

Canadian Council for Aviation & Aerospace

Request for Proposal No. 1341564 - 02

Online Tool for 7 Knowledge and 7 Practical Examinations, and Career Information Materials for Aviation and Aerospace Occupations for the CCAA Accelerated Certification Project

January 8, 2018

Canadian Council for **Aviation & Aerospace**

A thick, blue, curved swoosh that starts under the 'Aviation' part of the CCAA name and extends to the right, ending under the tagline.

For a skilled workforce

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1. RFP Details

RFP Number:	1341564 - 02
Project Name:	Online Tool to House Knowledge and Practical Examinations, Career Profiles and Job Matching Utility in Aviation and Aerospace Occupations for the CCAA Accelerated Certification Project
RFP Closing Date:	January 22, 2018 at 15:00 hours (Eastern)
Proposal Delivery Addresses:	
[See section 3 for detailed submission requirements]	
Electronic Submission:	tdaviswoodhouse@avaerocouncil.ca .
Hard-Copy Submission:	Theresa Davis-Woodhouse Director of Project Management Re: RFP No. 1341564 - 02 Canadian Council for Aviation & Aerospace 105-1785 Alta Vista, Ottawa ON K1G 3Y6
CCAA Contact:	Leslie Hogan Project Manager Telephone: 613-727-8272 extension 225 Email: lhogan@avaerocouncil.ca
Detailed Requirements (including required vendor services and evaluation criteria):	Attached as Appendix A
Definitions:	Attached as Appendix C
Standard Contract Provisions:	Attached as Appendix D
Proposal Submission Letter:	Attached as Appendix E

2. Request for Proposals

Bidders are invited to submit a Proposal for the provision of the Services, Materials and Deliverables as specified in this Request for Proposals (RFP). This RFP will be conducted with the objective of maximizing the benefit to the CCAA, while offering Bidders a fair opportunity to participate. Bidders are advised to pay careful attention to the wording used throughout this RFP. Failure to satisfy any term or condition of this RFP may result in an unaccepted Proposal.

2.1 Overview

Canadian Council for Aviation & Aerospace (CCAA) has issued this RFP to solicit proposals from interested and qualified persons and organizations to provide development of an online tool to house 7 knowledge exams for select aviation and aerospace occupations, and the materials for 7 practical exams, career profiles for 17 occupations, and a job-matching utility based on skills, for alternative careers.

The overall objective of this project is to create a process for skilled foreign workers, and underemployed or unemployed Canadians, to fill the shortages in the Canadian aviation and aerospace industry. This project will provide tools and a process to help individuals obtain employment which is aligned with their skills, to reduce “skills-mismatch”. CCAA will use a number of its existing tools to create the program to do this. This project will create a process for assessing foreign, and Canadian, workers against industry occupational standards. It will also provide an accelerated certification process for those not yet qualified for certain occupations, and a job matching process. This will be an industry-based recognition program, for non-regulated aviation and aerospace occupations only.

This RFP is related to the development/customization of an on-line tool that can be accessed abroad and in Canada. By using this Assessment site, candidates will be able to assess their skills against 17 of the occupational standards CCAA has developed. Candidates, will be able to read job profiles for the 17 occupations and self-declare which one most closely matches their skills set. Candidates will be able to fill in an on-line questionnaire that will determine how close a match their skill set is compared to the National occupational standard. The assessment site will also provide career path information and referrals to jobs which are related to aviation occupations, but would be used as an alternative to build experience while a candidate acquires the necessary training, skills, or licensing to enter an aviation occupation.

Capitalized terms used in this RFP are defined in the attached Appendix C.

2.2 The Canadian Council for Aviation & Aerospace

CCAA is a not-for-profit, national organization that brings together business, industry associations, educators, labour and governments. CCAA is focused on implementing solutions to the specific skills and demographic needs of the industry, to help ensure industry has sufficient workers with the necessary skills to meet the projected growth of the industry.

Please see our website at www.avaerocouncil.ca/ for more information about CCAA.

2.3 CCAA Contact

If you require further information or have any questions regarding this RFP or its requirements, please contact the CCAA Contact person identified in the RFP Details.



3. RFP Process

3.1 Closing Date

CCAA must receive Proposals before 15:01 hours (Eastern) on the RFP Closing Date. The official time of receipt of Proposals will be determined by the time and date stamp marked on the Proposals upon receipt by CCAA. CCAA will not accept or consider Proposals received after that time.

