

**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

Bid Receiving
PWGSC
33 City Centre Drive
Suite 480C
Mississauga
Ontario
L5B 2N5
Bid Fax: (905) 615-2095

**LETTER OF INTEREST
LETTRE D'INTÉRÊT**

Comments - Commentaires

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

Issuing Office - Bureau de distribution
Public Works and Government Services Canada
Ontario Region
33 City Centre Drive
Suite 480
Mississauga
Ontario
L5B 2N5

Title - Sujet Professional Services	
Solicitation No. - N° de l'invitation W0113-14CS31/A	Date 2015-05-29
Client Reference No. - N° de référence du client W0113-14-CS31	GETS Ref. No. - N° de réf. de SEAG PW-\$TOR-024-6859
File No. - N° de dossier TOR-5-38032 (024)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2015-06-25	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Brewster, Shannon	Buyer Id - Id de l'acheteur tor024
Telephone No. - N° de téléphone (905) 615-2028 ()	FAX No. - N° de FAX (905) 615-2060
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF NATIONAL DEFENCE Canadian Forces School of Aerospace 83 Argus Cres, Bldg A-171 BORDEN Ontario L0M1C0 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée See Herein	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

W0113-14CS31/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

tor024

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

W0113-14-CS31

File No. - N° du dossier

TOR-5-38032

CCC No./N° CCC - FMS No/ N° VME

Please find the detailed Letter of Interest (Lol) in the following attached documents.

**Letter of Interest
(LOI)**

**Canadian Forces School of Aerospace Technology
and Engineering (CFSATE) Professional Services**

FOR

Department of National Defence (DND)

1. OBJECTIVE OF THE LETTER OF INTEREST (LoI)

1.1 Objective of the Letter of Interest (LoI)

This is NOT a bid solicitation or an invitation to tender and no contract will result from this publication. This LoI is for information purposes only and is being issued to notify the vendor community of the intended requirement. The LoI provides the opportunity for potential bidders to express their interest in attending an optional Industry Day, pose questions and seek clarification prior to the solicitation process.

1.2 Expenses

Canada will not reimburse any respondent for expenses incurred in responding to this LoI. Respondents are solely responsible for their own expenses in reacting to this LoI and for any subsequent discussions or meetings with the DND.

1.3 Responses

Respondents are reminded that this is a LoI and not a Request for Proposal (RFP) or a Request for Information (RFI). Any enquiries that result in questions or clarifications must be submitted in writing to the Contracting Authority identified in Article 6 of this document. Enquiries will be responded to and published on www.Buyandsell.gc.ca/tenders. Enquiries received after the LoI closing date may not be answered.

DND is not soliciting any technical responses at this time and any technical responses submitted will not be formally evaluated. However, any responses received may be used by Canada to develop or modify procurement strategies. Canada will review any communications received by the LoI closing date. Canada may, at its discretion, review responses received after the LoI closing date.

2. PROCUREMENT REQUIREMENT

2.1 Introduction

The Department of National Defence (DND), Canadian Forces School of Aerospace Technology and Engineering (CFSATE), has a requirement for the provision of professional services, on an 'as and when requested' basis, to provide course review and design, management and delivery of training to military personnel as well as administrative and technology support. The Contract Period will be from August 1, 2016 to July 31, 2017 with the option to extend the contract for three (3) additional one-year periods.

2.2 Background

CFSATE provides the Royal Canadian Air Force with qualified personnel to ensure aircraft serviceability by developing and carrying out individual aerospace technical and engineering training in accordance with aviation and military approved doctrine and standards. They are also responsible for addressing the needs of the Air Force.

In the early 2000's, DND conducted a review of instructional needs which revealed that the existing training was inadequate for the requirements of operational units. As a result, it was determined that an increase to the length of courses would be required and consequently a large increase in human resources needed to deliver the training in order to fulfill the school's mandate. This procurement is to fulfill CFSATE's continuous efforts in providing these support services to the production requirements of the school.

