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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 Supply
Arrangement - Révision à une demande
pour un arrangement en matière
d'approvisionnement**

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

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation 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/D	Date 2012-12-14
Client Reference No. - N° de référence du client E60ZH-070003	Amendment No. - N° modif. 003
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-103-24981	
Date of Original Request for Supply Arrangement 2012-10-11 Date de demande pour un arrangement en matière d'app. originale	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-06-28	
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 solicitation. Cette révision ne change pas les besoins en matière de sécurité de l'invitation.	

Instructions: See Herein

Instructions: Voir aux présentes

Acknowledgement copy required	Yes - Oui	No - Non
Accusé de réception requis	<input type="checkbox"/>	<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		

Solicitation No. - N° de l'invitation

E60ZH-070003/D

Amd. No. - N° de la modif.

003

Buyer ID - Id de l'acheteur

103zh

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

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File No. - N° du dossier

103zhE60ZH-070003

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 6

Our company was originally founded under a different name 11 years ago as a non-profit organization to provide e-Learning development services for institutions. Based on the experience we have collectively accumulated over time, in 2009, a for-profit company was incorporated with the scope of reaching out to other private or public clients with our e-Learning expertise. With reference to Attachment C - Technical Evaluation, M.1. (pp 20-21), may we present the experience accumulated by both entities (identical in every way but name) to demonstrate our amassed expertise?

Answer 6

In order to use the project experience prior to the change in corporate structure, a Supplier would have to provide the unqualified Legal Opinion as per Mandatory Criteria M1 in Attachment C. If you would be unable to provide the unqualified Legal Opinion, then you would still be able to present all of the projects billed as of incorporation as a for-profit company.

Question 7

Our main clients are billed on a royalty basis based on the number of registrations, rather than billing based on individual services that we provided (as instructional designers, programmers, etc.). To fulfill the requirements set out by **Attachment C: Supply arrangement technical evaluation, M2(a) to M2(g) (pp.21 to 28)**, we must demonstrate that we have billed a total cumulative dollar value of X\$ per stream. Since the sums that we have billed so far greatly exceed the imposed limits, may we present the sum first as a total, and then further explain the offered services broken down by number of hours per task: instructional design, e-learning product programming, etc.?

Answer 7

Canada will not accept projects billed on a Royalty basis. Suppliers must demonstrate that they have invoiced for the cost of the work for the applicable criteria.

Question 8

Are we expected to submit a financial bid? We are wondering because in Part 3: Bid Preparation instructions 1. c. it states that "Prices must appear in the financial bid only. No prices must be indicated in any other section or bid." However, on page 13 Technical Evaluation – 1.2. a. Financial Evaluation it states " There is no financial evaluation of bids required to be issued with a Supply Arrangement."

Answer 8

For Solicitation E60ZH-070003/D, there is no requirement to submit a Financial Bid.

Question 9

Under Stream 2 Instructional Design, there is the personnel requirement for a Content Subject Matter Expert and we are wondering about this requirement since we don't know exactly what the subject is. Our organization regularly hires and works closely with content subject matter experts based on the requirements for each project. Does this meet the criteria, or is it expected that content subject matter experts are on staff?

Answer 9

The individuals used on the projects to substantiate the Mandatory Criteria as outlined in Attachment "C" are not required to be employees of the Bidder. The projects must have been done by the Bidder.

Question 10

Under Attachment E: Technical Response Template it says "see attached spreadsheet". Attachment E is not named in any of the Electronic Templates provided. We would like to confirm that, in the Certification Response Template (File name: Learning Services Certification Response Template.xls), the sheet titled "Cover Page" is in fact Attachment E. If it is not, please direct us to the location of Attachment E.

Answer 10

Attachment E is the Technical Response Template. The name of the Excel file is: Learning Services Suggested Response Template. The header in the Excel file includes: Attachment E: Technical Response Template.

Question 11

Where in our bid do we describe our skills and expertise? The Learning Services Suggested Response Template (Attachment E: Technical Response Template) does not appear to have any space for this sort of information? Can we submit a separate document with our background information describing our skills and expertise?

Answer 11

This type of information could be included in your Technical Bid in addition to the Technical Response Template.

Question 12

In "Attachment C" within most streams there is the following requirements: "iv. Start and End dates of the project (from-to dates in month/year). If the project was completed in the month/year that the RFSA is closing, provide day/month/year to demonstrate that the project is completed at the date of your bid or the bid closing date whichever comes first; and v. Project value – total amount invoiced in Instructional Design and Development costs for the project." Can we include projects that are in progress?

Answer 12

Only for M.2(g)(2) must the project be completed.

Question 13

We are currently a pre-qualified Learning Services Supplier, and we preparing a bid for the subject Supply arrangement with the intention of qualifying for additional Streams. Is it necessary to resubmit the Certifications along with our Technical Bid?