CCAA reserves the right, in its sole discretion, to extend the deadline for receipt of Proposals. However, CCAA has no obligation to do so.

3.2 Technical Clarifications

Bidders may submit questions to CCAA to clarify various technical requirements of this RFP. All questions and CCAA responses will be transmitted to all participating Bidders who have made known their intent to participate in this RFP at the time the information is transmitted. Bidders who join the RFP after such transmissions have already taken place will receive a copy of all transmissions to date.

All such communications will be done by email.

All requests for information and questions related to this RFP's requirements should be sent to the CCAA Contact person specified in the RFP Details.

3.3 Proposal Submissions

Proposals may be delivered in either electronic or hardcopy formats, as described below. CCAA may reject ambiguous, unclear or unreadable Proposals.

(a) Electronic Submission

Proposals may be delivered by email to the address specified in the RFP Details, with the RFP number clearly set out in the subject field. Electronic submissions must contain an electronically-signed Proposal and proposal submission letter, both in PDF format.

(b) Hard-Copy Submission

Hard-copy Proposals may be delivered by hand or courier to the physical address specified in the RFP Details. CCAA will not accept postal or facsimile submissions. Each bidder must submit 2 bound copies of the Proposal. Proposals must be sealed and clearly marked with the RFP number.

3.4 Proposal Content and Format

(a) Proposal Content

The Bidder is encouraged to provide all relevant information it believes will demonstrate its competency in meeting this RFP's objectives and requirements. However, at a minimum, each Proposal shall include and/or account for the following:

(i) Bidder Profile

The Proposal should include:



- A brief introduction of the Bidder, identifying the members of the Consortium (if applicable) and the Prime Bidder who will be the Consortium's contact with CCAA.
- The Bidder's full legal name. In the case of Consortium Proposals, the full legal name of the Prime Bidder and each Consortium member must be provided.
- A Bidder (or, in the case of Consortium Proposals, the Prime Bidder) contact person for all questions and clarifications arising from the Proposal. The contact information should include the person's title, mailing address, e-mail, telephone, and facsimile number.
- A Bidder (or, in the case of Consortium Proposals, the Prime Bidder) contact person authorized to participate in Contract finalization. The contact information should include the person's title, mailing address, e-mail, telephone and facsimile number.
- A response (acceptance and descriptive response as appropriate) to each of the requirements identified in this RFP.
- Details of any and all subcontracting arrangements proposed by the Bidder.
- The Proposal submission letter included in this RFP as Appendix E, or a similar representation of the same information.

(ii) Consultant Competencies

The Proposal should include the competencies of the team or consultant as they relate to the project requirements and describe how they will guide each step.

The Bidder shall also identify the resources the Bidder will assign to the project and indicate their availability to this project and commitments to other ongoing jobs.

(iii) Cost

The Proposal should include a budget (in Canadian dollars) for all phases of the project, including travel cost but excluding applicable taxes. The cost is to be shown separately for each element of the RFP requirements.

All options, where requested, are to be costed and shown separately.

If the Bidder includes travel in the project plan it must be included in the costs set out in the Proposal.

(iv) Appendices

If the Bidder wishes to include any other material not specifically requested by this RFP, it may do so by including additional appendices in its Proposal.

(v) Signature

The Proposal should be signed by a person who is authorized to sign on behalf of the Bidder.

(vi) Working Language

CCAA's working language is English and all Proposals include a copy in English.

(b) Proposal Format

To facilitate ease of evaluation by the CCAA and to ensure that each Proposal receives full consideration, Proposals should be organized in the following format using the section titles and sequence listed below (a tab divider should separate each section when in paper format):

- Proposal submission letter (Appendix E)
- Table of Contents
- Executive Summary (maximum of 3 pages)
- Bidder Profile
- Sub-contracted Bidder profiles (if applicable)
- Staff /Contractor Resumes
- Acknowledgement of RFP Administration Terms and Conditions
- Standard Contract Provisions (Appendix A)
- Functional Requirements Response
- Pricing
- Bidder references
- Appendices

3.5 Consortium

Bidders may team with other persons, entities or organizations for the purpose of providing the Services and Materials, but all such 'consortium' arrangements must be identified (name of entity, organization and persons involved in the completion of the work and what portion of the work for which each would be responsible). The Proposal must clearly identify who is the prime contractor and who is (are) the subcontractor(s). If the winning Bidder has a 'consortium' arrangement, the prime contractor shall be solely responsible for the performance of its subcontractors in all aspects of their work.

