**

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "C" Electronic Payment Instruments, to identify which ones are accepted.

If Annex "C" Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

##### **3.1.2 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.

#### **Section III: Certifications**

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



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## **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **4.1 Evaluation Procedures**

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation 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 in Annex "B".

#### **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 Basis of Selection**

#### **4.2.1 Basis of Selection – Highest Combined Rating of Technical Merit and Price**

1. To be declared responsive, a bid must:
  - a. comply with all the requirements of the bid solicitation; and
  - b. meet all mandatory criteria; and
  - c. obtain the required minimum of 40 points overall for the technical evaluation criteria which are subject to point rating.  
The rating is performed on a scale of 55 points.
2. Bids not meeting a, b, and c will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60% for the technical merit and 40% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 60%.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40%.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.
8. If two or more responsive bids achieve an identical score (total number of points) and this score is determined to be the Highest Combined Rating of Technical Merit and Price, the bidder who achieved the highest technical merit score will be recommended for contract award.



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The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

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

		<b>Bidder 1</b>	<b>Bidder 2</b>	<b>Bidder 3</b>
<b>Overall Technical Score</b>		115/135	89/135	92/135
<b>Bid Evaluated Price</b>		\$55,000.00	\$50,000.00	\$45,000.00
<b>Calculations</b>	<b>Technical Merit Score</b>	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
	<b>Pricing Score</b>	$45/55 \times 40 = 32.73$	$45/50 \times 40 = 36.00$	$45/45 \times 40 = 40.00$
<b>Combined Rating</b>		83.84	75.56	80.89
<b>Overall Rating</b>		1st	3rd	2nd





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## **PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION**

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

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

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

### **5.1 Certifications Required with the Bid**

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

#### **5.1.1 Integrity Provisions - Declaration of Convicted Offences**

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

### **5.2 Certifications Precedent to Contract Award and Additional Information**

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

#### **5.2.1 Integrity Provisions – Required Documentation**

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

#### **5.2.2 Additional Certifications Precedent to Contract Award**

##### **5.2.2.1 Status and Availability of Resources**

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority,



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provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability.

#### **5.2.2.2 Education and Experience**

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



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## **PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS**

### **6.1 Security Requirements**

There are no security requirements associated with this solicitation.



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## **PART 7 - RESULTING CONTRACT CLAUSES**

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

### **7.1 Statement of Work**

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

### **7.2 Standard Clauses and Conditions**

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

#### **7.2.1 General Conditions**

SACC 2010B - 2022-12-01 – General conditions : Professional services (medium complexity) apply to and form part of the Contract.

### **7.3 Security Requirements**

**7.3.1** There is no security requirement applicable to the Contract.

### **7.4 Term of Contract**

#### **7.4.1 Period of the Contract**

The period of the Contract is from date of Contract to March 31, 2024 inclusive.

#### **7.4.2 Option to Extend the Contract**

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 3 additional one (1) year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 45 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

### **7.5 Authorities**

#### **7.5.1 Contracting Authority**

The Contracting Authority for the Contract is: To be completed upon Contract award

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Employment and Social Development Canada

Directorate: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_\_

E-mail address: \_\_\_\_\_

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



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work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

### 7.5.2 Project Authority

The Project Authority for the Contract is: To be completed upon Contract award

Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Employment and Social Development Canada  
 Address: \_\_\_\_\_  
 Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_\_  
 E-mail address: \_\_\_\_\_

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

### 7.5.3 Contractor's Representative To be completed upon Contract award

Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Company: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_\_  
 E-mail address: \_\_\_\_\_

### 7.6 Proactive Disclosure of Contracts with Former Public Servants

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

### 7.7 Payment

#### 7.7.1 Basis of Payment

The Contractor will be paid firm hourly rates as follows, for work performed under the Contract. All training costs must be included. No additional charges will be allowed. Customs duties are included, and Applicable Taxes are extra.

