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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

<b>Title - Sujet</b> Online Caregiver Training Program	
<b>Solicitation No. - N° de l'invitation</b> 51019-152013/A	<b>Amendment No. - N° modif.</b> 004
<b>Client Reference No. - N° de référence du client</b> 51019-152013	<b>Date</b> 2016-03-31
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$MCT-014-5129	
<b>File No. - N° de dossier</b> MCT-5-38043 (014)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2016-04-15</b>	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> MacDonald, Charline	<b>Buyer Id - Id de l'acheteur</b> mct014
<b>Telephone No. - N° de téléphone</b> (506) 851-6067 ( )	<b>FAX No. - N° de FAX</b> (506) 851-6759
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

## Title: Online Caregiver Training Program

### Solicitation Amendment No. 004

This solicitation is hereby amended to provide the following questions and answers:

**Q21. I am confused by what format is desired for the program.**

**The Canadian tender is advertised as:**

**"Design, develop and deliver an e-learning program for informal caregivers of Canadian Veterans with functionality that includes access to course content, peer support, interactive discussion boards and facilitation."**

**However, in page 16 section 1.2 it states this:**

**"Thus, in order to align with its allies and to build on existing and proven practices, Veterans Affairs Canada (VAC) wishes to procure a Canadian program in line with the same functionality and user experience of Building Better Caregivers. The contractor will function independently and is responsible for all aspects of the workshop development including obtaining any required licenses to allow for replicated functionality; hosting in Canada; implementation; and evaluation."**

**The 'Building Better Caregivers' program is not 'online e-learning'. It is all done in person. The paragraph above suggests that what is desired is literally replicating the US program... but that would have nothing to do with e-learning.**

**For example, the US program trains 'facilitators' in 4 day in-house workshops. The facilitators then return to their locations and conduct 6 week 'workshops' delivered in one 2.5 hour session per week. Would the Canadian form deliver this content via e-learning, instead of in person?**

**Is what is desired that the US program be 'replicated' in content, but the form be changed to online e-learning? This is a complex area of 'blended' learning... and we would require significantly more direction on what is being requested here. For example - how much (if any) training would be at 'in-person' workshops and how much would be delivered via 'online e-learning'.**

**I note in section 4.0 of the tender 'Ownership and Control' of any content specifically designed for this project reverts to the VA at the end of the agreement. I'm wondering about the 'software' that may be developed for this tender, which would be essential to delivery of 'online e-learning'. I don't see in the tender mention of ownership of any related software... is the VA perhaps thinking that the software would be of the leased 'off the shelf' variety and at the end of the agreement the VA would take over any ongoing expenses?**

*A21. The program is expected to be a six week caregiver course that is delivered exclusively online. The Building Better Caregivers program referred to in the Request for Proposals is a reference to the online program developed by Stanford University which follows an online delivery.*

*Regarding software required for the contract: It is recommended that the contractor use existing software required to design, develop, and deliver the online training. At the conclusion of the contract, VAC would have ownership of the any online course content developed specifically for this project, and the contractor would maintain ownership of the software /learning management system used to deliver the training. Should the bidder not wish to maintain ownership/leasing rights to the software, VAC would need to*

*assume responsibility for any associated licensing fees. All metrics and performance indicator information associated with the project over the contract would be maintained and controlled by VAC. All third party caregiver information would be disposed of by the Contractor at the conclusion of the contract.*

**Q25. The entire area of the software required to deliver this program is not clear to me. Does VAC wish custom software to be developed from scratch? If so, at the end of the contract does the VA (as with the learning content) assume ownership of this software?**

*A25. Regarding software required for the contract: It is recommended that the contractor use existing software required to design, develop, and deliver the online training. At the conclusion of the contract, VAC would have ownership of the any online course content developed specifically for this project, and the contractor would maintain ownership of the software /learning management system used to deliver the training. Should the bidder not wish to maintain ownership/leasing rights to the software, VAC would need to assume responsibility for any associated licensing fees. All metrics and performance indicator information associated with the project over the contract would be maintained and controlled by VAC. All third party caregiver information would be disposed of by the Contractor at the conclusion of the contract.*