Answer 12

Yes, you are required to submit the Certifications.

SECTION B - AMENDMENT(S) TO SOLICITATION

REASON FOR AMENDMENT

1. To correct errors in the Minimum Information required for M.2(a), M.2(b)2, M.2(c), and M.2(d) in Attachment C - English version only
- A.1** In the English version only, **Delete** Attachment C - Supply Arrangement Technical Evaluation in its entirety and **replace** with the following

ATTACHMENT C
SUPPLY ARRANGEMENT TECHNICAL EVALUATION

	Description of Criteria	Bid Preparation Instructions
M.1	<p>Minimum years in business:</p> <p>The Supplier must have been in business for a minimum of three (3) years as of the <u>date of the arrangement submission</u>.</p> <p>In case of a joint venture, <u>at least one (1) member</u> of the joint venture must meet the minimum three-year requirement.</p>	<p>The following information must, as a minimum, be provided:</p> <p>(i) Legal documents (e.g. Incorporation certificate, business registration or tax returns) confirming the number of years the firm has been in business.</p> <p>(ii) If the Supplier legal entity has been incorporated or otherwise created less than 3 years before bid closing as the result of a corporate change under which it has, in law, assumed all of the assets, undertaking,</p>

operational capability, skills and resources of other legal entities, then Canada will consider the 3 year minimum requirement to be met if the Supplier legal entity demonstrates to Canada's satisfaction that:

a) the Supplier legal entity has been incorporated or otherwise created as the result of a corporate change under which it has in law assumed all of the assets, undertaking, operational capability, skills and resources of other legal entities;

b) each of the other legal entities carried on business, uninterrupted and in the normal course, for at least 3 years before the corporate change;

c) the Supplier legal entity has carried on the business of all of the other legal entities in the normal course, uninterrupted from and after the date of the corporate change;

d) the corporate change was solely for tax or other purposes unrelated to the business of the other legal entities and does not affect the ability of the Supplier legal entity to carry on the business that had been carried on by the other legal entities; and

e) the Supplier legal entity, as of the date of bid closing, maintains the same assets, undertaking, operational capability, skills and resources as the other legal entities had maintained before the corporate change.

f) In these circumstances, Canada may require from the Supplier an unqualified legal opinion from an independent law firm stating that the supplier legal entity meets all of the above requirements. Canada reserves the right to require other detail and material to verify that the above requirements are met. If Canada is not satisfied that the above requirements have been met, the Supplier legal entity's arrangement will be considered non-compliant. Canada reserves the right to request proof of any information provided by the Supplier. If the information cannot be validated, the Supplier's arrangement will be considered non-compliant.

M.2	<p>Streams of Service</p> <p>For the stream(s) that the Supplier wants to provide services under, the Supplier must provide the following:</p>	
M.2(a)	<p>Stream 1 – Strategic Learning Advisory Services</p>	
	<p>The Supplier must have billed a total cumulative dollar value of \$150,000 (GST/HST excluded) in Strategic Advisory Services for Training similar in nature to those described in Annex “A” Requirements to Outside Clients** within the last five (5) years (as of bid posting).</p> <p>The following information must, as a minimum, be provided:</p> <ul style="list-style-type: none"> a. Name of the Joint-venture member for the referenced project (if applicable); b. Name of Client Organization; c. Brief description of the Scope and Objective of the project to clearly show relevancy of the project; 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 RFSA is closing, provide day/month/year to demonstrate that the project is completed at the date of your bid or the bid closing date whichever comes first; and e. Project value – total amount invoiced in Strategic Advisory Services for Training costs for the project. 	<p>The following information should, as a minimum, be provided for each of the projects cited:</p> <ul style="list-style-type: none"> a. Name of the client reference; and b. Telephone number, fax number, and e-mail address of the client reference.
M.2(b)	<p>Stream 2 - Instructional Design and Development Services</p>	
1)	<p>The Supplier must have billed a total cumulative dollar value of \$300,000 (GST/HST excluded) in Instructional Design and Development Services of traditional learning and/or eLearning Products similar in nature to those described in Annex “A” Requirements to Outside Clients** within the last five (5) years (as of bid posting).</p> <p>The following information must, as a minimum, be provided:</p> <ul style="list-style-type: none"> i. Name of the Joint-venture member for the referenced project (if applicable); ii. Name of Client Organization; 	<p>The following information should, as a minimum, be provided for each of the projects cited:</p> <ul style="list-style-type: none"> a. Name of the client reference; Telephone number, fax number, and e-mail address of the client reference.