**Contract award to March 31, 2024 inclusive.**

Resource category	Number of hours of training -A-	All-inclusive firm hourly rate -B-	TOTAL -C- A * B = C
Trainer in French professional writing: Report writing	12 hours	\$	\$

Resource category	Number of hours of training -A-	All-inclusive firm hourly rate -B-	TOTAL -C- A * B = C
Trainer in French professional writing: Report writing	15 hours	\$	\$



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Resource category	Number of hours of training -A-	All-inclusive firm hourly rate -B-	TOTAL -C- A * B = C
Trainer in French professional writing: Writing briefing notes	7.5 hours	\$	\$

Resource category	Number of hours of training -A-	All-inclusive firm hourly rate -B-	TOTAL -C- A * B = C
Trainer in French professional writing: Concise, clear and powerful writing and oral presentation	15 hours	\$	\$

**Option to Extend the Contract**

During the extended period of the Contract, the Contractor will be paid the following firm hourly rates to perform all the Work in relation to the contract extension.

**Option year 1 – April 1st 2024 to March 31, 2025**

Resource category	Number of hours of training -A-	All-inclusive firm hourly rate -B-	TOTAL -C- A * B = C
Trainer in French professional writing: Report writing	12 hours	\$	\$

Resource category	Number of hours of training -A-	All-inclusive firm hourly rate -B-	TOTAL -C- A * B = C
Trainer in French professional writing: Report writing	15 hours	\$	\$

Resource category	Number of hours of training -A-	All-inclusive firm hourly rate -B-	TOTAL -C- A * B = C
Trainer in French professional writing: Writing briefing notes	7.5 hours	\$	\$

Resource category	Number of hours of training -A-	All-inclusive firm hourly rate -B-	TOTAL -C- A * B = C
Trainer in French professional writing: Concise, clear and powerful writing and oral presentation	15 hours	\$	\$

**Option year 2 – April 1st 2025 to March 31, 2026**

Resource category	Number of hours of training -A-	All-inclusive firm hourly rate -B-	TOTAL -C- A * B = C
Trainer in French professional writing: Report writing	12 hours	\$	\$



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Resource category	Number of hours of training -A-	All-inclusive firm hourly rate -B-	TOTAL -C- A * B = C
Trainer in French professional writing: Report writing	15 hours	\$	\$

Resource category	Number of hours of training -A-	All-inclusive firm hourly rate -B-	TOTAL -C- A * B = C
Trainer in French professional writing: Writing briefing notes	7.5 hours	\$	\$

Resource category	Number of hours of training -A-	All-inclusive firm hourly rate -B-	TOTAL -C- A * B = C
Trainer in French professional writing: Concise, clear and powerful writing and oral presentation	15 hours	\$	\$

**Option year 3 – April 1st 2026 to March 31, 2027**

Resource category	Number of hours of training -A-	All-inclusive firm hourly rate -B-	TOTAL -C- A * B = C
Trainer in French professional writing: Report writing	12 hours	\$	\$

Resource category	Number of hours of training -A-	All-inclusive firm hourly rate -B-	TOTAL -C- A * B = C
Trainer in French professional writing: Report writing	15 hours	\$	\$

Resource category	Number of hours of training -A-	All-inclusive firm hourly rate -B-	TOTAL -C- A * B = C
Trainer in French professional writing: Writing briefing notes	7.5 hours	\$	\$

Resource category	Number of hours of training -A-	All-inclusive firm hourly rate -B-	TOTAL -C- A * B = C
Trainer in French professional writing: Concise, clear and powerful writing and oral presentation	15 hours	\$	\$



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### 7.7.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ \_\_\_\_\_. Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - a. when it is 75% committed, or
  - b. four months before the contract expiry date, or
  - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

### 7.7.3 Method of Payment – Monthly Payment

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

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

### 7.7.4 Electronic Payment of Invoices – Contract

The Government of Canada is switching from cheques to direct deposit as primary payment method, an electronic transfer of funds deposited directly into your bank account. Direct deposit is faster, more convenient and more secure. Enroll for direct deposit or update the banking information you already have on file by sending your completed Direct Deposit Enrollment Form at the following email address: [nc-cfob-dgapf-fourmis-vendors-gd@hrsdc-rhdcc.gc.ca](mailto:nc-cfob-dgapf-fourmis-vendors-gd@hrsdc-rhdcc.gc.ca).

