



REQUEST FOR TENDER

You are hereby invited to bid to furnish the services described in accordance with the Terms and Conditions contained in this document and other instructions as noted.

This bid is made entirely in accordance with the Terms and Conditions which appear in this document. By your signature hereunder, it is deemed that you have read and agreed to all Terms and Conditions (unless otherwise noted) in the same manner as had the Terms and Conditions appeared above your signature.

FAILURE TO SIGN THIS DOCUMENT IN ALL APPROPRIATE AREAS MAY RESULT IN YOUR BID BEING REJECTED.

COMPANY/CONSULTANT NAME: _____

DATE: _____

AUTHORIZED SIGNATURE: _____

EMAIL: _____

TITLE: _____

PHONE NUMBER: _____

Your Tender, duly signed in all appropriate areas, must be received by the Tender Coordinator, Achēv, 90 Burnhamthorpe Rd. West Suite 210 Mississauga, ON L5B 3C3

ON OR BEFORE
3:00 P.M. EST, FEBRUARY 2ND, 2021

IMPORTANT: Bids that are date and time stamped on the closing date (shown above) at 3:01 P.M. EST or later may be considered for a **pool of talent**.

1) Terms and Conditions

Please review all Terms and Conditions in Appendix A.

2) Intent

The intent of this document is to procure for Company, the service(s) indicated in accordance with the specifications outlined herein. To this end, the evaluation process, in determining which bid will result in an award, will consist of consideration being given to delivery, quality of service offered, past performance as per references, enhancement to minimum specifications, and bidder(s) qualifications. The award of this Tender will be on the basis of the most effective bid received in the sole and unfettered discretion of the Company.

3) Background

Achēv (“the Company”) is a leading provider of programs and services focused on delivering the maximum social impact from the funds we receive. We work with individuals seeking employment, employers, youth, newcomer and language services. As a not-for-profit, community-based organization, Achēv connects people to opportunities that help them achieve their full potential. With locations across the Greater Toronto Area, Achēv provides the highest-quality programs and personalized services to over 100,000 people each year.

4) Objective

The National LINC Online Curriculum and Online PBLA Project is owned by the Company and funded by Immigration, Refugees and Citizenship Canada to develop Language Instruction for Newcomers to Canada (LINC) online courseware for Canadian Language Benchmark levels 3 to 5. The Company is seeking **(6) Courseware Writers** to design and develop online courseware.

5) Scope of the Project Work

The project will be carried out until March 2025. The successful bidders will be required to enter into an independent service agreement (ISA) which outlines intellectual property, confidentiality and other provisions as required for this work. The ISA will be issued for 6-month periods with each extension granted based on the Company’s satisfaction of work performed. The approximate weekly time commitment per fiscal year is outlined in the table that follows.

Approximate Hours Per Week Per Fiscal Year (FY)

Fiscal Year	Activities	Approx. number of hours per week per Writer
FY1 (Feb 2021-Mar 2021)	Attending project meetings, reviewing and contributing to project materials, participating in training	18
FY2 (Apr 2021-Mar 2022)	Writing content, participating in weekly project meetings	25
FY3 (Apr 2022-Mar 2023)	Writing content, participating in weekly project meetings	25
FY4 (Apr 2023-Mar 2024)	Writing content, participating in weekly project meetings	25
FY5 (Apr 2024-Mar 2025)	Writing content, participating in weekly project meetings	TBD

Working remotely, the Courseware Writers will work closely with the Project Manager, Writing Lead, Writing Content Reviewers, eLearning Coordinator, Graphic Designer and Moodle Developer, to develop approximately 690 hours of Language Instruction for Newcomers to Canada (LINC) online courseware for Canadian Language Benchmarks (CLB) levels 3-5 across all skill areas (L/S/R/W).

