

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

Title - Sujet LEARNING SERVICES	
Solicitation No. - N° de l'invitation E60ZH-070003/C	Date 2012-03-14
Client Reference No. - N° de référence du client E60ZH-070003	Amendment No. - N° modif. 002
File No. - N° de dossier 103zh.E60ZH-070003	CCC No./N° CCC - FMS No./N° VME
GETS Reference No. - N° de référence de SEAG PW-\$\$ZH-103-23758	
Date of Original Request for Standing Offer 2012-02-22	
Date de la demande de l'offre à commandes originale	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-04-10	
Time Zone Fuseau horaire Eastern Standard Time EST	
Address Enquiries to: - Adresser toutes questions à: Henry, Matthew	Buyer Id - Id de l'acheteur 103zh
Telephone No. - N° de téléphone (819) 956-6440 ()	FAX No. - N° de FAX (819) 956-2675
Delivery Required - Livraison exigée	
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	
Security - Sécurité 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

Acknowledgement copy required Accusé de réception requis	Yes - Oui <input type="checkbox"/>	No - Non <input type="checkbox"/>
The Offeror hereby acknowledges this revision to its Offer. Le proposant constate, par la présente, cette révision à son offre.		
Signature	Date	
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)		
For the Minister - Pour le Ministre		

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 9

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

Question:

Is the "within 5 years" – that the project end date is within 5 years or the project start date is within 5 years?

Is the "within 3 years" – that the project end date is within 3 years or the project start date is within 3 years?

Answer 9

For M.2, with the exception of M.2(g)(2), Bidders must demonstrate that the total cumulative value billed for the applicable criteria is for work that was conducted within the last five (5) years as of bid posting. Projects may have started beyond the five year period; however, bidders must clearly demonstrate that the dollar value billed was for work conducted within the last five (5) years (as of bid posting) excluding the value billed for work beyond the five year period. Projects may be ongoing; however, bidders must clearly demonstrate that the dollar value billed was for work conducted within the last five (5) years (as of bid posting) excluding the value billed for work after the bid posting date.

Question 10

May I use my templates to answer the requirements at the exception of M2 a Stream 1, where I will be using the template named Learning Services Suggested Response template (EN).

Answer 10

In accordance with Part 3 - Bid Preparation Instructions - 1(f) - Utilization of Electronic Templates, bidders should use the technical response template provided.

See amendment A.4 for clarification with respect to an inconsistency in Part 3 - 1.1: Technical Bid.

Question 11

I have reviewed the RFSA in detail and do not see a category for firms to provide their own company-owned training courses to Canada. Can you please confirm that under this RFSA, you are not requiring these services? Is there another RFSA or Pre-qualification list for these services that we might be directed to?

Answer 11

The provision of company-owned training courses is out-of-scope of this solicitation. There is currently no PWGSC National Method of Supply for the provision of company-owned training courses.

Question 12

Can you clarify whether, in Stream 2 (Instructional Design and Development Services) of the above-identified solicitation, a bidder must offer to provide all three of Instructional Design, Subject Matter Expertise, and Technical Writing services? Can a bidder offer to provide only one of those services?

Answer 12

For Stream 2 - Instructional Design and Development Services, bidders must offer to provide all the services listed within Stream 2.

Question 13

At this point due to the extend and volume of the response we are requesting a minimum two week extension from original closing date.

Answer 13

An extension until April 10, 2012 has been granted.

Question 14

Is there an incumbent currently on this project?

Answer 14

There are currently some existing pre-qualified offerors / suppliers as a result of the original solicitation (E60ZH-070003/A). The following are the existing pre-qualified offerors / suppliers as of March 9, 2012:

- Modis Canada and XIA Systems, in joint venture
- Atlantis Systems Corporation
- Bluedrop Performance Learning
- Calian Ltd, and dominknow Learning Systems, in joint venture
- Friesen, Kaye and Associates, KLA Visual Productions, and Real Decoys Ltd, in joint venture
- GevcInteractive
- IBM Canada Ltd
- Olivus Inc.
- Pensivo Inc.
- Prosperso Learning Solutions
- Technologies for Learning Group
- The VCAN Group, D.J. Multimedia Inc, in joint venture

Question 15

Why are there 2 contracting vehicles being used, a standing offer and a supply arrangement?

Answer 15

This method of supply includes both a Standing Offer and a Supply Arrangement in order to provide greater flexibility to both clients and industry.

Question 16

Could you please clarify the following.

Page 114 of 136 – 3.8.1.1 (Stream 8 – Training Delivery)

3.8.1.1. states "Instructors may be used to teach government owned training in any of the subject areas identified below.

We deliver classroom training for various Government Departments, some of the training delivered is Supplier off-the-shelf, OR a blend of both Government Policy documentation, Government/Department owned training materials and documentation that has been previously developed by our firm to compliment the delivery of the subject and supporting topics. i.e. Performance Management Policy documents, Department Specific Procedures, Department Performance Management Documents, and materials developed by the Supplier to support the process (i.e. feedback, objective setting).

