

**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

<b>Title - Sujet</b> LEARNING SERVICES	
<b>Solicitation No. - N° de l'invitation</b> E60ZH-070003/C	<b>Date</b> 2012-04-05
<b>Client Reference No. - N° de référence du client</b> E60ZH-070003	<b>Amendment No. - N° modif.</b> 008
<b>File No. - N° de dossier</b> 103zh.E60ZH-070003	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZH-103-23758	
<b>Date of Original Request for Standing Offer</b> Date de la demande de l'offre à commandes originale 2012-02-22	
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2012-04-23</b>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Henry, Matthew	<b>Buyer Id - Id de l'acheteur</b> 103zh
<b>Telephone No. - N° de téléphone</b> (819) 956-6440 ( )	<b>FAX No. - N° de FAX</b> (819) 956-2675
<b>Delivery Required - Livraison exigée</b>	
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	
<b>Security - Sécurité</b> This revision does not change the security requirements of the Offer. 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>	<b>Yes - Oui</b>	<b>No - Non</b>
<b>Accusé de réception requis</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>The Offeror hereby acknowledges this revision to its Offer.</b> <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) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
<b>For the Minister - Pour le Ministre</b>		

Solicitation No. - N° de l'invitation

E60ZH-070003/C

Amd. No. - N° de la modif.

008

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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**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 59**

References:

Learning Services Financial Offer Template; ANNEX A Requirements for Services Page 90 to 119.

Essentially all Streams require that the Offeror provide documentation for Minimum Mandatory Qualifications of personnel for three levels of competency: Senior, Intermediate and Junior. Pricing is also based on these qualification competency/qualification levels. Assuming that all the personnel to be submitted for a Stream meets the Senior Mandatory Qualifications, does the Offeror need to provide documentation for the Intermediate and Junior levels as well? If so, how can the Offeror do this if s/he has no such personnel?

#### **Answer 59**

The Occupational Minimum Mandatory Qualifications listed in Annex A - Requirements, are the minimum consultant category qualifications for any resulting call-up or contract.

The actual Technical Evaluation for the Standing Offer (Attachment B) and for the Supply Arrangement (Attachment C) do not require the experience to be at the Senior level.

If an Offeror / Supplier does not have the required personnel available as stipulated within an Availability Confirmation Form (Standing Offer) or within a Bid Solicitation (Supply Arrangement), the Offeror / Supplier would then have to pass on that particular requirement.

### **Question 60**

References:

COMPONENT II - Standing Offer, 7.c page 61 Right of First Refusal; Learning Services Financial Offer Template; ANNEX A Requirements for Services, pages 90 to 119; ANNEX E Basis for Payment, page 128 to 130; PART 5, Attachment D Standing Offer Financial Evaluation.

It is clear that the solicitation requires that the Offerors provide pricing for all categories of expertise (Senior, Intermediate and Junior) for the Streams and Regions they are interested in bidding for. This is not seen as a problem. However, Page 61, 7.c provides a sample calculation for Right of First Refusal. This example implies that the Identified User plans to request work done by specific Categories of Personnel, based on the pricing provided. However, the Offeror, while having submitted a bid with pricing for all categories may only have personnel in the Senior category. Does this sample calculation imply that the Offeror will receive payment based on the Categories of Personnel the Identified User prefers/plans to use or that payment will be based on the Categories of Personnel actually used or available?

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**Answer 60**

The Offeror will be paid the firm all-inclusive per diem rate based on the Consultant Category specified in the Availability Confirmation Form by the Identified User. Therefore, if an Identified User requested a consultant category at the Intermediate level, and the Offeror provided a resource with Senior level qualifications; the Offeror would be paid at the Intermediate level.

**Question 61**

References:

Table of Contents (pages 2-4);

The Table of Content indicates Part 1 to 6B clearly for Components I and II. Component III does not refer to Part 7A, 7B or 7C, but just to the numbers. Can we safely assume that the word PART just dropped off inadvertently?

**Answer 61**

Yes.

**Question 62**

References:

Pages 56 and 69, Component II

Start with Component II on page 56, the numbering system breaks down, making things confusing. Can we safely assume that on page 56, A should read PART 6A, and on page 69, B should read PART 6B?