The role will:

- Design and develop online courseware that is aligned with the Canadian Language Benchmarks and the Portfolio Based Language Assessment (PBLA) practices and principles.
- Develop training resources to support piloting and implementation of courseware.
- Follow guidelines and processes to support quality control, reporting, file management and workflow.
- Contribute to task planning, process enhancements and testing of courseware.
- Participate in training and project meetings as needed.
- Complete other role-related duties as needed.

6) Required Qualifications (6 positions available)

- Must have a bachelor's degree preferably in Education, English or Adult Learning, or related experience and education.
- Must have a TESL certificate from a TESL program recognized by TESL Canada or TESL Ontario.
- Must have excellent knowledge of Canadian Language Benchmarks for task-based curriculum planning, instruction and assessment.
- Prior completion of the CCLB Bootcamp is mandatory.
- Must have strong familiarity with PBLA.
- Experience writing LINC/ESL courseware content is mandatory.
- Knowledge and understanding of adult learning principles.
- Expertise in writing for a digital medium (storyboards, scenarios, audio/video scripts, online assessments).
- Ability to follow guidelines and procedures for standardized outputs.
- Ability to be flexible, meet tight deadlines and report on the status of work when requested.
- Ability to work on a virtual team with limited supervision.
- Knowledge of settlement issues and familiarity with language instruction resources for newcomers to Canada.
- Must have strong computer skills and aptitude to learn new technologies (file management systems, Google suite, MS Office, etc.)
- Excellent communication, interpersonal, and organizational skills.
- Experience with eLearning authoring tools and Learning Management Systems is an asset.

7) Remuneration

\$45.00 hourly rate plus taxes where applicable. No additional expenses will be reimbursed.

8) Technology Requirements

Courseware Writers must supply and support their own computer hardware, software, and internet. The minimum technical requirements for working remotely are outlined below.

PC Hardware:

- Windows PC (no Macs or Chromebooks)
- 2.0 GHz Processor

- 3 GB of RAM
- 80 GB Hard Drive, 20 GB Available Free Space (specifications measured on the C:/ Drive)
- Sound card
- A minimum of one USB port (USB version 2)
- Minimum Graphic Resolution: 1024 x 768 16 bit
- Modem (single-port or multiport)
- Router (required whether using either single-port or multiport modem)
- Full, standard-sized keyboard or laptop keyboard
- Power Bar/Surge Protector or functional laptop battery
- USB or Bluetooth Headset (combination of microphone and headset)
- Webcam or laptop with built-in camera

PC Software

- Operating System: Windows 8, 8.1 or 10
- Internet Browser: Internet Explorer 10.0 or higher
- Current anti-virus/spyware software installed at all times
- Windows Media Player 12.0 or higher (for video and sound)
- Adobe Acrobat Reader 11.0 or higher
- Google account
- MS Office compatible with Windows 10 and supported at least until March 2025 (Office 360, 2019, and 2016)

Internet Service Requirements

- Internet access provided by a cable or fibre provider
- Minimum upload speed of 5 mbps
- Minimum download speed of 15 mbps

9) Submission Requirements

Please provide the following information in your application:

- Page 1 of this Request for Tender, completed and signed
- Resume in MS Word or PDF format (2 pages maximum)
- Cover letter outlining your relevant qualifications and experience
- 3 samples of your original courseware content (skill-building, skill-using and assessment activities, lesson plans, etc.), preferably created for online learners. These three (3) courseware samples can be submitted in the following formats:
 - MS Word or PDF files
 - For online courseware created with third-party sites such as Google Forms, H5P, etc., please include a link with direct access to the online courseware housed on the third-party site.
 - A link to Tutela, provided that your online courseware sample is hosted there.
 - A zipped SCORM package included as a Google Drive link in your email submission. For the submission process, please read clause 10) Submission Process.
- 3 professional references for similar work

10) Submission Process

Proposals must be submitted electronically. Proposals must be submitted as an attachment to an e-mail to Arcelia Camacho, Tender Coordinator, at email: ACamacho@achev.ca. Attachments to e-mail

shall be in MS Word or PDF format. The Company does not assume responsibility for any problems in the e-mail transmission.

