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Gatineau, Québec K1A 0S5

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## 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

<b>Title - Sujet</b> CHANGE MANAGEMENT COURSES - NMSO		
<b>Solicitation No. - N° de l'invitation</b> E60ZH-150000/A		<b>Date</b> 2016-02-09
<b>Client Reference No. - N° de référence du client</b> E60ZH-150000		<b>Amendment No. - N° modif.</b> 002
<b>File No. - N° de dossier</b> 125zh.E60ZH-150000	<b>CCC No./N° CCC - FMS No./N° VME</b>	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZH-125-29746		
<b>Date of Original Request for Standing Offer</b> Date de la demande de l'offre à commandes originale		2016-01-04
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2016-02-17</b>		<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST
<b>Address Enquiries to: - Adresser toutes questions à:</b> Cayer, Sophie		<b>Buyer Id - Id de l'acheteur</b> 125zh
<b>Telephone No. - N° de téléphone</b> (819) 956-1144 ( )		<b>FAX No. - N° de FAX</b> (819) 956-2675
<b>Delivery Required - Livraison exigée</b>		
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>		
<b>Security - Sécurité</b> 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

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

The purpose of this amendment is to:

- 1) provide answers to supplier's questions relating to this solicitation as detailed in Section A, and
- 2) amend the solicitation as per Section B.

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## SECTION A

### Questions and Answers

#### Question 1

Would Canada add Adaptive Action to the list of models on which the change management training is based upon as specified in MT2?

#### Answer 1

Canada has reviewed your request and will add Adaptive Action to the list of models. See revised Attachment 1 to Part 4 – Mandatory Technical Criteria below.

#### Question 2

At MT3 it specifies that the "Offeror must provide evidence of professional qualification, accreditation and/or endorsement," and furthermore, refers to the Offeror as "an organization in the change management field that has an assessment process to recognize a firm as having a high standard of performance in change management."

Can you please clarify the definition and criteria necessary to fulfill the "assessment" requirement for section MT3?

#### Answer 2

As per MT3 *"The Change Management Practitioner Certification Training course must be deemed as qualified, accredited and/ or endorsed by a recognized change management body."*

The Change Management body is an external, independent third party organization or agency (institute, university, association) that applies a process to assess education programs as a means of identifying the course as high quality. See revised Attachment 1 to Part 4 – Mandatory Technical Criteria below.

#### Question 3

Please clarify if the qualifications, accreditations and assessment processes the Offeror must provide are for individuals, teams, departments or all three and expand on the corresponding expectations of the supporting criteria (such as attendance only, content-related memory recall, demonstrated application of content, completion of a change-related project, etc.)?

#### Answer 3

The Offeror must provide evidence that the Change Management Certification course is considered qualified and/or is accredited and/or is endorsed as change management education by an external change management body. This would entail that the course has been reviewed by an independent third party change management body (institute, university, association) using a process to assess the course resulting in the course being deemed worthy of being endorsed, qualified, and /or accredited as a provider of quality change management education.

Individuals, teams, and departments will not be assessed for qualifications, accreditations and assessments.

#### Question 4

Is it possible to request an extension for this bid solicitation?

**Answer 4**

Canada has reviewed your request and an extension will not be granted.

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**SECTION B**

In Attachment 1 to Part 4 –Technical Criteria **DELETE** MT2 and MT3 in its entirety and **REPLACE** with the following:

<b>MT2</b>	<p>The Offeror must demonstrate that the change management training is based on one of the following change management models:</p> <ul style="list-style-type: none"><li>a) ADKAR,</li><li>b) Kotter's 8 Step Change Model,</li><li>c) Beckhard's Change Equation,</li><li>d) Bridge's Change Model,</li><li>e) Kubler-Ross Model,</li><li>f) Lewin's 3 Stages of Change, or</li><li>g) Adaptive Action.</li></ul>
<b>MT3</b>	<p>The Offeror must demonstrate that they offer a Change Management Practitioner Certification Training that meets the requirement of the course outline in Annex A – Statement of Work</p> <p>In order for the Offeror to demonstrate that they offer the above course they must provide a copy of the course outline that addresses the requirements outlined within Section 4.0 of the Statement of Work.</p> <p>AND</p> <p>The Offeror must demonstrate that this course is qualified, accredited and/or endorsed by a recognized change management body.</p> <p>The Offeror must provide evidence of professional qualification, accreditation and/or endorsement.</p> <p><i>For the purpose of this evaluation criteria the Change Management body is an external, independent third party organization or agency (institute, university, association) that applies a process to assess education programs as a means of identifying the course as high quality.</i></p>

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**