



RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
PWGSC/TPSGC Acquisitions
1045 Main Street
1st Floor, Lobby C
Unit 108
Moncton, NB E1C 1H1
Bid Fax: (506) 851-6759

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
NB / PEI Division - Moncton Acquisitions Office
1045 Main Street
1st Floor, Lobby C
Unit 108
Moncton, NB E1C 1H1

Title - Sujet Online Caregiver Training Program	
Solicitation No. - N° de l'invitation 51019-152013/A	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client 51019-152013	Date 2016-03-22
GETS Reference No. - N° de référence de SEAG PW-\$MCT-014-5129	
File No. - N° de dossier MCT-5-38043 (014)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-04-15	
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: MacDonald, Charline	Buyer Id - Id de l'acheteur mct014
Telephone No. - N° de téléphone (506) 851-6067 ()	FAX No. - N° de FAX (506) 851-6759
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

Title: Online Caregiver Training Program

Solicitation Amendment No. 003

This solicitation is hereby amended to:

(1) Provide the following questions and answers:

Q21. Question 21 will follow in another solicitation amendment.

A21. Will follow.

Q22. Reference: Annex A - Statement of Work, Section 2.1, on page 17, "The final product must have the following . . . Qualified online facilitators."

Is the contractor required to provide the facilitation staff mentioned in this paragraph with the request for proposals?

A22. Yes, the contractor is required to provide the facilitation staff (see page 17, under "specific project scope activities include: All activities related to securing ongoing access to trained facilitators with delivery capacity in English and French as required (to be determined during project planning);"

However VAC will offer assistance in suggesting possible avenues to find facilitators.

Q23. Reference: Annex "A" – Statement of Work, Section 2.1, on page 17, "The product must have the following: . . . About six weeks of content, with a different theme each week (2-3 hours participation per week)."

Does this refer to your requirement for the development of customized e-learning content? If that's the case, could you specify how long each of the customized e-learning sessions needs to be to cover the six portions of content?

A23. It is expected that the contractor will use their experience and judgment to determine the best approach for participants to spend 2-3 hours of participation per week, for 6 weeks, covering the suggested list of topics.

Q24. Our line of business is designing and facilitating interactive and engaging learning for all modes, including eLearning (20 years' experience in the eLearning realm). We don't have a lot of experience developing eLearning for healthcare, however, we do have copious experience developing eLearning for other industries. Any chance the mandatory requirements may be amended to illustrate overall experience and not necessarily in the healthcare environment? If not, although, very capable of developing an effective eLearning program, we would not score very well as we are not able to illustrate experience and impact in the healthcare industry.

A24. The product sought through this contract is under the realm of health. The contract will be awarded to a successful bidder based on a demonstration of experience in developing and implementing interactive e-learning products, as well as experience in demonstrating these have shown improved health outcomes. Points are awarded to those who can achieve this as per the requirements for this project.

Q25. Question 25 will follow in another solicitation amendment.

A25. Will follow.

Q26. Question 26 will follow in another solicitation amendment.

A26. Will follow.

Q27. In terms of the 'facilitators' - can VAC advise the following:

- a) **How many facilitators are expected to be required?**
- b) **How many hours (per week/month) would facilitators be expected to put in? Assuming the student spends 2-3 hours per week for 6 weeks (12-18 hours) on self-learning activities, how many additional hours outside of this would students/facilitators be expected to expend in this process?**
- c) **Must all facilitators be bilingual?**

- A27. a) *The number of facilitators required will be dependent on the uptake of the training. It has been estimated that up to 20 courses of the 6 week sessions (per year) is possible.*
- b) *Facilitators will not be teaching the content, but will be expected to be regularly providing support and answering questions. Please estimate this based on your own experience.*
- c) *Not all facilitators need to be bilingual, however the contractor must have the capacity to ensure the delivery of the workshop in both languages at any given time.*

Q28. Could VAC please elaborate more fully on their expectations regarding these following terms used in the tender:

- **'peer support' elements**
- **'consent and questionnaire'**
- **'reporting features'**
- **'automatic emails'**

A28. Please use standard definitions of the above terms.

Q29. If possible can VAC please define more clearly exactly what level of student / student and student / facilitator 'interaction' is required? Would this format be chat / email / blog only, or is live streaming audio/video, or other format expected?

A29. The interaction is expected to be online 'chatting', blogging and emailing. Contractor is not restricted to these interaction options, however it is not expected to provide live streaming audio/video or other formats.

Solicitation No. - N° de l'invitation
51019-152013/A
Client Ref. No. - N° de réf. du client
51019-152013

Amd. No. - N° de la modif.
003
File No. - N° du dossier
MCT-5-38043

Buyer ID - Id de l'acheteur
mct014
CCC No./N° CCC - FMS No./N° VME

Q30. Question 30 will follow in another solicitation amendment.

A30. Will follow.

Q31. Question 31 will follow in another solicitation amendment.

A31. Will follow.

Q32. Question 32 will follow in another solicitation amendment.

A32. Will follow.

Q33. Question 33 will follow in another solicitation amendment.

A33. Will follow.

(2) Reference: Closing date appearing on page one of the solicitation documents

DELETE the closing date of **2016-03-29**; and

INSERT the revised closing date of **2016-04-15**.

If your bid has already been forwarded and you wish to revise same, this revision should be sent in a sealed envelope and mailed to the above address and reach the undersigned before the appropriate closing date. The solicitation number and the closing date are to be shown on the outside of the sealed envelope.

All other terms and conditions of the solicitation document remain unchanged.

All enquiries concerning this amendment are to be forwarded to:

Name: Charline MacDonald
Telephone No.: (506) 851-6067
Facsimile No: (506) 851-6759