3.6 Bidder Expenses

The Bidder is responsible for all costs of preparing and presenting its Proposal and for its own legal costs associated with finalization of the Contract.

3.7 Changing or Withdrawing Proposals

A Bidder may amend or withdraw a Proposal prior to the RFP Closing Date by submitting a clear and detailed written notice to CCAA.

3.8 Period of Commitment

All Proposals are irrevocable and binding on the Bidder for 90 days after the RFP Closing Date, and may not be altered by subsequent offerings, discussions, or commitments unless CCAA requests the Bidder to do so.

3.9 No Proposal Return

Proposals and accompanying documentation submitted by Bidders are CCAA's property and will not be returned.

3.10 CCAA's Right not to Proceed

CCAA reserves the right, in its sole discretion, to not accept any of the Proposals submitted and in such case the Bidder acknowledges and agrees that it shall have no claim whatsoever against CCAA.

3.11 Verification

CCAA reserves the right to verify any statement or claim contained in any Proposal or made subsequently in any interview or negotiation. CCAA may make any such verification by whatever means it deems appropriate, including by contacting the references provided by the Bidder or by contacting other parties that are not provided as references by the Bidder.

By submitting a Proposal, the Bidder consents to CCAA verifying any information from third parties (including the Bidder's bank) and receiving additional information relating to the Bidder, its directors, officers, shareholders or owners and any other person associated with the Bidder as CCAA may require. CCAA will not enter into negotiations for a Contract with a Bidder whose references, whether provided by the Bidder or obtained otherwise by CCAA, are found, in CCAA's opinion, to be unsatisfactory.

3.12 Shortlist Presentations (may not be required)

CCAA may establish a shortlist of Bidders and require short-listed Bidders to make formal presentations regarding their Proposal at the CCAA offices. At any such presentation, Bidders shall demonstrate how their solution will address the requirements and expectations described in the RFP documentation. These presentations will be made at no cost to CCAA.

3.13 Best and Final Offer Process

CCAA reserves the right to undertake a "Best and Final Offer" process prior for the final selection of the preferred Bidder. The "Best and Final Offer" process, if employed, will be conducted as follows:

CCAA may select Bidders to prepare a "Best and Final Offer". The necessity, scope and timing of such a "Best and Final Offer" process will be at CCAA's sole discretion.

Details regarding the manner and form of the "Best and Final Offer" process and expected deliverables to be included therein, will be provided in advance to those Bidders selected to submit a "Best and Final Offer".

CCAA will provide Bidders with a set period of time in which Bidders to carry out activities regarding the "Best and Final Offer" process, including, but not limited to, confirming assumptions under which their Proposals were developed, conducting whatever due diligence is deemed reasonable and necessary under the circumstances, proposing revisions to their Proposals based on the results of those activities, and providing more specific and detailed responses in areas to be identified by CCAA.

Any modifications to approaches, prices or commitments contained in the Bidder's Proposal and/or shortlist presentation, if any, must be clearly presented and justified on the basis of the new or additional information or requirements secured during this process. CCAA reserves the right, in its sole discretion, to judge the acceptability of such proposed modifications.

4. Selection Criteria

In addition to any specific evaluation criteria set out in the Detailed Requirements, CCAA will consider the following general criteria when evaluating the Proposal:

- Proposal format/bid requirements met
- Cost (fair market value)
- Consultant knowledge of and experience with application development for secure online delivery
- Consultant knowledge of and experience with the aviation and aerospace sector
- Ability to meet required vendor services
- Ability to meet weighted criteria
- Process (Details of how the Bidder would guide the project)
- Schedule
- Samples of past related work
- References
- Value added

5. Contract

5.1 Contract Negotiations

The basis of any Contract negotiations between CCAA and a Bidder will be the standard contract provisions set out in the attached Appendix D and any comments on these provided by the Bidder in its Proposal. The Contract negotiations may also involve clarifications, non-material modifications or variations to the scope, venue, duration, timing or pricing of the Services or to a Proposal generally. The Bidder, by submitting its Proposal, agrees to negotiate in good faith with a view to executing a Contract. Award of a Contract is in all cases conditional on the Bidder executing a Contract with terms and conditions acceptable to CCAA.

