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Kingston Procurement
Des Acquisitions Kingston
86 Clarence Street, 2nd floor
Kingston
Ontario
K7L 1X3
Bid Fax: (613) 545-8067

Revision to a Request for a Standing Offer

Révision à une demande d'offre à commandes

National Individual Standing Offer (NISO)

Offre à commandes individuelle nationale (OCIN)

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

Public Works and Government Services / Travaux
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Kingston Procurement
Des Acquisitions Kingston
86 Clarence Street, 2nd floor
Kingston
Ontario
K7L 1X3

Title - Sujet CISCO NETWORK ACADEMY TRAINING		
Solicitation No. - N° de l'invitation W2037-170022/A		Date 2016-10-13
Client Reference No. - N° de référence du client W2037-17-0022		Amendment No. - N° modif. 002
File No. - N° de dossier KIN-6-46075 (620)	CCC No./N° CCC - FMS No./N° VME	
GETS Reference No. - N° de référence de SEAG PW-\$KIN-620-6992		
Date of Original Request for Standing Offer Date de la demande de l'offre à commandes originale		2016-09-09
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-10-31		Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
Address Enquiries to: - Adresser toutes questions à: Porter, Marta M.		Buyer Id - Id de l'acheteur kin620
Telephone No. - N° de téléphone (613) 483-6084 ()		FAX No. - N° de FAX (613) 545-8067
Delivery Required - Livraison exigée		
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:		
Security - Sécurité 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

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

Amendment 002 – CISCO Network Academy Training, is being raised for the following reason:

- 1. Provide a response back from Public Works and Government Services Canada to questions received from bidders.**
-

(Mandatory Technical Criteria)

- Q1.** Please refer to paragraph 4.1.1.1(1) which states that the Offeror must be a Cisco-approved CAN Instructor Training Centre affiliated with a Cisco-approved CAN Academy Support Centre. It is expected that this is a typographical error and should refer instead to a Cisco Network Academy (CNA or NetAcad). However, given that this is a mandatory technical criteria, the Bidder requests clarification on the requirements for the CAN Instructor Training Centre.
- R1.** See amendment to 4.1.1.1(1) below.

(Financial Evaluation)

- Q2.** Please refer to paragraph 4.1.2.1 which calls for the Offeror to provide firm all-inclusive unit pricing for each of the three Delivery Methods identified in Annex B.1. The requirement later states in Annex B – Basis of Payment, paragraph 2.2 that the Contractor under the "Services at Client's Site" Delivery Method shall provide classroom facilities within 50 km of Edmonton and the bases at Shilo Manitoba, Kingston Ontario, Petawawa Ontario, Valcartier Quebec and Gagetown New Brunswick. Given the varied facility costs for delivery at the six different locations across Canada, the Bidder respectfully requests that separate unit pricing be given for each of the different locations under the Services at Client's Site Delivery Method.
- R2.** See amendment to Annex B – Basis of Payment.
- Q3.** Paragraph 4.1.2.1 also states that the Offeror's firm all-inclusive unit price per student will be based on 12 students as a minimum number per classroom. However, the requirement later refers in Annex B – Basis of Payment, paragraph 2.1 to maximum rates for the minimum number of students per classroom as 12, eight and one student for each course. If a firm all-inclusive unit price per student is to be based upon a minimum of 12 students per classroom, it is not clear why separate pricing is required for eight students. The Bidder therefore respectfully requests clarification on the requirement for firm all-inclusive unit pricing for eight students.

A3. 4.1.2.1 Financial Evaluation states the following:

“The Offerors firm all-inclusive unit price per student for 12 students as a minimum number of student(s) per classroom for each Delivery Method will be used for the financial evaluation”. 12 students as a minimum number per classroom is only used for the financial evaluation and will determine the value of the resultant standing offer.

Separate pricing is required for 8 and 1 student as the size of the classes may vary. In other words, a class size of 12 to 9 students, would utilize the pricing of 12 students. A class size of 8 to 2 students, would utilize the pricing of 8 students.