2.3 Requirement

The CFSATE requires the service of 77 resources to be available at Contract award in order to ensure continuity in providing support services to the production requirements of the school. The resources will be responsible for course review and design, management and delivery of training to military personnel as well as providing administrative and technology support that include information technology and training aids. If at the renewal of the requirement, CFSATE loses the 77 full time positions, it will be forced to shut down which would directly impact the Royal Canadian Air Force (RCAF) operations. It would be devastating to the RCAF if CFSATE was not able to maintain the throughput of technicians due to the intake of new soldiers.

CFSATE has a mandate to provide all training in both official languages. The provision of personnel capable of instructing in English and French as well as personnel support for translation verification is required.

Tasks to be performed within the contract will require the contractor and subcontractor(s) to have access to a variety of operational Communications Security (COMSEC) information and assets such as equipment and manuals (radio and GPS) used during technical training of aircraft technicians. Therefore, due to the nature of the requirement, all resources will need to be security cleared at a level of Secret and must be citizens of Canada.

The draft evaluation criteria, outlining the mandatory and point rated requirements, are listed in Annex A of this document. Annex A is subject to change and a final version of the evaluation criteria will be available during the solicitation of the RFP. Posting of the RFP is anticipated for the week of July 13, 2015.

3. SECURITY REQUIREMENTS

3.1 Security Requirements for Canadian Supplier

- a. The Contractor must, at all times during the performance of the Contract, hold a valid Facility Security Clearance at the level of **SECRET**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
- b. This contract includes access to **controlled goods**. Prior to access, the contractor must be registered in the Controlled Goods Program of Public Works and Government Services Canada.
- c. The Contractor personnel requiring access to **PROTECTED** information, assets or sensitive work site(s) must **EACH** hold a valid personnel security screening at the level of **SECRET**, granted or approved by CISD, PWGSC.
- d. The Contractor personnel requiring access to **CLASSIFIED** information, assets or sensitive work site(s) **must be citizens of Canada and must EACH** hold a valid personnel security screening at the level of **SECRET**, granted or approved by CISD, PWGSC.
- e. The Contractor personnel requiring access to **COMSEC information/assets must be a Canadian citizen**, hold a valid security clearance commensurate with the information/assets that will be accessed, have a need-to-know and have undergone a COMSEC briefing and signed a COMSEC Briefing certificate. Access by foreign nationals or resident aliens must be approved by the Head IT Security Client Services at CSEC on a case-by-case basis.
- f. The Contractor **MUST NOT** remove any **PROTECTED/CLASSIFIED** information from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
- g. Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISD/PWGSC.
- h. The Contractor must comply with the provisions of the:
 - (A) Security Requirements Check List and security guide (if applicable);
 - (B) *Industrial Security Manual* (Latest Edition).

3.2 Sponsorship

Personnel clearances must be held with the potential bidder vendor in order to be considered valid. Early submission of all applications for security clearances is strongly encouraged. If sponsorship is required, potential bidders are encouraged to submit their requests to the Contracting Authority as soon as possible. The RFP does not have to be closed nor the potential bidder recommended for award in order to request sponsorship. Procurements will not be delayed in order to provide time for potential bidders to obtain required security clearances.

4. INDUSTRY DAY

An Industry Day will be held at DND, Canadian Forces School of Aerospace Technology and Engineering located at 83 Angus Crescent Borden, Ontario on Thursday June 18, 2015, and the event will begin at 11:00 A.M. Eastern Daylight Savings Time. Details in regards to the arrival process of attendees will be posted on the Buyandsell.gc.ca website closer to the event.

The scope of the requirement and the security requirement will be reviewed during the Industry Day and questions will be answered.

Suppliers are requested to communicate with the Contracting Authority before the Industry Day to confirm attendance.