CCAA may elect to divide the Services into more than one Contract and enter into negotiations with a Bidder with respect to a portion of the Services, and award more than one Contract with respect to the Services.

5.2 Contract Finalization

CCAA will enter into a Contract with the Supplier for the provision of the Services, Materials and Deliverables. The Contract will be based on the standard contract provisions set out in the attached Appendix D.

If, in CCAA's opinion, it appears that the Contract will not be finalized with the Supplier within 30 days after the RFP Closing Date, CCAA may undertake negotiations with other Bidders submitting responsive Proposals.

5.3 Order of Precedence

This RFP and the Proposal shall form part of the Contract. In the case of any conflict, discrepancy, error or omission between this RFP, the Proposal, and the Contract, the documents shall take precedence and govern in the following order:

1. The Contract
2. The Request for Proposal
3. The Proposal

5.4 Standards of Care

The Bidder shall perform the Services with reasonable skill, care and diligence and in accordance with the standards of care practiced by leading national and international suppliers of services similar to, or the same as, the Services.

6. General Terms

6.1 Consent to Use of Information

The Bidder consents to, and has obtained the written consent from any individuals identified in its Proposal for, the use of their personal information in the Proposal by CCAA and its employees, subcontractors, professional advisors and agents to enable CCAA to evaluate the Proposal and to use this information for CCAA's other program purposes.

6.2 Confidentiality and Security of Information

The Bidder shall, and shall ensure that its employees, directors, officers, contractors, subcontractors, and agents shall:

- Keep strictly confidential all information concerning CCAA or third parties, or any of the business or activities of CCAA or third parties, acquired as a result of participation in this RFP ("Confidential Information");
- only use and/or copy Confidential Information as necessary for the purpose of submitting a Proposal;
- only disclose Confidential Information upon CCAA's prior written authorization;
- maintain security standards regarding the Confidential Information, including control of access to data and other information, consistent with the highest standards of business practice in the industry; and
- not disclose to CCAA any confidential information of any third party in the Bidder's possession while such information remains the confidential property of any such third party.



The Bidder agrees that it shall be fully responsible to CCAA for any breach or violation of the requirements set out above regarding Confidential Information by any of its employees, directors, officers, contractors, subcontractors, and agents.

6.3 Access to Information and Privacy

The Bidder acknowledges that:

The Access to Information and Privacy Act (ATIP) of the Government of Canada applies to all information and records relating to, or obtained, generated, created, collected or provided under this RFP or the Contract and which are in the custody or control of CCAA.

ATIP imposes an obligation on CCAA, through this RFP and the Contract on the Bidder, to protect the privacy of individuals to whom information relates. The Bidder shall protect the confidentiality and privacy of any individual's personal information accessible to the Bidder or collected by the Bidder pursuant to this RFP or the Contract.

For the records and information obtained or possessed by the Bidder in connection with or pursuant to this RFP or the Contract, and which are in the custody or control of CCAA, the conduct of the Bidder must be of a standard consistent with ATIP when providing the services or carrying out the duties or other obligations of the Bidder under this RFP or the Contract.

The purpose of collecting personal information for this RFP is to enable CCAA to ensure the accuracy and reliability of the information, to evaluate the Proposal, and for other related program purposes of CCAA. The Bidder may contact the Project Manager identified in this RFP regarding any questions about collection of information pursuant to this RFP.

6.4 Terms and Conditions

The Supplier must prepare and submit a final work plan and project schedule and present it to CCAA no later than 10 days after Contract signing.

6.5 Disclosure

Funding for this project is provided in part by the Sectoral Initiatives Program (SIP) and is subject to Public Works and Government Services Canada (PWGSC) procurement directives. Any conflicts of interest as described in those directives must be disclosed by the Bidder in its Proposal.