The proposal must arrive no later than **3:00 pm EST on February 2nd, 2021.**

Only those who are selected for an interview will be contacted.

11) Tender Coordinator

Arcelia Camacho
Project Manager
Achēv
90 Burnhamthorpe Rd. West Suite 210
Mississauga, ON L5B 3C3
(905) 949-0049 ext. 1401
ACamacho@achev.ca

The Company, at its discretion and cost, may retain 3rd party advice in assessing and evaluating the proposals.

12) Tentative Scheduled Timetable

The following is a summary of key dates in the RFP process:

Event	Date
RFP Issue Date	January 25 th , 2021, 6:00 pm EST
Questions to be Submitted in Writing by	February 1 st , 2021, 1:00 pm EST
RFP Submission Deadline	February 2 nd , 2021, 3:00 pm EST
Teleconference Interview	February 8-9 th , 2021
Practical Test	February 10 th , 2021
Anticipated Agreement Start Date	February 17 th , 2021

The Company shall make reasonable efforts to provide written responses to questions that are submitted in accordance with Submission Requirements, subject to the provisions of this Section. All questions for information, instruction or clarification regarding this RFT must be submitted in writing and directed to the contact above no later than **February 1st, 2021, 1:00 pm, EST**, in order to allow the Company staff sufficient time to respond. The Company cannot guarantee a response to any questions received after this deadline. The Company reserves the right to extend the deadline for questions if required.

13) Billing

The Company may only process invoices once a bid has been accepted and a subsequent, signed contract is in place. The Company requires detailed and timely billing to be done due to its obligations to its government funders. The Company's payment terms are net 30 days.

The selected bidder will be responsible for the withholding and payment of all federal, provincial and local income taxes, insurance, and unemployment taxes with respect to all amounts paid as stated in the contract. The Consultant shall provide his/her/hir GST/HST registration number to the Company within 20 days of the date of execution of the contract. If required by law, the Company shall

withhold tax from any payment to be made to the Consultant and remit the tax to the appropriate governmental authority.

14) Bidder's Knowledge

The submission of a Tender shall be deemed proof that the bidder(s) is satisfied as to all the provisions of the Tender, of all the conditions which may be encountered, of what materials/services they will be required to supply, or any other matter which may enter into the carrying out conditions of the Tender, to a satisfactory conclusion. No claims will be entertained by the Company based on the assertion by the bidder(s) that they were uninformed as to any of the provisions or conditions intended to be covered by this Tender.

15) Proprietary information / Public Disclosure

Materials submitted in response to this competitive procurement shall become the property of the Company.

All proposals received shall remain confidential until the contract, if any, resulting from this Tender, is signed by the Director of the Company and the apparent successful bidder; thereafter, the proposals shall be deemed public records.

16) Discrepancies/ Omissions

Any bidder finding discrepancies or omissions in this document shall at once notify the Tender Coordinator necessary, a written addendum(s) will be sent by the Company to all bidder(s) who have received Tender documents. bidder(s) may, during the bidding period, be advised by addendum of any additions, alterations or deletions to the specifications and other parts of this tender document. All such changes shall be covered by the Tender and become a part of the tender document and a copy of the addendum(s) must be returned with the Tender submission or your bid may be rejected.

17) Clarification of Proposal

The Tender Coordinator may contact the bidder for clarification of any portion of the bidder's proposal. The bidder is also free to contact the Company at any time for clarification in an effort to submit the strongest possible proposal.

18) Costs to Propose

The Company will not be liable for any costs incurred by the bidder in preparation of a proposal submitted in response to this Tender, in conduct of a presentation, or any other activities related to responding to this Tender.

19) Amendment

The Company reserves the right, in its sole and unfettered discretion, to amend the Tender for minor changes prior to the closing date without affecting the validity of the Tender.