### 7.8 Invoicing Instructions

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

### 7.9 Certifications and Additional Information

#### 7.9.1 Compliance

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





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### **7.10 Applicable Laws**

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

### **7.11 Priority of Documents**

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

- (a) the Articles of Agreement;
- (c) General Conditions SACC 2010B professional services (medium complexity) (2022-04-07);
- (d) Annex A, Statement of Work;
- (e) Annex B, Mandatory and rated technical criteria
- (f) Annex C, Paiement form;
- (i) the Contractor's bid dated.

### **7.12 Foreign Nationals (Canadian Contractor)**

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

### **7.13 Insurance**

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

### **7.14 Environmental Considerations**

As part of the Greening Government Strategy (GGS), the Government of Canada is committed to aid the transition to a net-zero, circular economy through green procurement that includes life-cycle assessment principles and the adoption of clean technologies and green products and services. To align with departmental efforts to reduce Canada's carbon footprint, when applicable, the Contractor should undertake the following measures to improve environmental performance and support the transition to a low-carbon economy:

- a. Provide and transmit draft reports, final reports, other documents and bids in electronic format. Should printed material be required, double-sided printing in black and white format is the default.
- b. Provide printed material on a minimum recycled content of 30% and/or certified as originating from a sustainably managed forest.
- c. Recycle unneeded printed documents (in accordance with Security Requirements).
- d. Use video and/or teleconferencing where possible to cut down unnecessary travel.
- e. Use of public/green transit where feasible.
- f. Use of Properties with Environmental Ratings, including accommodations while travelling.
- g. Take actions to reduce the amount of fuel consumed by its vehicles. This can include such provisions as promoting good driving behaviour (eg - anti-idling, speed, car-sharing initiatives, green driving habits, etc) and purchasing fuel efficient and hybrid vehicles.
- h. Select and operate IT and office equipment in a manner that reduces energy consumption and material usage.



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- i. Use and/or provide consumables that minimize environmental impacts through reduce, recycle, reuse and elimination of packaging.

**7.16 Dispute Resolution**

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



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## **ANNEX « A » - STATEMENT OF WORK**

### **1.0 Title**

French Business Writing Training Courses for Service Canada Quebec Region (SC-QC).

### **2.0 Objectives**

The main objective of French business writing courses is to develop, improve and perfect written and oral communication skills between employees as well as strategic notes written to members of management. The French language is targeted since the need is high in the region.

These courses will offer employees key competencies on concise and persuasive writing, to highlight the essential elements of a situation and formulate strategic recommendations to support decision-making. They will help improve the readers' comprehension by providing tips on how to take their needs into account right from the design stage. These training courses will provide concrete methods and techniques for persuasive and strategic writing which can be applied to SC-QC work context.

The targeted courses will offer relevant information and explanations on the following topics:

1. Writing Reports
2. Writing Briefing notes
3. Clear, concise, and impactful writing and oral presentation

### **3.0 Background Statement**

The abundance and accelerated exchange of information means that today it is essential to communicate business-critical information quickly and strategically. Since crisis situations can arise at any moment, employees must be able to react quickly and succinctly to report critical situations.

Employment and social development Canada (ESDC) has identified written communication as a learning priority for the department as a fundamental skill:

Express yourself clearly, concisely, and openly, both orally and in writing, to effectively exchange information and ideas with others in everyday situations, such as presenting plans, developing proposals, writing reports, and demonstrating understanding, respect, and appreciation of others' perspectives.

Staff members of Service Canada directly and indirectly serve citizens through ESDC's diverse programs and services. The workloads increasing more and more, it is essential to transmit relevant information clearly and concisely.

SC-QC has offered a few writing courses between 2017 and 2020 in a sporadic way and open to all employees regardless of their function. The need for business writing skills in French has greatly increased in recent years as a result of large-scale hiring and regional learning priorities.