	<ul style="list-style-type: none"> iii. Brief description of the Scope and Objective of the project to clearly show relevancy of the project; iv. Start and End dates of the project (from-to dates in month/year). If the project was completed in the month/year that the RFSA is closing, provide day/month/year to demonstrate that the project is completed at the date of your bid or the bid closing date whichever comes first; and v. Project value – total amount invoiced in Instructional Design and Development costs for the project. 	
2)	<p>The Supplier must have billed a total cumulative dollar value of \$100,000 (GST/HST excluded) in Technical Writing services similar in nature to those described in Annex "A" Requirements to Outside Clients** within the last five (5) years (as of bid posting).</p> <p>The following information must, as a minimum, be provided:</p> <ul style="list-style-type: none"> i. Name of the Joint-venture member for the referenced project (if applicable); ii. Name of Client Organization; iii. Brief description of the Scope and Objective of the project to clearly show relevancy of the project; iv. Start and End dates of the project (from-to dates in month/year). If the project was completed in the month/year that the RFSA is closing, provide day/month/year to demonstrate that the project is completed at the date of your bid or the bid closing date whichever comes first; and v. Project value – total amount invoiced in Technical Writing costs for the project. 	<p>The following information should, as a minimum, be provided for each of the projects cited:</p> <ul style="list-style-type: none"> a. Name of the client reference; Telephone number, fax number, and e-mail address of the client reference.
M.2(c)	Stream 3 – Custom Elearning Product Programming	
	<p>The Supplier must have billed a total cumulative value of \$300,000 (GST/HST excluded) in Elearning Product Programming Services similar in nature to those described in Annex "A" Requirements to Outside Clients** within the last five (5) years (as of bid posting).</p>	<p>The following information should, as a minimum, be provided for each of the projects cited:</p> <ul style="list-style-type: none"> a. Name of the client reference; and b. Telephone number, fax number, and e-mail address of the client reference.

	<p>The following information must, as a minimum, be provided:</p> <ol style="list-style-type: none"> a. Name of the Joint-venture member for the referenced project (if applicable); b. Name of Client Organization; c. Brief description of the Scope and Objective of the project to clearly show relevancy of the project; 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 RFSA is closing, provide day/month/year to demonstrate that the project is completed at the date of your bid or the bid closing date whichever comes first; and e. Project value – total amount invoiced in Custom Elearning Product Programming costs for the project. 	
M.2(d)	Stream 4 – Rapid eLearning Product Programming	
	<p>The Supplier must have billed a total cumulative value of \$150,000 (GST/HST excluded) in Rapid eLearning Product Programming Services similar in nature to those described in Annex "A" Requirements to Outside Clients** within the last five (5) years (as of bid posting).</p> <p>The following information must, as a minimum, be provided:</p> <ol style="list-style-type: none"> i. Name of the Joint-venture member for the referenced project (if applicable); ii. Name of Client Organization; iii. Brief description of the Scope and Objective of the project to clearly show relevancy of the project; iv. Start and End dates of the project (from-to dates in month/year). If the project was completed in the month/year that the RFSA is closing, provide day/month/year to demonstrate that the project is completed at the date of your bid or the bid closing date whichever comes first; and v. Project value – total amount invoiced in Rapid eLearning Product Programming costs for the project. 	<p>The following information should, as a minimum, be provided for each of the projects cited:</p> <ol style="list-style-type: none"> a. Name of the client reference; and b. Telephone number, fax number, and e-mail address of the client reference.

M.2(e)	Stream 5 – Quality Assurance	
	<p>The Supplier must have billed a total cumulative value of \$50,000 (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 must, as a minimum, be provided:</p> <ul style="list-style-type: none"> a. Name of the Joint-venture member for the referenced project (if applicable); b. Name of Client Organization; c. Brief description of the Scope and Objective of the project to clearly show relevancy of the project; 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 RFSA is closing, provide day/month/year to demonstrate that the project is completed at the date of your bid or the bid closing date whichever comes first; and e. Project value – total amount invoiced in Quality Assurance on eLearning Product(s) costs for the project. 	<p>The following information should, as a minimum, be provided for each of the projects cited:</p> <ul style="list-style-type: none"> a. Name of the client reference; and b. Telephone number, fax number, and e-mail address of the client reference.
M.2(f)	Stream 6 - Multi-Media Design and Development	
1)	<p>The Supplier must have billed a total cumulative value of \$300,000 (GST/HST excluded) in Multi-Media Design and Development Services for traditional learning and/or eLearning Products 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 must, as a minimum, be provided:</p> <ul style="list-style-type: none"> a. Name of the Joint-venture member for the referenced project (if applicable); b. Name of Client Organization; c. Brief description of the Scope and Objective of the project to clearly show relevancy of the project; d. Start and End dates of the project (from-to dates in month/year). If the 	<p>The following information should, as a minimum, be provided for each of the projects cited:</p> <ul style="list-style-type: none"> a. Name of the client reference; b. Telephone number, fax number, and e-mail address of the client reference.