6.6 No Contractual or Legal Obligations

This RFP is not intended to constitute, or be interpreted as, a call for tenders, and the submission of a Proposal is not intended to create any contractual or other legal obligations or duties whatsoever owed to any Bidder by CCAA, including any obligation or duty to accept or reject a Proposal, to enter into negotiations or decline to enter into or continue negotiations, or to award or not award a Contract. Without restricting the previous sentence, no contractual or legal obligations in relation to this RFP or the Services will exist between the Bidder and CCAA until the execution of a Contract with that Bidder, except for any waivers, releases, exclusions or limitations of liability, confidentiality and/or indemnity obligations made, given or accepted by the Bidder in this RFP or otherwise in connection with the RFP process.

6.7 Rejection of Proposals and Cancellation of RFP

CCAA is not bound to select a preferred Bidder or accept any Proposal and reserves the right to postpone or cancel this RFP at any time for any reason whatsoever and to proceed with the Services in some other



manner separate from this RFP. CCAA reserves the right to accept or reject any Proposal in whole or in part for any reason. Without limiting the foregoing, CCAA will not be bound to accept the lowest-priced Proposal.

6.8 Waiver of Deficiencies

If a Bidder submits a Proposal that does not satisfy every request or requirement by CCAA as described in this RFP, CCAA may waive that deficiency, may seek clarification or additional information from the Bidder, or may consider and treat the Proposal as compliant with the requirements of this RFP.

6.9 Media Releases, Public Disclosures and Public Announcements

A Bidder shall not, and shall ensure that its team members and consultants do not, issue or disseminate any media release, public announcement or public disclosure (whether for publication in the press, on the radio, television, internet or any other medium) that relates to the RFP or any matters related thereto, without CCAA's prior written consent.

Neither the Bidder nor any of its team members or consultants shall make any public comment, respond to questions in a public forum, or carry out any activities to either criticize another Bidder or Proposal or to publicly promote or advertise their own qualifications, interest in or participation in the RFP without CCAA's prior written consent (which consent may be withheld at CCAA's discretion).

For the purpose of greater clarity, this section 6.9 does not prohibit disclosures necessary to permit the Bidder to discuss the RFP with prospective team members or subcontractors but such disclosure is permitted only to the extent necessary to solicit those team members' or subcontractors' participation in the RFP.

Appendix A Detailed Requirements

The key objective of the overall Accelerated Assessment project is to provide a comprehensive online self-assessment site that represents and houses tools for CCAA's Accelerated Assessment Process. On the Assessment site, candidates will find job profiles, career path information, self-assessments for 17 occupations, and access to knowledge and practical exams, for individuals looking to enter the Canadian Aviation and Aerospace maintenance and manufacturing labour market.

Part 1. Integration, scoring and reporting for 7 Online Knowledge Exams

Using content developed by CCAA's Subject Matter Experts (SME's), the consultant will create a tool to edit, house, score and report on multiple choice questions for 7 different knowledge challenge exams. CCAA must be able to edit the examination content. The exams will be integrated to the existing CCAA Assessment Site, and the candidate/user accounts.

The occupations are: aircraft maintenance technician, avionics technician, aircraft structure technician, gas turbine engine technician, composites fabricator, aircraft interiors technician, and aviation machinist.

The knowledge exams, based on CCAA Occupational Standards and logbooks, are intended to be accessible anywhere around the world. The scope of the knowledge exams includes all guidance and administrative materials. It is important that users be able to perform knowledge gap analysis easily with a summary of the results of the exams.

Part 2. Integrate and Facilitate Availability of Materials for 7 Practical Exams

CCAA will provide content to the consultant for seven practical examinations for the 7 key aviation & aerospace occupations (listed above). The consultant will integrate these materials to the existing CCAA Assessment site. The consultant will enable an examiner – user to create an examiner account.

The examiner will use the account to download practical examination materials for the 7 occupations, and to upload the results of these examinations. Uploads to be in a format based on the final evaluation form used by the examiner. Results to be stored in both the examiner's own account and the account of the candidate who has tried the exam.

The materials composing the examiner's kit for each occupation will include: an examiner's guide, the examination, the evaluation checklist, and the evaluator's summary of results.

The consultant will assure that the practical exams and candidate's results are secure, and available only to authorized users through the CCAA Assessment Site. These practical exams are one of the final steps of a comprehensive skill testing process of a person's qualifications, work history and self-assessment results.