**Answer 62**

Yes.

**Question 63**

References:

Pages 78, 86 and 89

Can we safely assume that PART 6 on page 78 should read COMPONENT III? Further, can we safely assume that A on page 78 should read PART 7A, that B on page 86 should read PART 7B and that C on page 89 should read PART 7C?

**Answer 63**

Yes.

**Question 64**

Reference:

Page 86

Should the title BID SOLICITATION read MODEL BID SOLICITATION instead?

**Answer 64**

No, the title is correct. This section describes various elements related to the Bid Solicitation process.

**Question 65**

Reference:

Page 84, section 13

The Table of Contents on page 4 shows that item 13 under COMPONENT III, 7A deals with Joint Venture. This is not the subject or title shown on page 84. What are the clauses dealing with Joint Venture under this section?

**Answer 65**

The table of contents listed on p.4 for Component III was not updated based on the final clauses within Component III. The table of contents will be updated for any Supply Arrangements that are issued as a result of this solicitation.

**Question 66**

Reference:

Page 84 and 85, Sections 14 and 15; Table of Contents

The Table of Contents lists sections 14 to 19 with a variety of subject. Page 84 and 85 only have 2 sections, 14 and 15 apparently equivalent to Table of Contents items 14 and 19 respectively. Can you provide the missing sections. dealing with "Delivery Requirements Outside a CLCSA", "Controlled Goods" and "Publication of Supply Arrangement Information"?

**Answer 66**

See answer to Question 65.

**Question 67**

References:

Spreadsheet: Learning Services Suggested Response template (EN) (A002).xls

Attachment E: TECHNICAL RESPONSE TEMPLATE page 44

Attachment B : Standing Offer Technical Evaluation, page 20 onward

a. The Worksheet M1 in the spreadsheet referenced above is titled: " ANNEX "D" to Component II and III: Suggested Response Template" and deals with data required for the Technical Response Template as stated on Attachment E, page 44.

b. In the Table of Contents, under COMPONENT II, the listing is: "Annex D SO - SO Sample Quarterly Usage Report", while there is no reference to an ANNEX D under COMPONENT III.

c. The actual ANNEX D on page 127 is titled SAMPLE QUARTERLY USAGE REPORT.

Can you provide clarification as to what the accurate references are and on what pages, spreadsheet and spreadsheet tabs they are located?

**Answer 67**

For your question (a), see the Answer to Question 35 in Amendment 006.

For your questions (b) and (c), see the Answer to Question 46 - Item #5 in Amendment 006.

**Question 68**

## References:

References are similar to Question 67. above.  
Attachment B (pages 20 to 28)

Do the Worksheets M1 and subsequent M2 for each Stream in the spreadsheet referenced above represent the required information for the Technical Response Template as referenced on page 44 and detailed in Attachment B for a Standing Offer?

**Answer 68**

See the Answer to Question 35 in Amendment 006.

**Question 69**

## References:

Spreadsheet: LS SOSA Certification Response Template (E) (A002).xls  
Attachment A Bidder Profile See attached Excel Spreadsheet (page 19)

Attachment A indicates that there is a Spreadsheet for the Bidder Profile. The LS SOSA referenced spreadsheet above contains a tab labelled Attachment A. The worksheet under that tab is titled as: "Annex "A" to Part A - Offeror Profile"

Could you confirm if this tab is in fact the "Bidder Profile" referenced on page 19?

**Answer 69**

See the answer to Question 46 - Item #1 in Amendment 006.

**Question 70**

## References:

References are similar to Question 69. Above.

Attachment A indicates that there is a Spreadsheet for the Bidder Profile. The LS SOSA referenced spreadsheet above contains a tab labelled Attachment A. The worksheet under that tab is titled as: "Annex "A" to Part A - Offeror Profile"

Could you indicate what Part A referred to in the title is and where it is located?

**Answer 70**

See the answer to Question 46 - Item #1 in Amendment 006.