20) Incomplete Tender

The Company reserves the right, in its sole and unfettered discretion, to reject or waive minor errors contained in a Tender without having to disqualify the bidder.

21) Change in Scope

The Company reserves the right in its sole and unfettered discretion, to change the scope of the services requested in this Tender and invite the re-submission of such Tender on or before the closing date, without necessitating a new Tender.

22) Negotiation Clause

The Company may, prior to and after contract award, negotiate changes to the scope of work, the type of services, the specifications or any conditions with the successful or preferred bidder or one or more of the bidders without having any duty or obligation to advise any other bidder or to allow them to vary their bid prices as a result of such changes, and the Company shall have no liability to any other bidder as a result of such negotiations or modifications.

23) Disclosure Certification

The bidder hereby certifies that the bidder has disclosed all relevant facts to the Company and has acted in good faith in connection with the submission of the Tender. The bidder further covenants and agrees to provide such additional information and consents to the release of information regarding the bidder as may be reasonably requested by the Company for the purposes of evaluating such Tender, including, without limitation, the bidder's consent to the release of information pursuant to the provisions of the Municipal Freedom of Information and Protection of Privacy Act (Ontario), as same may be amended from time to time.

24) Indemnity

The bidder will indemnify and save harmless the Company, its employees, officers, trustees and agents from and against any allegations, claims, costs, damages, expenses, suits, settlements, awards or proceedings (including without limitation legal expenses) penalties or fines arising out of:

- a) any injury to persons (including injuries resulting in death) or loss of or damage to property of others which may be or be alleged to be caused by or suffered as a result of the provision of all or part of the Services pursuant to this Agreement, except to the extent that such injury, loss or damage has been caused by the Company;
- b) any encumbrances upon or in respect of any materials, parts, work-in-progress or finished Software furnished to, or in respect of which payment has been made by the Company.

25) Award Strategy

The Company reserves the right to award this Tender to one bidder, or more than one bidder, whichever is in the best interest of the Company. The following criteria will be evaluated and scored.

EVALUATION CRITERIA	POINTS
Qualifications and Experience	20
Samples of work	15
References	15
Videoconference Interview	30
Practical Test	20
TOTAL	100

- a. **Qualifications and Experience (20 points).** Provide a resume and cover letter.
- b. **Samples of Work (15 points).** Provide three samples of original content as described in section 9) Submission Requirements.
- c. **References (15 points).** Provide the names and contact information of three professional references.

- d. **Videoconference Interview (30 points).** Bidders will be ranked based on qualifications and experience, and samples of work. The bidders who rank the highest scores will be invited for a videoconference interview.
- e. **Practical Test (20 points).** Bidders who rank the highest scores in the videoconference interview will be invited to complete a practical test.

Appendix B includes the selection matrix that will be used to rate proposals.

26) Conflict Declaration

The bidder hereby represents and warrants that, to the best of the bidder's knowledge and belief, no actual or potential conflict of interest exists with respect to the submission of the bid document or performance of the contemplated contract other than those disclosed hereunder. The bidder confirms that, where the Company discovers that the bidder has failed to disclose all actual or potential conflicts of interest, the Company may disqualify the bidder or terminate any contract awarded to the bidder pursuant to this bid document process.

27) Rejection of Proposals

The Company reserves the right, at its sole discretion, to reject any and all proposals received without penalty and not to issue a contract as a result of this Tender.

APPENDIX A

TERMS AND CONDITIONS

1. Definitions

As used herein as well as in all specifications, Tenders, awards, contracts, etc., issued by the Company, the following definitions shall apply, unless otherwise indicated:

- a) COMPANY:** Achēv
- b) BIDDER:** Any individual, Firm, Company or Corporation submitting a Tender issued by the Company.
- c) TENDER:** The documents comprising an invitation to bid for furnishing commodities or services.
- d) CONTRACT:** The acceptance by the Company of a Tender by a Bidder to furnish commodities or services.
- e) VENDOR:** Any Individual, Firm, Company or Corporation to whom a contract is awarded against a Tender submitted.