Part 3. 17 Job Profiles and Career Path Materials

Develop job profiles matching the seventeen occupational self-assessments using the existing CCAA Career Guide. The job profile work includes several components:

- Conduct technical verification, update and review of the Career Guide content pertinent to the 17 occupations (see <http://youthspace.avaerocouncil.ca/resources/educational-materials> to view a pdf of the Career Guide)
- Validate the 17 profiles with educators, employers, and workers, to test their correctness and ease of use, and to gather feedback to perform subsequent revision.
- Edit the materials to be used as part of the CCAA Assessment website, downloaded individually as a series of one-pagers, all together in the form of a booklet, as well as in the form of an online reader
- Working with CCAA, the consultant will develop a rubric of 30 basic questions on skills for the user to answer in order to quickly assess his or her own aptitude for each career; the answers will be compared by the system against the skills and other information in each career profile, the results presented to the user and stored in their user profile.
- Develop guidance material illustrating career pathways, bridges and ladders for each occupation taken from the CCAA Career Guide and working with CCAA, and connect this material to the career profiles.
- Provide orientation, training and presentation materials for CCAA staff to use while showing the work to industry and educators, and at national focus groups, webinars and meetings.

All final materials are to be delivered in English.

Part 4. Job Matching Process for Alternative Careers

Develop an online tool to match each of 17 aviation and aerospace occupations to related alternative jobs. This tool will allow candidates to use their basic skill sets while they acquire experience in a closely related occupation, upgrade their skills, or pursue a license.

This matching process would include a referral system to institutions and resources to assist the candidate in upskilling or attaining certification.

The consultant will test the alternative job-match materials and process for correctness and facility of use, also for validity with educators, employers, and workers, and to gather feedback to perform subsequent revision. All final materials are to be delivered in English,.

Summary

The 7 knowledge exams, and materials for the practical exams, the job profiles, the candidate job matching and career information will all be made available through the Assessment site which already houses the self-assessments for 17 occupations. The user will also be directed to CCAA's Magnet job-matching database for candidates and employers.

These tools are being developed as part of a larger two-year project funded by ESDC. During the course of the project there will be no charge for users to use them; however, this may change once the funding ends. There may be some cost recovery from users of the system, but this



cost/recovery cannot be prohibitive on a per user basis.

a) Required Vendor Services

Service	Desired
Develop online tool to house and allow user access, scoring and reporting for 7 comprehensive and engaging online knowledge exams, content to be provided by CCAA.	Yes
Develop online tool to house and allow user access to, and delivery of, examiner’s materials for practical exams for 7 occupations, content to be provided by CCAA.	Yes
<p>Update and validate profiles for approximately 17 aviation and aerospace careers, as well as provide a “quiz” that guides the user with recommendations to occupations based on their interests and skills, initial content to be provided in the CCAA Career Guide.</p> <p>Using the same career guide content, allow users to consult the career guidance material online in a reader, as a pdf booklet containing all content, (provided by CCAA), or download the career profiles individually as a pdf.</p>	Yes
Facilitate user access and referral to CCAA’s Magnet Job Seeker Employer Matching tool which is under construction.	Yes
Develop use-cases to describe the various workflows for different users of the system	Yes
Set-up and configuration (for online knowledge exams and any online materials for the practical exams and aforementioned career materials)	Yes
Deployment and “go-live” (for online knowledge exams and any online materials for the practical exams and aforementioned career materials)	Yes
Training	Yes
Configuration and Support documentation	Yes
Initial Delivery Cost including development, testing, training, and “go-live”	Yes
Ongoing support costs and ongoing subscription cost if any	Yes
Quality Assurance activities including acceptance testing	Yes





Appendix B Evaluation Criteria

The following table shows the weighted criteria used to assess bids for this RFP. Note that any criteria weighted as 3 (Critical), is considered a mandatory requirement.