**Question 71**

## References:

Spreadsheet: LS SOSA Certification Response Template (E) (A002).xls

The tab labelled Attachment "C" in the spreadsheet above is titled "Attachment "C" to Component II and Component III Certification precedent..... "

There are is no Attachment C, so identified under COMPONENT II or III which would appear to match with the content of the spreadsheet. Could you please provide a reference as to the location of Attachment "C"? Further, if there is an Attachment "C", what are the subjects and locations of Attachments "A" and "B" under COMPONENT II and III?

**Answer 71**

See the answers to Question 46 in Amendment 006.

**Question 72**

## References:

Section 3.8.1.4 OCCUPATIONAL MINIMUM MANDATORY QUALIFICATIONS (page 115)

Mandatory Criteria M.1 under Senior Instructor states: "must have a minimum of 120 training days within the last 3 years in Instructing in the identified subject area". The first interpretation is that the candidate Instructor must have RECEIVED at least 120 days of training on how to instruct in the subject area. Or said another way, does this mean 120 days of Professional Development. Another possible interpretation is that the Instructor needs to have delivered to clients at least 120 days of Instruction in the subject area. Which interpretation is the correct one? (If the first is correct, I do not know how many professional Instructors manage to do an average of 40 Professional Development days in their specialty each year! Even teachers can't manage that.)

**Answer 72**

See amendment A.20 below.

**Question 73**

## References:

ANNEX A to COMPONENT II and III (page 90-115)

Section 3.0 details the Requirements for each Stream in turn. For each Stream, a subsection provides details on the OCCUPATIONAL MINIMUM MANDATORY QUALIFICATIONS. What detail of information and documentation of these Qualifications does the Bidder/Offeror need to submit with the bid? Is this part of the bid's Technical Evaluation section? Is this information and documentation required for each individual within the Bidder's organization who would be supplying Canada?

**Answer 73**

This information is not required as part of your bid in response to this bid solicitation. This information will only be required in response to an Availability Confirmation Form (Standing Offer) or in response to a specific bid solicitation under the Supply Arrangement.

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**Question 74**

## References:

PART 4. Section 4.b (page16) Attachment B, M.2(h) (page 20 and pages 27-28)

Section 4.b (page 16) for Financial Viability specifies that for Joint Ventures, "financial information required by the Offer/Arrangement Authority must be provided by each member of the joint venture". Attachment B (p. 20) qualifies that in case of a joint venture, that at least one member of the joint venture must meet the requirement of M.1. However, there is no similar qualifier for M.2(h). Based on PART 4, 4.b, the logical interpretation is that each member of the joint venture "must provide the information" which would need to substantiate billings of \$150,000 over 5 years. Could the requirement be modified in the case of a joint venture, so that the sum of the total billings by the members of the joint venture be at least the required minimum of \$150,000 over 5 years?, rather than applying the requirement to each individual member of the joint venture?

**Answer 74**

Section 4.b on page 16 deals with the Financial Viability of the Offeror / Supplier, and in the case of a bid submitted by a joint-venture, this information would be required by each member of the joint-venture (if requested).

Attachment B and C deal with the Technical Evaluation Criteria, which is separate and distinct from the Financial Viability of the bidder.

In Attachment B and C, only M.1 is the experience required to be met by at least one member of the joint-venture (in the case of a joint-venture) and in M.2(g)(2) is the experience required to be met by at least one member of the joint-venture. Only in these 2 cases must the experience come from an individual joint-venture member. All the remaining technical evaluation criteria can be met by the combination of experience of all the joint-venture members.

**Question 75**

Will the client be designing course content?

**Answer 75**

The scope of work for an individual client requirement will be defined in their Statement of Work, which may include a requirement for designing course content.

**Question 76**

Will the client require an individual(s) on-site?

**Answer 76**

The location of work will be defined in the Statement of Work for each individual client requirement. This may include a requirement to work at a Government of Canada site.

Solicitation No. - N° de l'invitation

E60ZH-070003/C

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

E60ZH-070003

Amd. No. - N° de la modif.

008

File No. - N° du dossier

103zhE60ZH-070003

Buyer ID - Id de l'acheteur

103zh

CCC No./N° CCC - FMS No/ N° VME

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### Question 77

If our partnership firm billed on a project basis, not on a per diem basis. How does this fit into the scope of these projects?