Business writing helps professional and efficient communication between stake holders. This includes, emails, memos, reports, and any other document that must be clear and concise. By improving these skills, employees will exchange information more efficiently, build quality reports and thus contribute to the achievement of organizational objectives. The provision of such courses will help to reduce or avoid common mistakes, such as the use of overly specific jargon, and misunderstandings which could have far-reaching consequences.

On the other hand, these courses will indirectly help develop strategic thinking and problem-solving skills, which are critical to our organization. By analyzing and evaluating information, employees can make better decisions and provide recommendations and advice. Complex ideas will be better conveyed to management.

### **4.0 Scope**



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### **A. Scope: Session Structure and Content**

The duration of the sessions will be between **7.5** and **15 hours of training** spread over half or full days, including a break of **15 minutes** in the case of half days and 2 breaks of **10 minutes** and lunch break of **45 minutes** for full days.

There will be a maximum of 15 participants per class.

Contractor will ensure the delivery of the following courses:

1. Writing Reports (between 12 and 15 hours of training)
2. Writing Briefing notes (7.5 hours of training)
3. Clear, concise, and impactful writing and oral presentation (15 hours of training)

Contractor must be able to adapt the content of each session/group to the issues and challenges of the participants.

The Project Authority, all other person designated by the latter, the Contractor and the facilitators must meet before the start of the first scheduled training sessions (kick-off meeting) to validate the details of each type of training, such as reference documentation and teaching materials, pedagogical approach, themes, and exercises. The Project Authority reserves the right to request adjustments (additions, withdrawals, minor changes) to the course content once the contract is in place.

Each session must contain an interactive presentation during which participants can ask questions and carry out practical exercises related to learning, with periods of discussion, questions, and answers. Each training session must have a theory/practice ratio of 40% and 60% respectively.

At the end of each training session, Contractor must provide a job aid to the participants summarizing the concepts covered in the training.

Contractor must be able to deliver all the subjects and sub-subjects mentioned below:

#### **1. Writing Reports**

- How to analyze a mandate
- How to analyze relevant information by using specific criteria
- How to write clear and concise reports
- How to identify readers' needs and transmit information according to their expectations
- How to prioritize and structure the content of the report for coherent and logical progression, easy-to-understand
- How to summarize the essential elements of the report to create a summary vision
- How to present objective facts and write relevant and efficient arguments
- Lighten the text: how to vary the construction of sentences, select their length and the level of language, etc.
- How to write conclusions according to the type of mandate, formulate convincing and objective recommendations (next steps, recommendations, results, etc.)
- Perfect the layout, table and graphs disposition and review the text from the readers point of view
- Case studies

#### **2. Writing Briefing Notes**

- How to analyze a mandate
- How to analyze relevant information by using specific criteria
- How to write clear concise texts going straight to the point and adapted to upper management in a few pages
- How to get to the essential information and avoid non relevant details



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- Know and understand different sections of a briefing note
- Understand the objective of the note to choose the relevant information
- How to develop the ability to synthesize and simplify sentences
- How to argue and convince to offer recommendations that lead to specific actions
- How to succinctly detail the considerations for a given situation
- Tips or tricks on including graphics or evidence to present information
- Perfect the layout and review the text from the readers point of view
- Case studies

### **3. Clear, concise, and impactful writing and oral presentation**

#### **Develop a synthesis-oriented mindset**

- Understand and grasp the usefulness of the synthesis for interlocutors which will allow them to grasp the essence of the message in a short space of time
- Adapt your message according to recipients and their challenges
- Move from “analysis mode” to “synthesis mode”
- Organize and combine information to demonstrate the essential quickly and reliably
- Select the level of detail to avoid over-information, keeping only what is worth saying

#### **Writing**

- Accelerate the reading with concise and dynamic sentences
- Eliminate repetitions, redundancies and unnecessary words and find the right word
- Use and maintain a style adapted to the readers: both strategic and concise

#### **Orally**

- Formulate clear, concise, and concrete sentences
- Understand the differences and similarities between oral and written expression
- Know how to string together arguments to make your presentation flow smoothly and easily, to increase the degree of assertiveness and influence
- Introduce and end a presentation so that the audience retains the essential.