**Q26. Will VAC accept the delivery of the course materials on a commercial software platform which meets all their requirements, and at the end of the contract VAC assumes the costs of the ongoing licenses fees with the commercial vendor?**

*A26. Regarding software required for the contract: It is recommended that the contractor use existing software required to design, develop, and deliver the online training. At the conclusion of the contract, VAC would have ownership of the any online course content developed specifically for this project, and the contractor would maintain ownership of the software /learning management system used to deliver the training. Should the bidder not wish to maintain ownership/leasing rights to the software, VAC would need to assume responsibility for any associated licensing fees. All metrics and performance indicator information associated with the project over the contract would be maintained and controlled by VAC. All third party caregiver information would be disposed of by the Contractor at the conclusion of the contract.*

**Q30. Reference: Annex "A" - Statement of Work, Page 17 of 27**

**"Trained online facilitators with lived experience as informal caregivers to persons with mental or physical health conditions to work with groups of up to 25 person."**

**Please clarify the following:**

- a. Do we need to have facilitators on staff that have this experience?**
- b. Alternately, will we be responsible for recruiting qualified individuals during the process of the program development and implementation?**
- c. How significant is this point to the success of the bid?**

*A30. a. No, it is not required that the contractor have facilitators already existing in their staff with this experience.*

*b. 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.*

*c. The successful bidder will meet the mandatory requirements and will be evaluated against the additional rated requirements.*

**Q31. Reference: Annex "D" - Evaluation Criteria, Page 24 of 27**

**In regards to Mandatory Requirement M.3, we have a list of companies that we like to work with who have these capabilities. Can we simply list them in our bid to meet this criteria?**

*A31. Yes- listing the companies is acceptable; however, it is highly recommended that some demonstration is provided as to how this company meets the requirement on your behalf.*

**Q32. Reference: Annex "D" - Evaluation Criteria, Page 25 of 27**

**In regards to Rated Requirements R.3 and R.4, these criteria are specific to producing work aimed at Veterans and caregivers of Veterans.**

**a. How important is this specific experience to the success of the bid?**

**b. Is there a minimum point requirement we must meet to be considered for the bid?**

A.32

*a. Rated Requirement R.3 has been removed, as per response posted to question 1.*

*Rated Requirement R.4 remains. With this particular RFP, we are focusing on caregivers for ill and injured Veterans, with mental and physical disabilities. If a provider already understands this caregiver population and has demonstrated success with this group, it is of additional value. The RFP outlines a number of factors that can be particular to Veteran caregivers.*

*b. All bidders will be considered, and evaluated according to the Mandatory and Rated requirements. There is no minimum point requirement to be considered for the bid.*

**Q33. Reference: Annex "A" - Statement of Work. With regards to Annex "A" - Statement of Work, Section 4.0 Ownership and Control - we understand that VAC wishes to maintain control over any content developed specifically for this project. Would VAC be willing to negotiate this condition if an established, proprietary and mature product was part of the proposed solution? Further, for solutions where the learning management system (LMS) is licensed by a third party to the Bidder, could VAC please confirm that it would only be seeking ownership of the online course content developed for VAC and that the Bidder would continue to maintain ownership of the LMS?**

*A.33 VAC would not need to negotiate the condition it has established for Ownership and Control. If however, VAC at the end of the successful bidder's contract, wishes to amend the terms and conditions of the contract, it may do so.*

*If the learning platform/management system is licensed by a third party to the successful bidder, they would maintain ownership of this system. VAC would have ownership of any online course content developed specifically for this project. See also response to questions 25 and 26.*

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.  
004  
File No. - N° du dossier  
MCT-5-38043

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

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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