#### Answer 77

For the Standing Offer, Offerors must submit their financial bid in accordance with 1.2 Section II - Financial Bid within Component I - Part 3 - Bid Preparation Instructions.

For the Supply Arrangement, Suppliers will have to provide a financial proposal in accordance with the pricing schedule / basis of payment of any resulting bid solicitation.

### Question 78

In Annex A Requirement of Services 3.8.0 Stream 8 - Training Delivery

Can bidders only respond to the mandatory of Instructors OR Facilitators or must they respond to both?

#### Answer 78

See the answer to Question 36 in Amendment 006.

### Question 79

In Annex A Requirement of Services 3.8.0 Stream 8 - Training Delivery 14 subject areas are identified upon content. Bidders must demonstrate in the mandatory qualifications for instructors their experience in the identified subject area ( from a possible 14 areas) must they also demonstrate it for ( see section 3.8.2.4)facilitators as well? The words identified subject area are not included in 3.8.2.4 Occupational Minimum Mandatory Requirements.

#### Answer 79

See the answer to Question 36 in Amendment 006.

### Question 80

In Annex A Requirement of Services 3.8.0 Stream 8 is it required to bid a Senior and Intermediate & a Junior Instructor or can you only bid one level?

#### Answer 80

For the Standing Offer, bidders must provide firm all-inclusive per diem rates for all levels of expertise. See Attachment D - Standing Offer Financial Evaluation for more information.

### Question 81

In Annex E Basis of Payment ( Standing Offer Only) for Stream 8 - Instructor is directed to give rate by subject is Facilitator to do the same or a general rate for the 3 levels only?

**Answer 81**

For the Training Facilitator category, bidders are only required to provide firm all-inclusive per diem rates for the 3 levels, as there is no requirement for a Training Facilitator to be a subject matter expert, like the Instructor.

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

20. To amend the Instructor category in Annex A  
 21. To amend the Training Facilitator category in Annex A.

**A.20 Delete** 3.8.1.4 in Annex A - Requirements in its entirety and **replace** with the following:

**3.8.1.4 OCCUPATIONAL MINIMUM MANDATORY QUALIFICATIONS****A. SENIOR INSTRUCTOR**

No.	Description of Criteria
<b>M.1</b>	Must have delivered a minimum of one hundred and twenty (120) training days within the last three (3) years as an Instructor in the identified subject area.
<b>M.2</b>	Must have a minimum of one (1) year experience (not as an Instructor) in the identified subject area.

**B. INTERMEDIATE INSTRUCTOR**

No.	Description of Criteria
<b>M.1</b>	Must have delivered a minimum of sixty (60) training days within the last three (3) years as an Instructor in the identified subject area.
<b>M.2</b>	Must have a minimum of one (1) year experience (not as an Instructor) in the identified subject area..

**C. JUNIOR INSTRUCTOR**

No.	Description of Criteria
<b>M.1</b>	Must have delivered a minimum of thirty (30) training days within the last three (3) years as an Instructor in the identified subject area.

**A.21 Delete** 3.8.1.4 in Annex A - Requirements in its entirety and **replace** with the following:

**3.8.2.4 OCCUPATIONAL MINIMUM MANDATORY QUALIFICATIONS**

**A. SENIOR TRAINING FACILITATOR**

No.	Description of Criteria
M.1	Must have delivered a minimum of one hundred and twenty (120) training days within the last three (3) years as a Training Facilitator
M.2	If online training facilitation is part of the requirement, then must have delivered a minimum of ninety (90) training hours within the last three (3) years as an Online Training Facilitator.

**B. INTERMEDIATE TRAINING FACILITATOR**

No.	Description of Criteria
M.1	Must have delivered a minimum of sixty (60) training days within the last three (3) years as a Training Facilitator
M.2	If online training facilitation is part of the requirement, then must have delivered a minimum of sixty (60) training hours within the last three (3) years as an Online Training Facilitator.

**C. JUNIOR TRAINING FACILITATOR**

No.	Description of Criteria
M.1	Must have delivered a minimum of thirty (30) training days within the last three (3) years as a Training Facilitator.
M.2	If online training facilitation is part of the requirement, then must have delivered a minimum of thirty (30) training hours within the last three (3) years as an Online Training Facilitator.

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