### **B. Scope: Languages**

Contractor will provide all materials in French Canadian language and facilitators must be able to express themselves fluently in Canadian French.

100% of the sessions will be in French.

The Project Authority reserves the right to evaluate the linguistic competencies of the facilitators for the duration of the contract. If this evaluation determines that a facilitator does not meet the linguistic requirements, the Contractor must immediately replace the facilitator without additional cost, in accordance with the contract.

Regular quality assurance monitoring and subsequent feedback will be provided to the Contractor/facilitator in the hope that improvements will be made accordingly.

### **C. Scope: Delivery and Constraints**

The exact dates and number of sessions will be determined on request and according to need.

The Project Authority estimates the number of sessions at 15 per fiscal year.



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Contractor must meet the following needs:

- a) Offer virtual sessions (100% of the sessions are estimated to be virtual).
- b) Use its own platform such as Microsoft Teams or Zoom.
- c) Work in the Eastern standard time zone.
- d) Accommodate up to 15 participants per class/session.
- e) Electronically provide all the learning material to the Project Authority before holding the training
- f) Determine a point of contact for the administrative management of the sessions, logistic, updates and other quality assurance activities with the Project Authority
- g) Participant registrations will be done through the ESDC internal learning management system, SABA, and will be managed by the Project Authority.

#### **D. Scope: Facilitators**

The Contractor will provide a team of specialist facilitators and ensure they will meet the following expectations in a professional and educational manner:

##### *Facilitator expectations*

Each facilitator must present information in a clear and concise manner, explaining the content to ensure all participants understand the main subjects listed in the present statement of work.

- Guiding learners through course materials and specific activities and focusing on critical points.
- Guiding and supporting work activities / creating a positive, supportive learning environment
- Promoting interactivity and discussions.
- Maintaining an instructional pace suitable to the course schedule.
- Creating and fostering a collaborative and safe environment for participants.
- Motivating learners to take responsibility for their own learning.
- Supporting various learning styles and preferences as well as responding appropriately to learner needs, finding the optimal balance.
- Encouraging collaborative work and learner-learner and/or group discussions.
- Moderating and/or facilitating discussions, encouraging, and gently guiding the discussion, providing suggestions for ideas or starting new topics, and recognizing and supporting the differences of opinions or perspectives effectively.
- Sharing information and resources with the group.
- Assisting learners to become comfortable with the virtual classroom application.

##### *Facilitator scheduling*

The Contractor will ensure that all facilitators are present and ready to facilitate the session at the expected date and time scheduled.

Facilitators must be connected to the virtual platform **15 minutes** before the start of each training session to welcome participants.

#### **E. Scope: Logistics and Review**

##### *All sessions*

- a. Accommodations for special needs: To better serve learners who require special accommodations, the Project Authority and the Contractor will work together to develop options to allow everyone to learn and participate effectively. The Project Authority, consulting with the Contractor, will choose the best course of action for the specific need. The Project Authority will assume all financial responsibility for implementing its decision. The Contractor will contribute its best efforts and the resources of its organization to implement the decision.



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- b. Accessibility: The Project Authority will inform the Contractor if there are any accessibility requirements. In compliance with the Accessible Canada Act, the Project Authority may implement a few initiatives to increase the accessibility of training. The Project Authority will assume all financial responsibility for implementing its decision. The Contractor will fully collaborate and contribute their best efforts to implement the decision.
- c. Session evaluations: The Project Authority is responsible for all session evaluations. The Project Authority will collect participant session evaluations, review, and compile to provide its feedback to the Contractor when required. Contractor and facilitators must be available for a debrief if required with the Project Authority for the purpose of improving the delivery of the following sessions.
- d. Auditing of sessions: The Project Authority reserves the right to themselves audit or designate a colleague to verify any sessions delivered (and to participate), assess the session content and review facilitator performance.

