

**About Fenestration Canada**

Fenestration Canada (FenCan) is a 50-year-old association comprised of approximately 200 window and door manufacturers/fabricators, their suppliers, and related industry stakeholders. Our mission is to support our members across Canada by providing education, networking, and technical resources. Connecting fenestration industry stakeholders. Addressing regulatory issues that affect our members.

**About Fenestration Canada Installer Program**

The Fenestration Canada Installer Program has been developed by FenCan in conjunction with industry stakeholders to provide assurance that an individual possesses the competencies deemed necessary to perform the job function of a Fenestration Canada Installer. The certification is designed to complement accreditation programs for verification bodies.

This certification has been developed in compliance with the ISO 17024 standard. ISO 17024 is the global benchmark for organizations operating personnel certification programs and outlines the methods and procedures required to ensure the objective and unbiased assessment of a candidate's knowledge, skills and abilities.

**Scope of Work: Creation and supply of a Training Manual and required training collateral for the Fenestration Canada Installer Program:**

1. Training manual and collateral – Development of a training manual and collateral for the Fenestration Canada Installer Program. This should include a sample kit (similar to what is provided to trainers under the AAMA program)
  - Body of knowledge based on CAN/CSA-A440.4, "Window, Door and Skylight Installation"
  - Review Provincial codes to integrate special considerations or variances from A440.4
2. Development of a proposed curriculum – For potential post-secondary or trade school adoption. Your proposal should include a recommendation on what would be required to lobby education institutions to offer this curriculum.
3. Provide all materials in English and French.

**Required in the proposal:**

- Fees for scope of work
- Fees for annual program updates and maintenance

- Fee for translation into additional languages (e.g. Italian, Portuguese)

**Confidentiality:**

All information included in this Request for Proposal (RFP) is confidential and only for the recipients' knowledge. No information included in this document or in discussions connected to it may be disclosed to any other party. Please see Appendix A for Non-Disclosure and Confidentiality Agreement.

**Requirements for Respondents**

a. Notify FenCan of your interest in potentially responding to this RFP by email at [asif@fenestrationcanada.ca](mailto:asif@fenestrationcanada.ca). This is not a commitment to submit a bid but will ensure that you receive any updates to the RFP documentation, should this occur.

b. Any questions should be submitted by email to [asif@fenestrationcanada.ca](mailto:asif@fenestrationcanada.ca), no later than 5 business days before the RFP closing date, which is December 12, 2018. Questions and answers will be distributed without attribution, regularly throughout the exposure period to all those that have expressed their interest to submit a bid. FenCan may also host a conference call to address any outstanding questions with all respondents if it is deemed required by FenCan.

c. The response to this RFP should include Appendices; Non-Disclosure and Confidentiality (A), Acknowledgement (B), Questionnaire (C). Vendors may include supplementary materials if relevant.

d. The price quote should clearly itemize the costs contained within the quote and clearly state those what vendor features that are to be provided at an additional cost.

e. Each proposal will be scored based on these criteria:

- I. Experience and background with similar projects on the fenestration industry
- II. Thoroughness and clarity of the proposal
- III. Capacity to perform the project
- IV. Value at the price

f. FenCan will request a presentation and interview with the top 2 prospective respondents based on the criteria noted above.

g. Completed proposals should be emailed as attachments by December 12, 2018 before 16:00 (Eastern Time) to: [asif@fenestrationcanada.ca](mailto:asif@fenestrationcanada.ca). Please note that late submissions will not be considered. Please request email delivery confirmation to ensure that your submission reached the evaluation committee.

h. For the purpose of this RFP only, documents should be compatible with Microsoft Office 2010. For documents that require signature (Non-Disclosure Agreement and Acknowledgement), please scan and send as an attachment in PDF format.

i. Any proposal may be rejected if it is late, conditional, incomplete or deviates from the specifications in the RFP. FenCan reserves the right to request additional information or discussion or presentation in support of the written proposal.



**Appendix A - Non-disclosure & Confidentiality Agreement**

**Treatment of Proprietary Information**

The Service Provider shall hold the proprietary information (including without limitation financial information, records, member information) of FenCan confidential, and shall protect and preserve the confidential nature of such information using the same degree of care that it uses in protecting its own proprietary information, and at least a reasonable degree of care. All proprietary information shall be held in confidence by the Service Provider receiving such proprietary information following the date of disclosure and shall be used only as necessary in connection with the performance of its work with FenCan. Only personnel of the Service Provider with a bona fide need to know shall be given access to the proprietary information of FenCan, and such personnel shall be bound in writing to maintain the confidentiality of such proprietary information. All proprietary information shall be maintained securely by the Service Provider, and the Service Provider shall take all appropriate measures to prevent the unauthorized disclosure thereof. The Service Provider shall promptly notify FenCan of any known security breach by the Service Provider that may result in the unauthorized use, access, disclosure, alteration or destruction of proprietary information. The Service Provider shall take all commercially reasonable steps to terminate such unauthorized use or access and to retrieve any copies of proprietary information in the possession or control of the person or entity engaging in such unauthorized use or with such unauthorized access. The Service Provider shall not at any time without FenCan's prior written consent:

- disclose or communicate to any third party all or any of FenCan's proprietary information except as permitted by the other party;
- permit unauthorized persons to have access to the places where the other party's proprietary information is reproduced or stored; or
- make, or assist any person to make, any use of FenCan's information not authorized by FenCan and shall use its best efforts to ensure that any employee or other person who acquires FenCan's proprietary information shall not make any unauthorized use thereof.

**Exceptions**

Proprietary information shall not include any information to the extent it (i) is or becomes a part of the public domain through no act or omission on the part of the Service Provider, (ii) is disclosed to the Service Provider by a third party having no obligation of confidentiality with respect thereto, (iii) is released from confidential treatment by written consent of FenCan, (iv) is known by the Service Provider prior to any disclosure of such information made by FenCan, (v) is independently developed by the Service Provider without access to the



proprietary information, or (vi) is required to be disclosed by law, rule or regulation, or by subpoena, summons or other administrative or legal process or order of a court or governmental or administrative agency (such disclosure to be made only after consultation with FenCan and only to the extent so required). In the event of such disclosure due to legal process, such disclosed proprietary information remains proprietary information for all other purposes.

\_\_\_\_\_  
Signed:

\_\_\_\_\_  
Position:

\_\_\_\_\_  
Date:

I have the authority to bind the Service Provider to this Non-disclosure & Confidentiality Agreement.



**Appendix B – Acknowledgement**

Service Provider acknowledges that Fenestration Canada has requested information and is not making a commitment to hire the Service Provider to carry out the work outlined in this Request for Proposal or for any other work, and Fenestration Canada will not reimburse the Service provider for time and effort to reply to the Request for Proposal.

\_\_\_\_\_  
Signed:                                      Position:                                      Date:

I have the authority to bind the respondent organization to this Acknowledgement.

**Appendix C – Company Questionnaire**

Provide answers to the following questions:

Question	Answers
1. Company name	
2. Company address; include the address of your Head Office as well as the addresses of any satellite offices that will be used to fulfill this proposal.	
3. Company web page address	
4. Contact person and responsible for answering this RFP including address, telephone and email information.	
5. What are the strengths of your company as they pertain to this RFP and what kind of clients do you serve most successfully?	
6. Has there been any recent changes in company ownership or leadership? Are there any plans for merger, consolidation, or buyout, and if so, what succession plan is in place for a smooth transition?	
7. Describe your relevant service history including your experience with providing services like those outlined in this RFP.	



8. Describe previous projects that are comparable to what is requested in this RFP.	
9. What type of team will be assigned to this contract? What will each person's role be? Please include a brief background summary for each key staff member assigned to this project.	
10. What resources do you have to support your client needs? Do you have the capacity to serve our organization?	
11. Describe your business continuity management process relevant to how the requirements within this RFP will be supported. Include document management and retention, records and website backup as well as facilities and software disaster recovery processes. Include your commitment to membership privacy according to federal and provincial privacy standards (comment on both manual and electronic records).	
15. What is the process and timeline for handling requests that are and not included in the agreement?	
16. What is the process of assessing, measuring, reporting and remediating deficiencies in service levels required for the delivered services?	



17. List and describe any legal action that is currently being taken by your company or against your company that could impact the fulfillment of your proposal.	
18. List and describe any financial considerations that could impact the fulfillment of your proposal including cash flow challenges, pending bankruptcy, mergers or acquisitions, creditor claims etc. Include a statement that you are or are not currently in compliance with both federal and provincial tax service agencies.	
19. Provide three references with name, position, company email and telephone contact information. At least 2 references should be either a not-for-profit or professional association.	
20. Provide proof of relevant insurance (i.e. general liability, error and omissions)	

## Proposal Timelines

Activity	Completion Date
Issue RFP	2018-Nov-19 (Monday)
Last date for receipt of respondent questions	2018-Dec-5 (Wednesday)
<b>RFP Closing Date (includes signed NDA and Acknowledgement)</b>	2018-Dec-12 (Wednesday)
RFP Presentations and Interviews	2018-Dec-17 to 2018-Dec-20 – only respondents that qualify will be notified
Expected Vendor Selection	2019-Jan-10 (Thursday)
Vendor Contract Negotiations complete	2019-Jan-14 (Monday)
Expected Vendor Start Date	2019-Jan-18 (Friday) – Soft 2019-Jan-31 (Thursday) - Official