

## RETURN BIDS TO:

## RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions -  
TPSGC

11 Laurier St. / 11, rue Laurier

Place du Portage, Phase III

Core 0A1 / Noyau 0A1

Gatineau, Québec K1A 0S5

Bid Fax: (819) 997-9776

## Revision to a Request for a Standing Offer

## Révision à une demande d'offre à commandes

National Master Standing Offer (NMSO)

Offre à commandes principale et nationale (OCPN)

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Offer remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'offre demeurent les mêmes.

## Comments - Commentaires

## Vendor/Firm Name and Address

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

## Issuing Office - Bureau de distribution

Training and Specialized Services Division/Division  
de la formation et des services spécialisés  
11 Laurier St. / 11, rue Laurier  
10C1, Place du Portage  
Gatineau, Québec K1A 0S5

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|--|--|
| <b>Title - Sujet</b><br>LEARNING SERVICES  |  |
| <b>Solicitation No. - N° de l'invitation</b><br>E60ZH-070003/C   | <b>Date</b><br>2012-03-07                    |
| <b>Client Reference No. - N° de référence du client</b><br>E60ZH-070003  | <b>Amendment No. - N° modif.</b><br>001      |
| <b>File No. - N° de dossier</b><br>103zh.E60ZH-070003  | <b>CCC No./N° CCC - FMS No./N° VME</b>       |
| <b>GETS Reference No. - N° de référence de SEAG</b><br>PW-\$\$ZH-103-23758   |  |
| <b>Date of Original Request for Standing Offer</b><br>2012-02-22   |  |
| <b>Date de la demande de l'offre à commandes originale</b>   |  |
| <b>Solicitation Closes - L'invitation prend fin</b><br><b>at - à 02:00 PM</b><br><b>on - le 2012-04-03</b>   |  |
| <b>Time Zone</b><br><b>Fuseau horaire</b><br>Eastern Standard<br>Time EST  |  |
| <b>Address Enquiries to: - Adresser toutes questions à:</b><br>Henry, Matthew  | <b>Buyer Id - Id de l'acheteur</b><br>103zh  |
| <b>Telephone No. - N° de téléphone</b><br>(819) 956-6440 ( )   | <b>FAX No. - N° de FAX</b><br>(819) 956-2675 |
| <b>Delivery Required - Livraison exigée</b>  |  |
| <b>Destination - of Goods, Services, and Construction:</b><br><b>Destination - des biens, services et construction:</b>  |  |
| <b>Security - Sécurité</b><br>This revision does not change the security requirements of the Offer.<br>Cette révision ne change pas les besoins en matière de sécurité de la présente offre. |  |

Instructions: See Herein

Instructions: Voir aux présentes

|  |  |   |
|--|--|---|
| <b>Acknowledgement copy required</b><br><b>Accusé de réception requis</b>  | <b>Yes - Oui</b><br><input type="checkbox"/> | <b>No - Non</b><br><input type="checkbox"/> |
| <b>The Offeror hereby acknowledges this revision to its Offer.</b><br><b>Le proposant constate, par la présente, cette révision à son offre.</b>   |  |   |
| <b>Signature</b>   | <b>Date</b>                                  |   |
| Name and title of person authorized to sign on behalf of offeror. (type or print)<br>Nom et titre de la personne autorisée à signer au nom du proposant.<br>(taper ou écrire en caractères d'imprimerie) |  |   |
| <b>For the Minister - Pour le Ministre</b>   |  |   |

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**In accordance with Part 2 - Article 3 - Enquiries - Request for Bids, these questions and their corresponding answers are provided to all Bidders.**

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## **SECTION A - QUESTIONS AND ANSWERS**

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### **Question 1**

I see on the web site (<http://ssi-iss.tpsgc-pwgsc.gc.ca/questions/esosp-psos-eng.html#q1>) that security sponsorship takes 4-12 months to completed. Will that prevent me from bidding on this proposal?

#### **Answer 1**

On page 13 of 136, Part 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION, article 3 b & c, Canada will not delay the issuance of any Standing Offer or Supply Arrangement to allow bidders to obtain the required clearance; however, Canada will consider awarding a Supply Arrangement during the period that is twelve months following the closing date of the bid solicitation to a bidder if it has received its required clearance and all other requirements of the bid solicitation have been met. Bidders who have not yet received their DOS clearance from CISC by the date that the Offer/Arrangement Authority has issued any Standing Offer as a result of this solicitation will be considered non-responsive to this bid solicitation's requirements for the issuance of a Standing Offer.