*Facilitated On-line Distance Learning Delivery (Webinar) Sessions*

- a) The Contractor will deliver the training through a facilitated on-line real-time method, using a webinar. This will let learners participate from their workstations, see, and hear presentation information in real time, and ask questions in real time.
- b) Contractor must use the virtual platform meeting Microsoft Teams and if not available, Zoom, for all the virtual sessions. The Contractor is responsible to manage technical problems during the use of the Teams or Zoom platform. Pre-sessions tests could be required with the Contractor to ensure the compatibility of the Teams or Zoom virtual platform with our IT system. The Project Authority reserves the right to use its own Microsoft Teams account if needed be.
- c) Neither the Contractor nor SC-QC should record the training sessions.
- d) The various functionalities of the virtual platform Microsoft Teams must be used, such as chat, whiteboard, breakout rooms, etc.
- e) The virtual sessions must take place during office hours, between 8:30 am and 4:30 pm EST time, including the healthy break of 15 minutes for half days and the two health breaks of 10 minutes and lunch break of 45 minutes for full days.

**5.0 Deadlines**

Requirement	Timeline
Project Authority to contact Contractor, in writing, to request a session	At least <b>15</b> business days before the requested session start date
Project Authority to submit Participant List, in writing, to Contractor (the Project Authority will aim for a maximum of <b>15</b> participants per session)	At least <b>3</b> business days before scheduled session start date
Project Authority to notify Contractor, in writing, to cancel a scheduled course session	At least <b>15</b> business days before scheduled session start date, with no charge whatsoever  At least <b>5</b> business days before scheduled session start date, with reduced charge



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Requirement	Timeline
Contractor to send course materials and the name of the facilitator to the Project Authority	At least <b>10</b> business days before the scheduled session start date
Contractor to e-mail to the Project Authority a copy of the Attendance List (On the list must include training title, session dates, Contractor name, participant names and screenshot of the virtual classroom)	Not more than <b>2</b> business days after the end of the session
Project Authority can send request to Contractor, in writing, for a replacement facilitator	At any time during the contract, with at least <b>10</b> business days' notice for the requested facilitator change to take effect
Contractor can ask to introduce a new facilitator, by sending a written request for approval to the Project Authority	At any time during the contract, with at least <b>10</b> business days' notice for the Project Authority to respond to the request
Project Authority to notify Contractor, in writing, of the exact needs of any special accommodations' learner	At least <b>5</b> business days prior to the scheduled session start date that the learner requiring the special accommodations will attend
Contractor to address concerns (from Session Evaluations/Audits) as submitted in writing by Project Authority, to Project Authority's satisfaction	Before the next scheduled session begins





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## ANNEXE « B » - Mandatory and Rated Technical Criteria

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement. Bids which fail to meet the mandatory technical criteria will be declared non-responsive.

### 1. Mandatory Criteria – Corporate

#### 1.1 Experience of the Offeror

Criteria	Description	INSERT # PAGE	Compliant/ Non-compliant
CO1	<p><b>Teaching experience with adults</b></p> <p>The Offeror <b>MUST</b> have five (5) years experience teaching business writing in French to adults.</p> <p>To demonstrate this experience, the Offeror must provide concrete examples including:</p> <ul style="list-style-type: none"> <li>• Name of client organization</li> <li>• Scope and objectives</li> <li>• Start and end dates (month/year)</li> <li>• Description of the roles and responsibilities of the Offeror and its resources in the project</li> </ul> <p>In situations in which the Offeror has worked at the same time on more than one project, the duration of any overlapping period will be counted by years and not by projects for any requirements that relate to the Offeror length of experience.</p>		

Criteria	Description	INSERT # PAGE	Compliant/ Non-compliant
CO2	<p><b>Previous project experience</b></p> <p>The Offeror <b>MUST</b> provide three (3) examples of similar or equivalent training projects completed in the last five (5) years.</p> <p>For each contract, the Offeror must provide:</p> <ul style="list-style-type: none"> <li>• Name of client, Ministry, or department</li> <li>• Start and end dates of the contract (month/year)</li> <li>• Title and description of the courses delivered</li> <li>• Number of participants</li> <li>• Lead <ul style="list-style-type: none"> <li>○ Name, phone number, email.</li> </ul> </li> <li>• Description of the roles and responsibilities of the Offeror and its resources in the project.</li> </ul> <p>« Similar » and « Equivalent » refer to a project with several <b>virtual training courses</b> (remote/online delivery) in business writing <b>in French language</b>.</p> <p>Canada could contact reference persons to validate the information.</p>		