- Q4.** Please refer to paragraph 4.1.2.1 which states that the financial evaluation will be calculated by multiplying the Offeror's firm all-inclusive unit price per student by the estimated number of courses per period. However, Annex B.1 – Basis of Payment/Pricing Sheet indicates that the estimated usage is only one of each of the courses for each possible contract year. Given the varied facility costs for delivery at the six different locations across Canada, the Bidder respectfully requests that there be a minimum guarantee of the number of serials for each course for each possible contract year.
- A4.** The method of supply for this particular requirement is being used for a specified period and when precise details on expected quantities for the period are not known in advance. The level of services specified in this RFSO and the resulting standing offer are only an approximation of the requirements given in good faith by Canada to the Offerors. Therefore, as the number of serials for each course is not known in advance, a minimum guarantee cannot be provided.
- Q5.** The Bidder further specifically requests that Canada identify the number of serials of each course required in the first year. The Bidder would also be interested in knowing the number of students/courses that were run in previous years as a measure of expected volume. This information from previous years is important for planning purposes, but the Bidder understands that there is no commitment based upon volume in previous years.
- A5.** This requirement will be fulfilled using a National Individual Standing Offer due to the fact that the number of courses is unknown. However, it is estimated that CFSCE has a requirement for up to 2 x sessions of CCNA Routing and Switching 1 to 4 (including instructor training), up to 1 x session of CCNA Security, and up to 1 x session of CCNP Routing and Switching (6-12 students per session) per year. Other locations as specified in para 2.2 of annex B may have a requirement for up to 1 x session of CCNA Routing and Switching 1 to 4 per year. However, as stated in A4., The level of services specified in this RFSO and the resulting standing offer are only an approximation of the requirements given in good faith by Canada to the Offerors.

(Identified Users)

- Q6.** Please refer to paragraph 6.7 which specifies the Identified Users to make call-ups against the Standing Offer. Given that an Academy Locator search indicates that there are currently Cisco Network Academies located within 50 km of five of the six locations, the Bidder respectfully requests that Canada confirm that this Standing Offer will be the only authorized mechanism for the Identified Users to acquire Cisco training at the six locations listed in the Standing Offer.
- A6.** Public Works and Government Services (PWGSC) has put in place a number of standing offers that must be used before any new procurement is considered in accordance with Treasury Board. However, the requirement being fulfilled through this standing offer, is not considered a mandatory standing offer and in turn is not mandatory for the identified users to utilize this

tool. Although not mandatory, it is in the best interest for the identified users to utilize a tool put in place to fulfill a specific requirement such as this.

- Q7.** The Bidder further respectfully requests that Canada confirm that there will be only one Supplier selected under this Standing Offer. Paragraph 1.1 refers to the "Request for Standing Offers" and would imply that more than one Standing Offer is being considered.
- A7.** There potentially could be up to three (3) Standing Offers issued. See amendment to RFSO below.

(Call-Up Instrument)

- Q8.** Please refer to Annex A – Statement of Work, paragraph 4 which indicates that there must be no charge for the cancellation of any call-up if the Identified User gives written notice of at least five business days prior to the course commencement date. However, there is no indication in the Call-Up Instrument of the amount of notice that the Supplier will be given of an intended course commencement date. The Bidder respectfully requests that the Call-Up Procedures specify that the Supplier shall be given 30 days of notice of an intended course commencement date.

- A8.** See amendment to Annex A – Statement of Work, paragraph 4 below.

(Unsatisfactory Services)

- Q9.** Please refer to Annex A – Statement of Work, paragraph 5 indicates that the Identified User will notify the Contractor "within a reasonable time following the provision of such services" if those services are deemed to be unacceptable. The Bidder respectfully offers that the use of "a reasonable time" is ambiguous. Given that the general conditions of 2035 (2016-04-04), General Conditions – Higher Complexity – Services apply, the Bidder respectfully requests that paragraph 5 reflect the conditions of 2035 16 (2014-09-25) payment period. Specifically, if the Work is not acceptable, the Identified User will notify the contractor within 15 days of receipt of the invoice.