Criteria	Weighting 3=Critical (Mandatory) 2= Important 1=Desirable
General	
Security	3
Workflow	3
Ease of use	3
Customization capabilities	2
Information export capabilities	3
Reporting capabilities	3
Online accessibility	3
Mobile/tablet accessibility	2
Granular/authorized access to information	3
Develop and integrate the above described tools into CCAA's existing Assessment site.	3
Develop use-cases to describe the various workflows for different users of the system	3
Set-up and configuration	3
Deployment and "go-live"	3
Configuration and Support documentation	3
Training	3

Support and Maintenance Costs	1
User can select language preference - user Interface and Assessments provided in French and English. Translation of text will be provided by CCAA.	3
Leverage an existing learning assessment/management platform.	2
Fees, including break down of costs	3
Security	
Encrypted access (HTTPS)	3
Tiered access (2 levels only, User access and Administrative access)	3
Authorization controls	3
Password length enforcement	3
Password complexity enforcement	2
Login attempt limits	2
Assessments cannot be downloaded by regular users	3
Secure Payment	3
User Management	
Admin Activity: Add/Remove users (regular users and administrative users)	3
Admin Activity: Password management	3
Admin Activity: Full access to add/modify/delete all User profile information	3
Admin Activity: Enrol user for assessment	3
Admin Activity: Delete completed assessment or assessment in progress and allow retry	3
Self-serve: Recover password	3
Self-serve: New user can create account	3
Self-serve: Existing users can enroll for assessments	2
Concurrent access for multiple users	3
Export user list (and related profile information) to CSV	3

Bulk upload of UserID and Passwords for new users	1
User Profiles	
UserID and associated Profile information	3
Fields: UserID, First Name, Last Name, Address	3
Fields: email, phone, mobile	3
Fields: Employment history	3
Fields: Education	3
Fields: Freeform field (Self: Description, part of intake process)	2
Fields: Freeform field (Admin: comments for internal use, hidden from user)	2
Fields: Assessment history (job category, date, score)	3
Workflow / Functions	
Searchable Job category list (including descriptions)	3
User able to try multiple assessments	3
Payment controls before attempting any self-assessment	3
Payment controls: Admin over-ride (turn on/off globally)	3
Payment controls: Admin over-ride (turn on/off per user)	3
Payment controls: Customizable placement (i.e.: user can login and see assessment descriptions, but not attempt an assessment until payment received)	3
Admin only: Completed assessments can be downloaded to PDF, and include associated user info	3
Internal Processing: Calculate summary result after self-assessment is completed	3
User Notification: Email notification when self-assessment is completed, includes summary result info	3
Admin Notification: Email notification when self-assessment is completed, includes summary result info and associated user	3
Admin Notification: Email when new user created	3
Admin Notification: Payment Received (amount and item purchased)	3



“Contact Us” form (email notification)	3
Pause/Resume/Cancel. Users can pause their assessment activity and disconnect. When re-connected, there should be options to continue with previous activity, or cancel activity and start from beginning	3
Completed assessments are automatically linked to the user’s profile	3
Reporting	
Reporting tables exportable to CSV format	3
Reports downloadable as PDF	1
Report: Completed assessments by occupation, region, year	2
Report: Assessments tried vs completed	1

Appendix C Definitions

In this RFP, the following terms have the following meanings:

Bidder: Person or entity submitting a Proposal in response to this RFP.

CCAA: Canadian Council for Aviation & Aerospace

Consortium: Two or more Bidders who partner together to submit a single Proposal.

Contract: The written agreement between the Supplier and CCAA under which the Supplier will provide the Services, Materials and Deliverables set out in this RFP.

Deliverables: The deliverables specified in this RFP to be provided by the Supplier to CCAA.

Materials: All working papers, surveys, notes, plans, designs, reports, records, studies, drawings, examinations, assessments, procedures, specifications, evaluations, results, conclusions, interpretations, calculations, analyses, systems, software, source code, documents, writings, programs, hardware, devices, data or any components of these, regardless of how they are represented, stored, produced, or acquired.

Prime Bidder: The Bidder in a Consortium who is responsible for the provision of all Services, Materials and Deliverables and who is accountable for all terms and conditions of the Contract.

Proposal: The Bidder's response to this RFP, and includes all of the Bidder's attachments and presentation materials.

Request for Proposals (RFP): This solicitation for the Services, Materials and Deliverables, including attached appendices.

RFP Details: The specific information set out in section 1 of this RFP.

Services: The functions, duties, tasks, and responsibilities to be provided by the Supplier as described in this RFP.

Supplier: The Bidder that is awarded the Contract to fulfill the requirements of this RFP (i.e. the winning Bidder).

Section headings are used for convenience only, and they do not affect the meaning or interpretation of the clauses. Words in the singular include the plural and vice versa.