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Criteria	Description	INSERT # PAGE	Compliant/ Non-compliant
CO3	<p><b>Accessibility</b></p> <p>The Offeror's bid <b>MUST</b> include a written confirmation that the offeror:</p> <ol style="list-style-type: none"> <li>1. Has reviewed the requirements described in Section <i>E. Scope: Logistic and Review</i> of the statement of work</li> </ol> <p>And either:</p> <ol style="list-style-type: none"> <li>2. The proposed solution already fully conforms with the accessibility requirements</li> </ol> <p>OR</p> <ol style="list-style-type: none"> <li>3. The proposed solution will be brought to full conformance within 12 months of a contract award, and that the Offeror is solely responsible for any upgrades or other work required to achieve this.</li> </ol>		

Criteria	Description	INSERT # PAGE	Compliant/ Non-compliant
CO4	<p><b>Approach and methodology</b></p> <p>The Offeror <b>MUST</b> provide an approach and methodology to deliver the training services describe in the statement of work, which include the following sections:</p> <ol style="list-style-type: none"> <li>1. Client management             <ol style="list-style-type: none"> <li>a. Methods for providing services according to the needs of the organization and the learners</li> <li>b. Response time to requests and issues</li> <li>c. Method for managing deliverables (invoices)</li> </ol> </li> <li>2. Learner management             <ol style="list-style-type: none"> <li>a. Approach for adapting the session to the participant's writing experience</li> <li>b. Strategy for participants motivation and engagement</li> <li>c. Typical virtual group sessions animation</li> </ol> </li> <li>3. Course content             <ol style="list-style-type: none"> <li>a. Detailed course plan and proposed duration</li> <li>b. Visual supports that will be used</li> <li>c. Learning material such as participants manual and any other document of reference, as an example</li> </ol> </li> </ol>		



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## 2. Mandatory criteria – Facilitators

### 2.1 Facilitators experience

Criteria	Description	INSERT # PAGE	Compliant/ Non-compliant
CO5	<p><b>Facilitator level of education</b></p> <p>The Offeror <b>MUST</b> demonstrate that the facilitators possess the following level of education:</p> <ul style="list-style-type: none"> <li>• Bachelor’s degree from a recognized Canadian university or from an educational institution recognized by the <u>Canadian Information Centre for International Credentials (CICIC)</u>.</li> </ul> <p>The Offeror must include a copy of diploma obtained with the following information:</p> <ul style="list-style-type: none"> <li>• Diploma obtained / training</li> <li>• Full name of facilitators</li> <li>• Date of acquisition</li> <li>• Place of issue</li> </ul>		
CO6	<p><b>Facilitators years of experience</b></p> <p>The Offeror <b>MUST</b> demonstrate that the facilitators have acquired five (5) years’ experience in facilitating French-language business writing training courses over the past five (5) years <b>AND</b> totalling <b>1,000 hours</b> of training or more.</p> <p>To demonstrate this experience, the Offeror <b>MUST</b> complete the fields in <b>Annex 1</b> and list the:</p> <ul style="list-style-type: none"> <li>• Years of experience offering the requested business writing training courses in French. Specify the delivery mode: virtual and/or in-person as well as their respective percentage according to the number of years. *</li> <li>• Years of experience with the Offeror</li> </ul> <p>* If the experience was acquired before being employed with the Offeror, the following additional information must be indicated:</p> <ul style="list-style-type: none"> <li>• Company names</li> <li>• Start and end date of employment</li> <li>• Contact person for reference purposes (name, phone number, email address)</li> <li>• Name of training courses delivered</li> <li>• Specify the delivery mode (virtual or in-person)</li> </ul> <p>Canada could contact reference persons to validate the information.</p>		



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### 3. Rated Technical Criteria