### **Question 2**

Page 8 of 136, Section 2.6 Offerors and Suppliers

It is noted that in place of submitting a technical bid Offerors and Suppliers who currently hold a Standing Offer and Supply Arrangement can provide a certification in place of a technical bid for Streams 2, 3, 5, 6, and 7 so long as the previously supplied information still meets the mandatory requirements.

Question:

Part A: does the information supplied for the previous solicitation need to meet the new mandatory requirements (they are different)?

Part B: If yes to Part A — if the information previously supplied will not meet the 5 year requirement (3 year for Stream 5 - Quality Assurance Service) for one or more of the streams is the supplier required to provide a technical bid for just those streams or is a technical bid required for all streams in that case. Stated another way, is the requirement an all or nothing (either the information supplied for all streams meets the new requirements or a technical bid is required)?

## Answer 2

### Part A:

In accordance with Component I - 2.6 - Existing Offerors and Suppliers, for the purpose of this solicitation, for the purpose of this solicitation, Offerors and Suppliers who currently hold a Standing Offer and Supply Arrangement for Learning Services in addition to the other requirements listed in this solicitation are permitted to provide a Certification (see Attachment G) that they still meet the mandatory requirements of the **previous solicitation** in place of submitting a technical bid for the following Streams:

Stream 2 - Instructional Design and Development Service  
 Stream 3 - Custom e-Learning Product Programming Service  
 Stream 5 - Quality Assurance Service  
 Stream 6 - Multimedia Design and Development Service  
 Stream 7 - Project Management Service

### Part B:

We have amended the Certification in Attachment G in order to permit existing Offerors and Suppliers to provide the certification for the individual streams they wish to provide the certification. See amendment A.1 below.

If an existing Offeror and Supplier decides not to submit a certification for one of the streams identified, then they may submit a technical bid for consideration.

If an existing Offeror and Supplier decides not to submit a certification or a technical bid for one of the streams identified, then they will no longer be considered as an Offeror / Supplier for those specific streams when the new Standing Offers and Supply Arrangements are put in place as a result of this solicitation.

## Question 3

Template "LS SOSA Certification Response Template (E).xlsx", Tab Cover Page, Under 4.0 All Existing Learning Services Suppliers (as applicable) are to sign this statement:"

The certification statement is for Streams 2, 3, 5, 6 and 7.

### Question:

If the answer to Question 1, Part B is that a certification can be for one, many or all of the Streams, should we modify this statement depending on how we qualify the previous response? I.e. the statement could be a certification for Streams 2, 3, and 6... and we would provide a technical bid for Streams 5 and 7. In the "Learning Services Suggested Response template (EN).xlsx" template, we would put a statement that we certified compliance in the "LS SOSA Certification Response Template (E).xlsx"?

## Answer 3

We have modified the Certification in order to permit Suppliers to indicate which Streams they are providing this Certification for. See amendment A.1 below.

**Question 4**

Standing Offer (Attachment B, starting pg 20 of 136) and Supply Arrangement (Attachment C, starting pg 29 of 136) Technical Evaluation Criteria

Question:

Could PWGSC confirm that “within 5 years of bid posting” would mean from February 22, 2007? And that “within 3 years of bid posting” would mean from February 22, 2009?

**Answer 4**

That is correct.

**Question 5**

Page 24 of 136, M.2(e) Stream 5 – Quality Assurance

Streams 2, 3, 6, and 7, which qualify under Section 2.6 for a certification in place of a technical bid, all have a requirement that the projects be within the last five (5) years as of bid posting.

Question:

Why is Stream 5 – Quality Assurance three (3) years? If the answer to Question 1, Part A is Yes, given the previous solicitation closed in November of 2008, that would mean that none of the previous solicitation information provide for Quality Assurance would qualify for a certification in place of technical bid response.

**Answer 5**

See amendment A.2 and A.3 below.

**Question 6**

Standing Offer (Attachment B, starting pg 20 of 136) and Supply Arrangement (Attachment C, starting pg 29 of 136) Technical Evaluation Criteria

Throughout both of these attachments there is reference to “Annex “A” Requirements to Outside Clients\*\*”.

Question:

What is meant by “Outside Clients”?

**Answer 6**

\*\* Outside Client refers to a client that is external to the Offeror's / Supplier's own organization. Parent companies, affiliates, and subsidiaries are considered internal.

**Question 7**

I am a sole proprietor operating under my own name and therefore not required to register a business name. Will personal tax returns filed under my own name suffice as proof of being in business for at least three years? Will GST/HST returns suffice?