2. Award

- a)** Unless otherwise stated the Company reserves the right to award by item, part thereof, groups of items, or parts thereof, or all items of the Tender and to award contracts to one or more Bidders submitting identical Tender as to price; to reject any and all proposals in whole or in part; to waive technical defects, irregularities and omissions if, in so doing, the best interest of the Company will be served.
- b)** The Company reserves the right to make awards within approximately ninety (90) days from the date Tenders are opened unless otherwise specified in the Tender, during which period Tenders shall not be withdrawn unless the Bidder distinctly states in their Tender that the acceptance thereof must be made in a shorter specified time.
- c)** A Bidder must be prepared, if requested, to present evidence of experience, ability, service facilities and financial resources necessary to meet satisfactorily the requirements set forth or implied in the Tender.
- d)** All things being equal, preference will be given to commodities produced or manufactured in Ontario.

3. Proceedings Against the Company

The bidder represents and warrants that the bidder is not a party to any suits, actions, litigation proceedings, arbitration's, alternative dispute resolutions, investigations or claims (the "Claims") by or against or otherwise involving the Company and the bidder. The bidder acknowledges that the Company will reject the bid in view of current, pending or threatened litigation, arbitration, alternative dispute resolution or disputes involving the Company and the bidder. NOTE: "Certificate: The successful bidder(s) may also be required, at the discretion of the Company, to sign a Certificate in a form satisfactory to the Company confirming that the successful bidder(s) is not associated with any company involved in litigation with the Company."

4. General Provisions

Vendor hereby covenants and agrees:

- a)** To perform contract in accordance with the specifications and proposal under which the contract is awarded.
- b)** To save the Company, its agents, or employees, harmless from liability of any kind for the use of any composition, secret process, invention article or appliance furnished or used in the performance of the contract of which the Contractor is not the patentee, assignee, or licensee.

- c) No alterations or variations of the terms of the contract shall be valid or binding upon the Company unless authorized in writing.
- d) The validity and interpretation of this contract, and of each clause and part thereof, shall be governed by the law of the Province of Ontario.
- e) No oral explanation or interpretation will modify any of the requirements or provisions of this Tender document.
- f) Company reserves the right to alter the closing date in this Tender or to cancel this Tender without any penalty or cost to Company.

APPENDIX B

COURSEWARE WRITERS EVALUATION MATRIX

Qualifications & Experience (20 points)
<p>Up to 5 points for each category based on level of relevant qualifications and experiences.</p> <p>Education and training (0-none* 1-Poor * 3-Good * 5-Excellent) Writing (0-none* 1-Poor * 3-Good * 5-Excellent) Technology and eLearning (0-none* 1-Poor * 3-Good * 5-Excellent) Guideline compliance (0-none* 1-Poor * 3-Good * 5-Excellent)</p>
Samples of Work (15 points)
<p>Up to 5 points for each sample of work.</p> <p>Sample #1 (0-none* 1-Poor * 3-Good * 5-Excellent) Sample #2 (0-none* 1-Poor * 3-Good * 5-Excellent) Sample #3 (0-none* 1-Poor * 3-Good * 5-Excellent)</p>
References (15 points)
<p>Up to 5 points for each unique reference provided that is able to verify professional experience.</p> <p>Reference #1 (0-none* 1-Poor * 3-Good * 5-Excellent) Reference #2 (0-none* 1-Poor * 3-Good * 5-Excellent) Reference #3 (0-none* 1-Poor * 3-Good * 5-Excellent)</p>
Interview (30 points)
<p>The teleconference interview will last 60 minutes. Each interview question will be rated.</p>
Practical Test (20 points)
<p>Rating criteria to be shared with bidders invited to complete the practical test.</p>