#### 3.1 Experience of the Offeror

Criteria	Point-rated assessment criteria	Page/ Paragraph	Score
CTC1	<p><b>Teaching experience with adults</b></p> <p>In addition to criteria CO1, the Offeror should demonstrate having five (5) years experience teaching business writing in French to adults.</p> <p>To demonstrate this experience, the Offeror must provide concrete examples including:</p> <ul style="list-style-type: none"> <li>• Name of client organization.</li> <li>• Scope and objectives</li> <li>• Start and end dates (month/year).</li> <li>• Description of the roles and responsibilities of the Offeror and its resources in the project.</li> </ul> <p>In situations in which the Offeror has worked at the same time on more than one project, the duration of any overlapping period will be counted by years and not by projects for any requirements that relate to the Offeror length of experience.</p>		
	<p><b>Years of experience</b></p> <p><b>6 to 7 years – 5 points</b></p> <p><b>8 to 9 years – 10 points</b></p> <p><b>10 to 11 years – 15 points</b></p> <p><b>12 years and more – 20 points</b></p>		
<b>Maximum possible number of points: 20</b>			<b>/20</b>

Criteria	Point-rated assessment criteria	Page/ Paragraph	Score
CTC2	<p><b>Approach and methodology</b></p> <p>In addition to criteria CO4, the Offeror should provide an approach and methodology to deliver the training services describe in the statement of work, which include among others the following section:</p> <p style="margin-left: 40px;">3. Course content</p> <ol style="list-style-type: none"> <li>a. Detailed course plan and proposed duration</li> <li>b. Visual supports that will be used</li> <li>c. Learning material such as participants manual and any other document of reference, as an example</li> </ol>		
	<p><b>Learning material such as participants manual and any other document of reference provided = 5 points</b></p>		
<b>Maximum possible number of points: 5</b>			<b>/5</b>

### 4. Rated Technical Criteria



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**4.1 Facilitators experience**

Criteria	Point-rated assessment criteria	Page/ Paragraph	Score
<b>CTC2</b>	<b>Facilitator level of education</b> In addition to criteria CO5, the Offeror should demonstrate that the facilitators possess the following level of education: <ul style="list-style-type: none"> <li>Bachelor's degree from a recognized Canadian university or from an educational institution recognized by the <u>Canadian Information Centre for International Credentials (CICIC)</u>.</li> </ul>		
	<b>Master's degree = 5 points</b> <b>PhD degree = 10 points</b>		
<b>Maximum possible number of points: 15</b>		<b>/15</b>	

Criteria	Point-rated assessment criteria	Page/ Paragraph	Score
<b>CTC3</b>	<b>Number of teaching hours of facilitators</b> In addition to criteria CO6, the Offeror should demonstrate that the facilitators have more than 1,000 hours of training experience in business writing in French. The experience must have been acquired in the last (5) years.		
	<b>1,001 hours to 1,500 hours = 5 points</b> <b>1,501 hours to 2,000 hours = 10 points</b> <b>2,001 hours to 2,500 hours = 15 points</b> <b>2,501 hours and more = 20 points</b>		
<b>Maximum possible number of points: 20</b>		<b>/20</b>	

<b>Maximum total points:</b>	<b>60</b>
<b>Bidder – total rated criteria points:</b>	<b>/60</b>



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**ANNEX 1 – FACILITATORS TRAINING EXPERIENCE**

	<b>Name of facilitator</b>	<b>Years of experience with the Offeror</b>	<b>Years of experience facilitating the business writing training courses required, in French</b>	<b>Delivery method: virtual and/or in-person. Specify the percentage (example 30% virtual, 70% in-person)</b>
1				
2				
3				
4				
5				
6				
7				



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## ANNEX C – ELECTRONIC PAYMENT INSTRUMENTS

Canada requests that Bidders complete option 1 or 2 below:

1.  Electronic Payment Instruments will be accepted for payment of invoices.

The following Electronic Payment Instruments (s) are accepted:

Direct Deposit (Domestic and International);

Electronic Data Interchange (EDI)

Wire Transfer (International Only;

2.  Electronic Payment Instruments will not be accepted for payment of invoices.

The Bidder is not obligated to accept payment by Electronic Payment Instruments.

Acceptance of Electronic Payment Instruments is not an evaluation criterion.