Suppliers should provide in writing, to the Contracting Authority, the company name, the names, phone numbers and email addresses of the person(s) who will be attending and a list of issues they wish to table at least 2 business days before the scheduled conference.

By providing the pre-registration information, the participant consents to the release of their information, and that of their company, to the public.

Attendees are responsible for their own transportation, accommodation, meals and parking. Canada will not reimburse any attendee for expenses incurred in attending, participating and/or responding to any part of the Industry Day activities.

Suppliers who do not attend will not be precluded from submitting a bid in response to any future solicitation for this requirement.

Canada will not be under any obligation to advise any respondent of this Lol or of the issuance of any subsequent solicitation documents for this requirement. It is the responsibility of all potential bidders to monitor the Buyandsell.gc.ca website for the posting of any subsequent solicitation documents.

5. CLOSING DATE

This Lol will be open until June 25, 2015.

6. CONTRACTING AUTHORITY

Shannon Brewster
Supply Specialist
Public Works and Government Services Canada
33 City Centre Dr. Mississauga, Ontario. L5B 2N5
E-mail: shannon.brewster@pwgsc-tpsgc.gc.ca
Telephone: 905-615-2028

The Crown retains the right to negotiate with suppliers on any procurement.

Documents may be submitted in either official language of Canada.

Annex A – Draft Evaluation Criteria

1. Table 1: Labour Categories and Identified Numbers of Resources

#	Labour Category Title	Estimated Number of Resources (English)	Estimated Number of Resources (Bilingual)
1	Administrative Clerk	3	1
2	Aerospace Engineer (AERE) Course Instructor	1	
3	AERE Standard Designer	2	
4	Aircraft Structures (ACS) Course Instructor	5	4
5	ACS Standard Designer	1	1
6	ACS Technician	1	
7	Aviation (AVN) Course Instructor	6	7
8	AVN Standard Designer	2	
9	AVN Technician	1	
10	Avionics (AVS) Course Instructor	9	5
11	AVS Standard Designer	1	1
12	AVS Technician	2	
13	Air Weapons Systems (AWS) Course Instructor	3	2
14	AWS Standard designer	1	
15	Database Administrator	2	
16	E-Learning Flash Developer	5	
17	Information Technology Support	3	
18	Instructional Developer	3	
19	Instructional Development Officer	4	
20	Website Administrator / Scheduling Coordinator	1	

2. Mandatory Technical Criteria

M1: The Bidder must propose a minimum of 77 resources in total. The Bidder must propose the minimum number of resources per Labour Category (LC) as identified in Appendix 1 of Annex A.

M2: The Bidder must provide, for each of the proposed 77 resources, a copy of the curriculum vitae (CV). The information provided in the CVs will be used for further assessment under the point-rated criteria. Each CV must, at a minimum, indicate the following:

- i. Name of proposed resource;
- ii. Labour Category (LC) as defined in Appendix 1 of Annex A;
- iii. Official Language for Teaching in accordance with table 1 identified in Annex A; and
- iv. Description of their experience, education and qualifications related to their respective LC.

M3: The Bidder must demonstrate their experience by submitting 4 examples of contracts for instructional services carried out within the last two years from the date of bid closing. Each contract example must have a minimum value of \$4M per contract year and a minimum of 30 resources.

The Bidder must provide, for each contract example submitted, a letter of reference from the client/organization on business letterhead. Contract examples submitted may be for both past and current clients within the 2 year period.

Each letter of reference must include the following information:

- i. Description of the nature and scope of instructional services provided, including the number of hours of instruction delivered;
- ii. Dollar value of contract;
- iii. Number of resources used to fulfill the contract; and

iv. Name of client and client contact information.

M4: For each demonstrated experience under the Rated Requirements (except for R9, R10 and R11), the Bidder must provide a reference and include the following information:

- i. Reference name and title;
- ii. Current telephone number; and
- iii. Current e-mail address.

References may be contacted for clarification and accuracy of the information submitted.