Appendix D Standard Contract Provisions

CCAA considers each of the provisions below as highly desirable. The Bidder's response to each of such provisions will be considered in the evaluation of its Proposal. The balance of the Contract will be finalized between the preferred Bidder and the CCAA.

The Bidder's Proposal must include a written response to each of the following provisions by indicating either:

"Met" means that the Bidder accepts the provision exactly as drafted, without qualification; or,

"Not Met" means that the Bidder does not accept the provision exactly as drafted, without qualification. If the Bidder does not accept a provision exactly as drafted without qualification, the appropriate response is "Not Met" and the Bidder must provide in their Proposal the alternative wording that the Bidder desires.

If the bidder responds, **"Not Met"** to any of the following provisions, the Bidder should explain how the proposed alternative wording is balanced in terms of the rights and obligations of the parties.

6.1 Governing Laws

The Contract, the RFP and the Proposal will be governed by the laws of the Province of Ontario and the federal laws of Canada applicable therein. CCAA and the Bidder hereby attorn to the courts of the Province of Ontario and agree that any action commenced in respect of the Contract, the RFP or the Proposal will be initiated and brought before the courts in the City of Ottawa, Ontario, Canada.

6.2 Third Party Claims

The Bidder agrees to hold harmless CCAA, its employees, subcontractors and agents from any and all third-party claims, demands, or actions: (i) for which the Bidder is legally responsible, including those rising out of negligence or willful acts of the Bidder, its employees, subcontractors or agents; and (ii) based upon the infringement or violation of any patent, copyright, trade secret, industrial design, trade mark or any other proprietary right.

6.3 Responsibility and Liability

The Bidder shall be responsible for all losses, costs and damages to the real or tangible personal property of CCAA where the Bidder is legally responsible, including negligence, or willful harm of the Bidder, its employees, subcontractors or agents.



6.4 Safety and Security

The Bidder, its employees, subcontractors, and agents when using any CCAA buildings, premises, hardware and software shall comply with all safety and security policies, regulations and directives relating to those buildings, premises, hardware and software.

6.5 Insurance

The Bidder shall, at its own expense and without limiting its liabilities herein, insure its operations under a contract of general liability insurance, in accordance with the *Insurance Act* (Ontario) (or equivalent), in an amount not less than \$1,000,000.00. Canadian inclusive per occurrence insuring against bodily injury, personal injury, and property damage including loss of use thereof. Such insurance shall include blanket contractual liability. The Bidder shall, upon request of CCAA, provide copies of insurance documents in a form acceptable to CCAA.

All required insurance shall be endorsed to provide CCAA with 30 days advance written notice of cancellation or material change.

The Bidder shall comply with the *Workplace Safety and Insurance Act* (Ontario), when such Act applies, and shall upon request by CCAA; deliver to CCAA a certificate from the Workplace Safety and Insurance Board showing that the Bidder is registered and in good standing with the Board.

6.6 Assignment

The Bidder shall not assign, subcontract or transfer of any of its rights, obligations or interests, other than identified in the Contract, without the written consent of the CCAA. Should CCAA consent to such an assignment, subcontracting or transfer of rights, obligations or interests to a third party, the Bidder shall remain responsible for performance by the Bidder and any such third party under the Contract.

6.7 Other Provisions

As part of the Bidder's response to this section of the RFP, any proposed license, maintenance or lease agreement that the Bidder will require, must be included in the Proposal. In the case of conflicts, discrepancies, errors or omissions among the proposed license, maintenance or lease agreements and the Contract provisions listed under Appendix A of the RFP and listed as "Met" in the Proposal, the Contract provisions listed under Appendix A of the RFP and listed as "Met" in the Proposal shall take precedence and govern.



Appendix E Proposal Submission Letter

(Date, 2018)

Attention: Theresa Davis-Woodhouse, Director of Project Management
Canadian Council for Aviation & Aerospace
105-1785 Alta Vista Drive
Ottawa, Ontario
K1G 3Y6

RE: REQUEST FOR PROPOSAL NO. 1341564 - 02
Online Tool to House 7 Knowledge and 7 Practical Examinations, and
Career Information Materials for Aviation and Aerospace Occupations for
the CCAA Accelerated Certification Project

Enclosed is our Proposal submitted in response to this RFP.

Authorized Signature

Contact information including name, title, address, telephone and fax number.

