

Solicitation No. - N° de l'invitation

E60ZH-070003/C

Amd. No. - N° de la modif.

007

Buyer ID - Id de l'acheteur

103zh

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

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CCC No./N° CCC - FMS No/ N° VME

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

SECTION A - QUESTIONS AND ANSWERS

Question 48

RE: AMD 004, Question 29

Based on this question, it appears that significantly different criteria were used for Stream 2 in previous versions of the Learning Services SOSA. If this is true, the change in requirements is highly prejudicial against new supplier who must now meet additional barriers in qualifying for Stream 2 than current incumbent vendors. We respectfully request that PWGSC redefine the requirements for Stream 2 to match those for the previous versions of the Learning Services SOSA, or, if this is an essential requirement, require all Stream 2 vendors to re-qualify under the new criteria.

Answer 48

PWGSC is committed to a fair, open, and transparent process.

In accordance with the Answer to Question 2 in Amendment 001 and the Answer to Question 29 in Amendment 004, existing Offerors / Suppliers are able to provide a certification for specific Streams as stated in the solicitation, including for Stream 2.

As stated in Component I - Part 5 - Certifications - b, a bid will be declared non-responsive if any certification made by a Bidder is untrue, whether made knowingly or unknowingly. This applies both during the bid evaluation period (before issuance of an instrument) and after issuance of a Standing Offer or Supply Arrangement.

Existing Offerors / Suppliers may choose to submit a Technical Bid for Stream 2 if they cannot provide the Certification.

Question 49

Please refer to page 104 of 136, 3.5.1.3, A. Quality Assurance Specialists. Are there no education requirements for this category of personnel. It is inconsistent with all other categories as it relates to education (all others have a minimum).

Answer 49

That is correct. There are no educational requirements as part of the Occupational Minimum Mandatory Qualifications for this category.

Question 50

Re Component 1, 2.2 and Annex A, Requirements for Services, the streams are broken out into separate streams (3 and 4) for Custom E-Learning Product Programming and Rapid E-Learning Product Programming. Under the 2008 SOSA RFP, these were just listed as E-Learning Product Programming.

In our organization, the multimedia resources perform most of the tasks outlined under the Rapid E-Learning description. We are currently listed as one of the suppliers under the 2008 SOSA contract. Would the separation of the programming streams render us technically non-compliant with the new requirements if we were to not submit a new technical bid?

Answer 50

Part 1 - 2.6 - Existing Offerors and Suppliers outlines a process for Offerors and Suppliers who currently hold a Standing Offer and Supply Arrangement for Learning Services for the specific streams listed.

Therefore, if existing Offerors / Suppliers would like to be considered for Stream 4 - Rapid eLearning Product Programmer will be required to submit a technical bid for this Stream.

Question 51

In light of the possible response for Question 30 above, we would like to request an extension. Is that possible?

Answer 51

An extension was provided until April 23, 2012.

Question 52

Please refer to page 114 of 136, 3.7.1.3, B Intermediate Project Manager and C Junior Project Manager, M3. Both require the same years of experience. Should the years of experience criteria for M.3 for a Junior resource not be lesser than that of an intermediate resource? The experience requirements of a junior resource are not consistent with other junior resource requirements throughout the RFSA/SO document (typically indicates less years of experience required). Please clarify.

Answer 52

The years of experience is correctly stated.

Question 53

For the Technical Response template when filling in project descriptions can we add them separately to the excel spreadsheet as the column is too small to input a proper description?

Answer 53

The project description can be added separately to the excel spreadsheet, however, reference to the separate section where the project descriptions can be found by paragraph and page number are recommended in order to facilitate the evaluation of the bid.

Question 54

Stream 2 – Instructional Design and Development Services –2) Technical Writing Services:

It is the bidder's interpretation that a standards writer who performs the following functions in support of courseware development is equivalent to that of a technical writer; particularly given that the functions are performed in support of traditional learning and/or eLearning products – please confirm.