M5: Management and Risk Management Plan

The Bidder must submit a detailed management plan which contains, at a minimum, the following components: table of contents, organizational chart/structure, credentials and qualifications of contract manager, invoicing process (to CFSATE) and risk management actions which address inherent risk areas associated with contract start (including transition planning) and potential steady state issues with Resources.

Please note that the management and risk management plan will be evaluated further in the point rated section of the Bid Evaluation Criteria.

3. Point Rated Criteria

R1: Aviation Training – General

The Bidder should demonstrate that the proposed resources for Instructor Labour Categories (LCs) 2, 4, 7, 10, 12 & 13 have experience in providing training in the aviation industry.

- 1 point will be awarded for each complete month of instruction up to a maximum of 60 points per proposed resource, amounting to a maximum of 2520 pts for all 42 resources which fall under the above listed LCs in accordance with Table 1 in Annex A.

R2: Aviation Training – Delivery (theory)

The Bidder should demonstrate that the proposed resources for Instructor LCs 2, 4, 7, 10, 12 & 13 have experience delivering post-secondary level, aviation related technical courses using lesson plans, study manuals and visual learning aids.

- 1 point will be awarded for each complete month of instruction up to a maximum of 60 points per proposed resource, amounting to a maximum of 2520 pts for all 42 resources which fall under the above listed LCs in accordance with Table 1 in Annex A.

R3: Aviation Training – Delivery (practical)

The Bidder should demonstrate that the proposed resources for Instructor LCs 2, 4, 7, 10, 12 & 13 have experience delivering post-secondary level, aviation related practical training using aircraft maintenance equipment and training aids.

- 1 point will be awarded for each complete month of instruction up to a maximum of 60 points per proposed resource, amounting to a maximum of 2520 pts for all 42 resources which fall under the above listed LCs in accordance with Table 1 in Annex A.

R4: Aviation Training – Examination

The Bidder should demonstrate that the proposed resources for Standards LCs 3, 5, 8, 11 & 14 have experience administering post-secondary level, aviation related theoretical and practical exams or tests.

- 1 point will be awarded for each complete month of work up to a maximum of 60 points per proposed resource, amounting to a maximum of 540 pts for all 9 resources which fall under the above listed LCs in accordance with Table 1 in Annex A.

R5: Administration

The Bidder should demonstrate that the proposed resources for Administrative LCs 1, 15 & 20 have experience performing administration activities described under the heading Tasks in their applicable LC found in Appendix 1 to Annex A.

- 1 point will be awarded for each complete month of work up to a maximum of 60 points per proposed resource, amounting to a maximum of 420 pts for all 4 Resources which fall under the above listed LCs in accordance with Table 1 in Annex A.

R6: Training Development

The Bidder should demonstrate that the proposed resources for Training Development LCs 16, 18 & 19 have experience performing development activities undertaken in support of new post-secondary level technical courses and/or previously established post-secondary level technical courses which were in slated for redevelopment by the Client.

- 1 point will be awarded for each complete month of work up to a maximum of 60 points per proposed resource, amounting to a maximum of 720 pts for all 12 resources which fall under the above listed LCs in accordance with Table 1 in Annex A.

R7: Aircraft Maintenance

The Bidder should demonstrate that the proposed resources for Aircraft Technician LCs 6, 9 & 12 have experience performing aircraft maintenance activities related to Mandatory General Qualifications found in appendices to Annex A of the Statement of Work which are applicable to those LCs.

- 1 point will be awarded for each complete month of work up to a maximum of 60 points per proposed resource, amounting to a maximum of 240 pts for all 4 resources which fall under the above listed LCs in accordance with Table 1 in Annex A.

R8: Information Technology (Network) Support

The Bidder should demonstrate that the proposed resources for LC 17 have experience performing support activities related to those found under the heading Tasks in LC 17.

