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

SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION

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 Commercially Available IT Training	
Solicitation No. - N° de l'invitation E60ZH-140001/A	**Amendment No. - N° modif.** 001
Client Reference No. - N° de référence du client E60ZH-140001	**Date** 2014-10-31
GETS Reference No. - N° de référence de SEAG PW-$$ZH-127-28074	
File No. - N° de dossier 127zh.E60ZH-140001	**CCC No./N° CCC - FMS No./N° VME**

Solicitation Closes - L'invitation prend fin
at - à **02:00 PM**
on - le **2014-12-02**

Time Zone
Fuseau horaire
Eastern Standard Time
EST

F.O.B. - F.A.B.
Plant-Usine: ☐   **Destination:** ☐   **Other-Autre:** ☐

Address Enquiries to: - Adresser toutes questions à: Génier, Nicole	**Buyer Id - Id de l'acheteur** 127zh
Telephone No. - N° de téléphone (819) 956-1144 ( )	**FAX No. - N° de FAX** ( ) -

Destination - of Goods, Services, and Construction:
Destination - des biens, services et construction:

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	**Delivery Offered - Livraison proposée**

Vendor/Firm Name and Address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Telephone No. - N° de téléphone
Facsimile No. - N° de télécopieur

Name and title of person authorized to sign on behalf of Vendor/Firm (type or print)
Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)

Signature   **Date**

Solicitation No. - N° de l'invitation	Amd. No. - N° de la modif.	Buyer ID - Id de l'acheteur
E60ZH-140001/A	001	127zh
Client Ref. No. - N° de réf. du client	File No. - N° du dossier	CCC No./N° CCC - FMS No/ N° VME
E60ZH-140001	127zhE60ZH-140001	

PROCUREMENT STRATEGY FOR COMMERCIALLY AVAILABLE IT TRAINING SERVICES
REQUEST FOR INFORMATION (RFI)

1.0 SCOPE

Public Works and Government Services Canada (PWGSC) is requesting feedback to better understand the IT Training industry and begin consultation on the proposed Procurement Strategy for Commercially Available IT Training. Commercially Available IT Training is training that is commercially available, licensed, or sold to the general public and requires no special modification or maintenance over its life cycle. A course requiring minor modification(s) resulting in no additional costs to the Government of Canada beyond the established prices will still satisfy the criteria for Commercially Available IT Training.

1.1 OBJECTIVE

The objective of the Procurement Strategy for Commercially Available IT Training is to:

➢ Streamline the relationship between Industry and the Government of Canada;
➢ Make the process in buying / delivering Commercially Available IT Training more efficient;
➢ Reduce the administrative costs for both Industry and the Government of Canada;
➢ Leverage the buying power of the Government of Canada to obtain savings;
➢ Improve the business opportunities for Industry;
➢ Access data in order to allow a more effective understanding of what the Government of Canada is buying;
➢ Obtain access to a catalogue of IT training available.

The feedback will help direct and define the procurement strategy for Commercially Available IT Training methods of supply by developing a harmonized scope, methodology, supporting documentation and approach to the acquisition process. The development of this procurement strategy will include consultations both within government and industry to strike the best balance between the potential advantages of bundling, and the appropriate structure for the training industry to ensure fair and open access to federal procurement.

1.2 BACKGROUND

The Government of Canada receives training in many different methods divided into the two categories below:

Classroom Training:	Participants attend training where an instructor presents material and there is an opportunity for interaction and hands-on learning In-person lecture/demonstration on a particular topic with limited interaction and practice
Non-Classroom Training:	Web-Based Training; Self paced courseware; Video-based learning; E-books; Audio-based learning; Distance learning; Training Subscription

The Government of Canada has been receiving training in two different environments, Private Courses and Public Courses:

Private Course:	Private Course is the enrolment of a group of participants into an instructor-led, classroom based, private course, which is limited to Public Servants of Canada.
Public Course:	Public Course is the enrolment of a participant into a publicly offered

The Government of Canada historically spends $324M (PWGSC Spend Cube) in training services each year in addition to courses procured using an acquisition card.