	<p>project was completed in the month/year that the RFSA is closing, provide day/month/year to demonstrate that the project is completed at the date of your bid or the bid closing date whichever comes first; and</p> <p>e. Project value – total amount invoiced in Multi-media Design and Development Services costs for the project.</p>	
2)	The Supplier must be considered Technically compliant in Stream 2 - Instructional Design and Development Services and either Stream 3 - Custom eLearning Product Programming or Stream 4 – Rapid eLearning Product Programming	
M.2(g)	Stream 7 - Project Management	
1)	<p>The Supplier must have billed a total cumulative value of \$150,000 (GST/HST excluded) in Project Management Services for traditional learning and/or eLearning Products similar in nature to those described in Annex "A" Requirement to Outside Clients within the last five (5) years (as of bid posting).</p> <p>The following information must, as a minimum, be provided:</p> <p>a. Name of the Joint-venture member for the referenced project (if applicable);</p> <p>b. Name of Client Organization;</p> <p>c. Brief description of the Scope and Objective of the project to clearly show relevancy of the project;</p> <p>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 RFSA is closing, provide day/month/year to demonstrate that the project is completed at the date of your bid or the bid closing date whichever comes first; and</p> <p>e. Project value – total amount invoiced in Project Management Services costs for the project.</p>	<p>The following information should, as a minimum, be provided for each of the projects cited:</p> <p>a. Name of the client reference; and</p> <p>b. Telephone number, fax number, and e-mail address of the client reference.</p>
2)	<p>Management Of The Entire End-To-End* Development of an eLearning Product</p> <p>The Supplier must have completed a minimum of one (1) project between January 2004 and the bid posting date, where they</p>	<p>The following information should, as a minimum, be provided for each of the projects cited:</p> <p>a. Name of the client reference; and</p>

were responsible for the MANAGEMENT of the entire end-to-end* development of an eLearning product that had a minimum value of \$75,000. The project must be similar to the work described in Annex "A":

- a. Stream 2 - Instructional Design & Development Services (*excluding the Technical Writer and Content Subject Matter Expert*); and
- b. Stream 3 Custom eLearning Product Development OR Stream 4, Rapid eLearning Product Development; and
- c. Stream 5 - Quality Assurance; and
- d. Stream 6 - Multi-Media Design and Development; and
- e. Stream 7, Project Management

If more than one (1) project is submitted, only the first two (2) projects in order of presentation in the Supplier's Arrangement will be evaluated.

*For the purpose of this Mandatory Criteria End-to-End development includes all of the following: Instructional Design; Custom eLearning Product Programming or Rapid eLearning Product Programming; Multimedia Design & Development; Quality Assurance; and Project Management.

For the purposes of this criteria, the experience must be of the Supplier itself (which includes the experience of any companies that formed the Supplier by way of a merger but does not include any experience acquired through a purchase of assets or an assignment of contract). The experience of the Supplier's affiliates (i.e. Parent, subsidiary, or sister corporations), subcontractors, suppliers, or joint-venture members will not be considered.

If submitting an Arrangement as a Joint-Venture, only one member of the Joint-Venture must meet M.2(d)(ii), which does not have to be the same Joint-Venture member for M.1.

The following information **must**, as a minimum, be provided for each of the projects cited:

b. Telephone number, fax number, and e-mail address of the client reference.

	<p>a.Name of the client organization;</p> <p>b.Brief description of the Scope and Objective of the project to clearly show relevancy of the project;</p> <p>c.Start and End Dates of the project (month/year to month/year); and</p> <p>d.Project Value - total amount invoiced for the project</p>	
3)	The Supplier must be considered Technically compliant in Stream 2 - Instructional Design & Development Services, Stream 5 - Quality Assurance, Stream 6 - Multi-Media Design and Development, and either Stream 3 – Custom eLearning Product Programming or Stream 4 – Rapid eLearning Product Programming.	
M.2(h)	Stream 8 – Training Delivery	
	<p>The Supplier must have billed a total cumulative value of \$150,000 (GST/HST excluded) in providing Instructors, and/or Training Facilitators similar in nature to those described in Annex "A" Requirements to Outside Clients** within the last five (5) years (as of bid posting).</p> <p>The following information must, as a minimum, be provided:</p> <p>a. Name of the Joint-venture member for the referenced project (if applicable);</p> <p>b. Name of Client Organization;</p> <p>c. Brief description of the Scope and Objective of the project to clearly show relevancy of the project;</p> <p>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 RFSA is closing, provide day/month/year to demonstrate that the project is completed at the date of your bid or the bid closing date whichever comes first; and</p> <p>e. Project value – total amount invoiced in Instructing and/or Training Facilitation costs for the project.</p>	<p>The following information should, as a minimum, be provided for each of the projects cited:</p> <p>a. Name of the client reference; and</p> <p>b. Telephone number, fax number, and e-mail address of the client reference.</p>

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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.