- 1 point will be awarded for each complete month of work up to a maximum of 60 points per proposed resource, amounting to a maximum of 180 pts for all 3 resources which fall under LC 17 in accordance with Table 1 in Annex A.

R9: Letters of Reference

Further to M2, the contract examples and letters of reference submitted by the Bidder will be point rated using the following breakdown:

- Number of hours of instruction delivered on a yearly basis (for contract durations of less than one year, numbers submitted will be pro-rated and extrapolated to a one year duration);
 - 5 points: 40 001+ hours;
 - 4 points: 30 001 to 40 000 hours per year;
 - 3 points: 20 001 to 30 000 hours per year;
 - 2 points: 10 001 to 20 000 hours per year; and
 - 1 point: 1 to 10 000 hours per year.
- Dollar value of contract fulfilled on a yearly basis (for contract durations of less than one year, values submitted will be pro-rated and extrapolated to a one year duration); and
 - 6 points: >9M+ per year;
 - 5 points: >8M to 9M per year;
 - 4 points: >7M to 8M per year;
 - 3 points: >6M to 7M per year;
 - 2 points: >5M to 6M per year; and
 - 1 point: >4.1M to 5M per year.
- Number of Resources used to fulfill the contract:
 - 5 points: 70+ Resources;
 - 4 points: 60 to 69 Resources;
 - 3 points: 50 to 59 Resources;
 - 2 points: 40 to 49 Resources; and
 - 1 point: 31 to 39 Resources.

R10: Management Plan

Further to M5 the Bidder's Management Plan will be evaluated based on the following items:

- i. Proposed Management Structure including an organizational chart which demonstrates how CFSATE and the Bidder's management would interface and functionally support each other, as well as educational and professional credential and qualifications for each of the members included in the organizational chart;
- ii. Detailed description and/or flowchart of process(es) associated with task acceptance, monitoring and completion;
- iii. Detailed description and/or flowchart of process(es) enabling the Bidder to effect a seamless transition between the incumbent's Resources and their own, knowing that operations cannot be disrupted between Friday 29 July 2016 (ongoing contract end date) and Monday 1 August 2016 (contract start date);
- iv. Detailed description and/or flowchart of process(es) associated with schedule management where normal work hours need to be adjusted based on operational requirements; and
- v. Detailed description and/or flowchart of process(es) associated with task cost management, internal invoicing (i.e. within Bidder's organization) and external invoicing (i.e. to CFSATE).

R11: Risk Management Plan

Further to M5 the Bidder's Risk Management Plan should outline the action(s) the Bidder will undertake in order to address the following risks:

- i. Contract start is delayed;
- ii. Some or all Resources cannot report on contract start date;
- iii. Some or all Resources struggle to adapt to their duties and/or work environment;
- iv. New hiring required to meet sudden Resource requirements which fall under Parts 2 and/or 3 of the Statement of Work;
- v. Some Resources are not productive in their new work environment due to frustration incurred by using new course material, software and assessment plans as applicable to their respective LC;
- vi. Projects and tasks are disrupted by lack of productivity from some Resources who have become de-motivated;
- vii. Conflict resolution between Resource(s) and DND personnel is difficult or impossible to achieve, leading to decrease in productivity;
- viii. Changes in scope of tasks undertaken by CFSATE necessitate changes to number of Resources per LC (either decrease or increase; in the event of an increase, assume suitable candidates are not immediately available for hiring as additional Resources);
- ix. Technical issues are not reported to CFSATE in a timely manner, causing small issues to become major production problems which must be addressed through contingencies;
- x. Instructional Resources deem facilities and/or training aids available to them to be unsuitable, causing production delays;
- xi. Some or all incumbent team members depart prior to tasks being complete, making the transition to steady state production difficult for the new incumbent; and
- xii. Contract end date (approx June 2020) weakens the morale of some or all Resources, impairing the transition to the subsequent contract (i.e. after 31 July 2020).