Acquisition cards are considered the most cost-effective method of payment for transactions under $10K and are used to purchase government business related goods and services. Considering that most Commercially Available IT Training registrations are under $10K, the expenditure of public funds are less visible to the tax payers as they are not required to be recorded on the Departmental Proactive Disclosures.

It has become apparent that the need for Commercially Available IT Training Services exists at large, however, there has not been any standardized tools put into place to assist in the acquisition of such services. Currently, the acquisition of Commercially Available IT Training Services is inconsistent, complicated, and enduring. For these reasons, buyers of these services are not obtaining the volume discounts that could be obtained.

In our initial efforts to better understand the needs, issues and solutions to the acquisition of Commercially Available IT Training Services, consultations within government departments and industry are essential.

One of the challenges with developing a procurement strategy for Commercially Available IT Training is that the procurement of Commercially Available IT Training was never strategically procured and it was treated as small individual procurements (quick buys).

2.0 REQUIREMENT

Commercially Available IT Training is Supplier owned Information Technology courses consisting of tools, processes, and methodologies (such as coding/programming, data communications, data conversion, storage and retrieval, systems analysis and design, systems control) and associated equipment employed to collect, process, and present information. In broad terms, IT Training is training associated to software.

The following is a list of some, but not limited to Commercially Available IT Training categories:

Word Processing	Word, Word Perfect, Writer, Open Office, Antidote, etc.
Spreadsheets	Excel, Quattro, Calc, etc.
Presentation	Powerpoint, Impress, etc.
Messaging	Outlook, Lotus Notes, Groupwise, etc.
Databases	Access, Filemaker, etc.
Web Browser	Internet Explorer, Firefox, Opera, etc.
Operating System	Windows, Linus, Mac, etc
Project Management	MS Project, etc.
Graphics/Desktop Publishing	Quark, Adobe, Publisher, etc.
Multimedia	Adobe, Articulate, etc.
Web Design	Dreamweaver, Expression Web, etc.
Open Systems	Linux, Red Hat, Apache, etc.
Operating System/Servers	Windows, Exchange, Novell, etc.
Directory Service	AD, NDS, Open LDAP, etc
Virtualization	Microsoft, Vmware, Citrix, etc.
Programming Languages	ASP.NET, C#, VB, C++, Php, Java, etc.
SQL and SQL Server	Transact-SQL, Oracle, Mysql, Postgresql, SQL, etc.
ComptIA	A+, CTT +, Network Plus, etc.
Computer security training	
Telecommunications	CISCO, Call Pilot Application Builder, etc.

Systems Analysis and Design	ITIL, Agile, UML, Rup, etc
Technical Drawing	Autocad, DAO, etc.
Business Intelligence Training	Ransact - SQL, SQL, MySQL, PostGreSQL, Date Warehousing, etc.
IT Security	
Mainframe Training	

3.0 PROPOSED PROCUREMENT STRATEGY

PWGSC wants to put in place a Method of Supply that will be easy and simple for Federal Public Servants to register to a broad choice of IT Training. A Government of Canada hosted tool will guide users to access a library of suppliers who provide training in any of the Commercially Available IT Training categories, across all Regions.

4.0 PROPOSED QUALIFICATION REQUIREMENTS FOR SUPPLIERS

It is proposed that in order to be issued a Method of Supply for Commercially Available IT Training, Suppliers would be required to meet the following technical evaluation criteria:

➢ have been operating as a business delivering Commercially Available IT Training to the general public for a minimum of two (2) years;
➢ have training facilities or have access to training facilities (for classroom training);
➢ Offer a minimum discount on Published Price List;
➢ have a website illustrating the following information:
    o Courses Offered
    o Date and Location of course delivery
    o Duration of Course
    o Course Outline
    o Published Price List of Course Enrollment per Participant

The goal of the above criteria is to ensure that Suppliers are credible and experienced training organizations that have delivered and is continuing to deliver Commercially Available IT Training which the Government of Canada can have quick access to.