Standards Writers are responsible for various phases of quality control for the courses with which they are tasked, including the design and maintenance of Qualification Standards and Training Plans, the evaluation of student and course performance and research and development of new training methods, references and aids. The objective is to ensure that the training is as effective and efficient as possible. The following Work applies to the Standards Writer:

- a. Develop/ Implement Qualification Standard(QS)
- b. Develop/ Implement Training Plans (TP):
 - Design and writes TPs, including mobilization TPs if required, in conjunction with the Contractor's Instructional Personnel, the Project Authority and various other sources in accordance with the appropriate QS
 - Writes PCs (Performance Checks)
 - Maintains, amends and distributes copies of Tps
 - Designs, writes, maintains, amends and distributes copies of On The Job Training Programs as requested
- c. Quality Control; monitors classroom instruction to ensure content and emphasis of the material is in accordance with the respective Training plan
- d. Makes recommendations to the Standards Section Supervisor on the adequacy of the training methods, equipment and aids
- e. Analyses data from course critiques and writes and circulates a consolidated course critique report
- f. Researches and updates reference lists for courses
- g. Determines the major training aids to use. In conjunction with the Training Squadron and Support Squadron, Standards writers assist in the preparation and submission of Material Acquisition Documents (MADs), Communication Requirement Requests (CRRs) and other Training aid requests
- h. Carries out research in those areas of training where local problems arise
- i. Produces local course training publications and handouts
- j. Reviews exam content and wording to ensure the highest levels of accuracy are attained

Answer 54

The Technical Writer is someone who has performed tasks similar in nature to the tasks identified at 3.2.3.1 of Annex A, Requirements for Services for the period of time identified at 3.2.3.3 of Annex A, Requirements for Services. The experience could have been achieved alternate position titles.

Question 55

PART 3 - BID PREPARATION INSTRUCTIONS, as per below; and in particular Section f. (ii), the financial template downloaded with the RFP provides for inputting Standing Offer per diem rates only and does not provide a separate section/cells for providing Supply Arrangement per diem rates (ceiling rates). In TBIPS, THS or TSPS, the bidder is required to provide two sets of per diem rates, one for the Standing Offer per diem rates and a second for Supply Arrangement per diem rates. Is the bidder required to submit only one set of per diem rates that apply equally to both the Standing Offer and the Supply Arrangement or are there separate per diem entry entries by resource category required for each of the Standing offer and Supply Arrangement?

Answer 55

A financial bid must be submitted for a bid containing an offer for a Standing Offer. There is no financial evaluation of bids required to be issued a Supply Arrangement. See Part 4 - Evaluation Procedures and Basis of Selection for more information.

Question 56

In the Learning Services Financial Response Template.xls, additional professional services categories are included that are not described in the Solicitation document such as below, each having subcategories; Junior, Intermediate and Senior;

1. Instructor General,
2. Instructor, HR
3. Instructor, Finance
4. Instructor, Health Services
5. Instructor, Military Operational Training
6. Instructor, Management Skills
7. Public Safety
8. Health and safety,

Are there category descriptions for each of these categories stated elsewhere in the solicitation document? A position description for each of these categories would be necessary in order to provide accurate and relevant per diem pricing for each of these trainer categories.

Answer 56

The description of tasks of an Instructor is outlined in 3.8.1.2 of Annex A.

Question 57

To our understanding, is a content subject matter expert someone who has mastered the material as a teacher, consultant or researcher?

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Answer 57

The Content Subject Matter Expert is someone who has performed tasks similar in nature to the tasks identified at 3.2.2.1 of Annex A, Requirements for Services for the period of time identified at 3.2.2.3 of Annex A, Requirements for Services. The experience could have been achieved through teaching, researching, consulting, etc.

Question 58

We are currently completing the Excel templates and in the part where we need to select the sponsorship SRCL (2.A) with Attachment G - Certification Response Template. However, in Appendix C to Part B of the RFP there are only Forms A to E.

Can we have access to our other choices?

Answer 58

As stated in Component I - Part 4 - Evaluation Procedures and Basis of Section - 3. Security Requirement, PWGSC will only sponsor a bidder to the next security level that is above the bidder's current security level.

If you currently do not meet the Security Requirements as stated in Part 6A - Standing Offer and Part 7A - Supply Arrangement, PWGSC will commence the sponsorship process upon request. This request may be made at time of bidding or during the solicitation period.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.

NOTICE TO BIDDERS

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