Do the materials delivered by the resource under the "Learning Services NMSO" have to be strictly owned by the Government or can the delivery be a blend of Government and Supplier owned materials.

Your response will determine whether this procurement vehicle is appropriate to the services we offer.

Answer 16

For all training development and/or delivery, the material delivered must be material where Canada owns the Intellectual Property or where the Contractor has granted to Canada a non-exclusive, perpetual, irrevocable, world-wide, fully-paid and royalty-free license to exercise all rights comprised in the copyright in the Material, for any government purposes.

Question 17

Are we able to use the same project as a reference for two different streams? For example, if during the same project the resource performed the tasks of both an eLearning Product Programmer and an Instructor, could we use this project as a reference for both? If so, how would we assign the dollar value? Would the full dollar value of the contract be applicable to both streams / references?

Answer 17

The same project can be used as reference for different streams, however, the bidder must demonstrate that the billed value of the services specific for each stream are demonstrated separately.

For example, the bidder must illustrate that the specific tasks for the custom eLearning Product Programmer and its respective billed value that meets the evaluation criteria for Stream 3, while separately illustrating that the specific tasks for the Instructor and its respective billed value that meets the evaluation criteria for Stream 8.

Question 18

On pg 22 of 136, M.2(b) – 2) the cumulative dollar value for Technical Writing experience indicates \$100,000... but the Stream 2 tab of "Learning Services Suggested Response template (EN).xls" template indicates \$300,000 on row 9. Is it \$100,000 or \$300,000?

Answer 18

The Technical Response Template should read,

- ii. The Offeror/Supplier must have billed a cumulative dollar value of \$100,000.00 (GST/HST excluded) in Technical Writing similar in nature to those described in Annex "A" Requirements to Outside Clients within the last five (5) years (as of bid posting)

In order to minimize discrepancies, the Technical Response Template has been amended to remove reference to the evaluation criteria. See amendment A.5 below.

Question 19

I received your response to my question regarding the security requirements, However, the response simply repeats what is said in the RFP document, a text which I had read. The reiteration of this text does nothing to clarify this for me. If I am reading the text correctly, you are saying that we can bid, but that if the process of obtaining the DOS clearance drags on to the time when you are issuing a standing offer, then we will be disqualified because we do not have the DOS clearance. If this is the case, then this is not acceptable as we began the process as soon as the RFP came out (the day of actually) and, were we to not have the clearance, that would be because of a delay in a Government of Canada process and as such is completely out of our control. Further, if this is the case, this represents unfair bias in favour of the companies that currently hold a DOS screening and as such represents unfair competitive advantage for those firms on a completely unrelated issue. As this is a major procurement vehicle in our main service line, we consider this to be unfair from a procurement policy perspective. We further consider this to grant competitive advantage to the larger firms that have been doing business with the government for years and as such, we believe that such a practice impedes open market competition. Further, most of our staff hold secret security clearance, it is only our organization that has not been granted a DOS designation as we are new as a front line service provider (Not new as an organization). This requirement will unfairly exclude us from this competition because of the backlog in the security verification processes of the GOC.

If we have misunderstood this requirement, please clarify and we will withdraw our request for modification. Please advise ASAP.

Answer 19

If an organization does not hold the appropriate DOS clearance at the time of Standing Offer issuance, the organization will be considered non-responsive for a Standing Offer at that time; 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. At the time of the next 'Refresh', the organization that only holds the Supply Arrangement, will only be required to submit a financial proposal and certification for their bid to get a Standing Offer under the Streams they hold for the Supply Arrangement.

Question 20

In Amendment #1, per Answer 3 on page 3 of 7, as well as A.1 under Section B – Amendment(s) to Solicitation:

-- it appears that there should be a new Attachment G - Certification Response Template. However when I downloaded the amendment it was not part of the package.

Could you please supply?

Answer 20

See amendment A.6 below.

SECTION B - AMENDMENT(S) TO SOLICITATION

REASON FOR AMENDMENT

4. To clarify the use of the Suggested Technical Response Template.
 5. To amend the Attachment E - Technical Response Template
 6. To amend Attachment G - Certification Response Template"
-

A.4 In Part 3 - Bid Preparation Instructions - 1.1 Section I: Technical Bid, delete the 1.1(c) in its entirety and replace with the following:

- c. Bidders should submit their technical bid by completing Attachment E, Technical Response Template in accordance with this solicitation.

A.5 Delete Attachment E - Technical Response Template in its entirety and **replace** with a new Attachment E - Technical Response Template. **Please note that we are unable to remove the original excel spreadsheet that was provided. Please use file Learning Services Suggested Response template (EN) (A002).xls**

A.6 Delete Attachment G - Certification Response Template in its entirety and **replace** with a new Attachment G - Certification Response Template. **Please note that we are unable to remove the original excel spreadsheet that was provided. Please use file LS SOSA Certification Response Template (E) (A002).xls**

Solicitation No. - N° de l'invitation

E60ZH-070003/C

Amd. No. - N° de la modif.

002

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

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 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.