Suppliers would be required to categorize their courses under the categories listed in each of the Commercially Available IT Training Services categories above.

5.0 RFI RESPONSES

Responses to this RFI may be considered by Canada and may influence the development of the Procurement Strategy for Commercially Available IT Training.

Respondents are requested to submit their feedback in either official language of Canada. Information provided may be used by Canada in the preparation of the Method of Supply for Commercially Available IT Training. As a result, suppliers are advised not to include any proprietary information in the response submitted. All submissions must be clearly marked "**Procurement Strategy for Commercially Available IT Training – RFI Input**". The name and address of the supplier must be on the envelope. One original hard copy and an electronic copy in Microsoft Word format are requested. Suppliers should submit only pertinent information in response to this request. The inclusion of general marketing or technical manuals is discouraged, unless they provide specific information that has been requested in this document.

Responses must be sealed and delivered to the PWGSC Bid Receiving Unit by Canada Post or via courier to the following address no later than 14:00 hrs EDST, December 2, 2014:

PWGSC Bid Receiving Unit
11 Laurier Street
Place du Portage, Phase III
Core 0A1
Gatineau, QC J8X 4A6

Note: This RFI is not a bid solicitation and will not result in the award of a contract.

This RFI is not a prequalification process nor will a source list be established, therefore, potential bidders/suppliers should not reserve any facilities, nor allocation resources as a result of any information contained or provided in response to this RFI.

Canada reserves the right to change any or all of the technical requirements stated in this RFI, at any time.

Non respondents to this RFI will not be precluded from participating in potential future processes relating to this requirement.

Canada may conduct one on one consultation meetings with respondents to this RFI.

6.0 RFI QUESTIONS

In order to assist PWGSC in the development of this Method of Supply, it is requested that Suppliers provide a response to each of the following questions:

Method of Supply:

1. Do you have any existing methods of supply with the Government of Canada, Provincial Government or Municipal Government for Commercially Available IT Training? If so, how are these set up?

2. What are the top five (5) Government of Canada departments that you provide Commercially Available IT Training services to and what are the subject areas of the training delivery?

Content:

3. How do your students provide feedback on your course delivery? Is this information shared with prospective students? If so, how?

4. As a Commercially Available IT Training Supplier, what is your training delivery business volume in relation to subject area and what geographic locations do you provide training to?

5. Would minor customization of a Commercially Available IT Training Course under 'Private Course' be in conflict with the copyright restrictions?

6. Does the description of Commercially Available IT Training exclude any other forms of Commercially Available IT Training or subject areas?

7. How would you propose the courses are mapped (e.g. IT / subject areas, etc) in order to ensure the courses are categorized under appropriate areas?

8. As a Commercially Available IT Training Supplier, what courses do you deliver?

Registration:

9. How do you currently manage student registration? What information is required from the student for the registration?

10. Is it reasonable to request that all Suppliers have a website listing the courses they offer, the price of the course, the dates of training and the location of the training.

11. How would the scheduling of the courses be organized and how do you deal with higher than normal demands?

Evaluation Criteria:

12. Are the proposed technical evaluation criteria to select suppliers appropriate? Do you have any suggestions and/or comments?

13. Should the Methods of Supply be broken out into Regions and Metropolitan Areas across Canada? (http://www.tpsgc-pwgsc.gc.ca/app-acq/spc-cps/dznrrm-dnzrma-eng.html)

Payment and Pricing:

14. Is payment upon completion and delivery of the training services an Industry Standard or is advanced payment normal process for course registrations?

15. What is the best way to set up the Basis of Payment for the Method of Supply?

16. How is pricing determined for each course offered (cost breakdown)? How often does your pricing change?

17. Would you be in a position to provide Canada with a promo code, for the purposes of this Method of Supply?

Other:

18. Are there any other comments, suggestions and/or concerns you wish to address?