**Answer 7**

A confirmation letter from the Canada Revenue Agency (CRA) for the registration of your business name or GST/HST account, etc, provided the letter from CRA can substantiate that you have been in business for a minimum of three (3) years as of the date of your offer / arrangement submission.

**Question 8**

Would it be possible to obtain a word version of the RFSO.

**Answer 8**

The RFSO/RFSa document cannot be provided in any other format than what is provided via MERX (.pdf)

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**SECTION B - AMENDMENT(S) TO SOLICITATION**


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**REASON FOR AMENDMENT**

1. To amend Attachment G - Certification Response Template"
  2. To amend the M.2(e) in Attachment B - Standing Offer Technical Evaluation
  3. To amend the M.2(e) in Attachment C - Supply Arrangement Technical Evaluation
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**A.1 Delete** Appendix G - Certification Response Template in its entirety and **replace** with a new Appendix G - Certification Response Template.

**A.2 In Attachment B - Standing Offer Technical Evaluation, delete** the M.2(e) in its entirety and replace with the following:

| M.2(e) | Stream 5 – Quality Assurance  |  |
|--------|---|--|
|        | <p>The Offeror / Supplier must have billed a total cumulative value of <b>\$50,000</b> (GST/HST excluded) in Quality Assurance Services on eLearning Product(s) similar in nature to those described in Annex "A" to Outside Clients** within the last five (5) years (as of bid posting).</p> <p>The following information <b>must</b>, as a minimum, be provided:</p> | <p>The following information <b>should</b>, as a minimum, be provided for each of the projects cited:</p> <ol style="list-style-type: none"> <li>a. Name of the client reference; and</li> <li>b. Telephone number, fax number, and e-mail address of the client reference.</li> </ol> |

|  |   |  |
|--|---|--|
|  | <ul style="list-style-type: none"> <li>a. Name of the Joint-venture member for the referenced project (if applicable);</li> <li>b. Name of Client Organization;</li> <li>c. Brief description of the Scope and Objective of the project to clearly show relevancy of the project;</li> <li>d. Start and End dates of the project (from-to dates in month/year). If the project was completed in the month/year that the RFSO / RFSA is closing, provide day/month/year to demonstrate that the project is completed at the date of your Offer or the bid closing date whichever comes first; and</li> <li>e. Project value – total amount invoiced in Quality Assurance on eLearning Product(s) costs for the project.</li> </ul> |  |
|--|---|--|

**A.3 In Attachment C - Supply Arrangement Technical Evaluation, delete the M.2(e) in its entirety and replace with the following:**

|               |   |  |
|---------------|---|--|
| <b>M.2(e)</b> | <b>Stream 5 – Quality Assurance</b>   |  |
|               | <p>The Offeror / Supplier must have billed a total cumulative value of <b>\$50,000</b> (GST/HST excluded) in Quality Assurance Services on eLearning Product(s) similar in nature to those described in Annex "A" to Outside Clients** within the last five (5) years (as of bid posting).</p> <p>The following information <b>must</b>, as a minimum, be provided:</p> <ul style="list-style-type: none"> <li>a. Name of the Joint-venture member for the referenced project (if applicable);</li> <li>b. Name of Client Organization;</li> <li>c. Brief description of the Scope and Objective of the project to clearly show relevancy of the project;</li> <li>d. Start and End dates of the project (from-to dates in month/year). If the project was completed in the month/year that the RFSO / RFSA is closing, provide day/month/year to demonstrate that the project is completed at the date of your Offer or the bid closing date whichever comes first; and</li> <li>e. Project value – total amount invoiced in Quality Assurance on eLearning Product(s) costs for the project.</li> </ul> | <p>The following information <b>should</b>, as a minimum, be provided for each of the projects cited:</p> <ul style="list-style-type: none"> <li>a. Name of the client reference; and</li> <li>b. Telephone number, fax number, and e-mail address of the client reference.</li> </ul> |

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.**

Solicitation No. - N° de l'invitation

E60ZH-070003/C

Amd. No. - N° de la modif.

001

Buyer ID - Id de l'acheteur

103zh

Client Ref. No. - N° de réf. du client

E60ZH-070003

File No. - N° du dossier

103zhE60ZH-070003

CCC No./N° CCC - FMS No/ N° VME

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## **NOTICE TO BIDDERS**

Any Bid already submitted may be amended prior to the closing date specified at page 1 of this RFP. Any amending correspondence should be addressed to the Bid Receiving Unit, at the address indicated on the RFP, and the envelope should bear a reference to the solicitation number and the closing date.