- A9.** See amendment to Annex A – Statement of Work, paragraph 5 below.

Refer: 4.1.1.1 Mandatory Technical Criteria, (1)

Delete: In its Entirety

Insert: 4.1.1.1 Mandatory Technical Criteria, (1)

Offeror must be a Cisco-approved CNA Instructor Training Center formally affiliated with a Cisco-approved CNA Academy Support Centre, or a Cisco-approved CNA Academy Support Centre.

Proof of Cisco-approved CNA designation must be provided with the offer.

Refer: Annex "B" – Basis of Payment

Delete: In its Entirety

Insert: Annex "B" – Basis of Payment

1. Rates

The Contractor will be paid the rates indicated in Annex B.1. Rates quoted are ceiling prices for the entire duration of the standing offer. Reductions may be offered to clients at the Contractor's discretion.

The rates per student include all normal expenses incurred in providing the services, including but not limited to local travel expenses, word processing, reports, evaluation, photocopying, courier services and telephone calls, and all other direct costs.

2. The Contractor must provide pricing in Annex B.1. according to the following:

2.1 Services at Client's Site:

The Contractor supplies all course material and instructor(s). The client supplies facilities, equipment, and student software.

Maximum rates per student (HST/GST extra, if applicable) for minimum number of student(s) per classroom (12 students, 8 students, 1 student) for each course.

For Services provided outside 100 km of the Contractor's location, identified as per call-up, the Contractor will be reimbursed for the authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for overhead or profit, in accordance with the meal, private vehicle and incidental expense allowances specified in Appendices B, C and D of the Treasury Board Travel Directive (http://www.tbsct.gc.ca/pubs_pol/hrpubs/tbm_113/menu-travel-voyage-eng.asp) and with the other provisions of the directive referring to "travellers", rather than those referring to "employees".

2.2 Classroom Training Services at Contractor's Site

The Contractor provides the facilities, equipment, all course materials, student software, and qualified instructor.

Facility must be within 50km of 3rd Canadian Division Support Base (3 CDSB) Edmonton.

Maximum rates per student (HST/GST extra, if applicable) for minimum number of student(s) per classroom (12 students, 8 students, 1 student) for each course.

2.3 Virtual Classroom Training Services

The Contractor supplies all course materials, instructor resources, and instructor via virtual classroom. The client supplies facilities, equipment, and student software.

Maximum rates per student (HST/GST extra, if applicable) for minimum number of student(s) per classroom (12 students, 8 students, 1 student) for each course.

Refer: Part 4 – Evaluation Procedures and Basis of Selection, 4.1.2.1 Financial Evaluation

Delete: In its Entirety

Insert: Part 4 – Evaluation Procedures and Basis of Selection, 4.1.2.1 Financial Evaluation

The Offeror must provide firm all-inclusive unit pricing per student for all years, including Option years, for all courses and all minimum number of students and all Delivery Methods in Annex B.1. Basis of Payment/Pricing Sheet or they will be considered non-responsive by Canada and will not be further evaluated.

The Offerors firm all-inclusive unit price per student for 12 students as a minimum number of student(s) per classroom for each Delivery Method will be used for the financial evaluation where the Offerors extended pricing will be calculated by multiplying the Offerors firm all-inclusive unit price per student in Canadian Currency for each Delivery Method, by the estimated number of courses per period as stated in Annex B.1. Basis of Payment/Pricing Sheet.

Each Delivery Method will be evaluated separately and the Total Evaluated Price is the sum of the extended pricing for each Delivery Method for all years, including option years. Up to a maximum of three (3) Standing Offers may be issued to the lowest responsive offer for each Delivery Method. If one Offeror provides the lowest responsive offer for all 3 Delivery Methods, then one (1) Standing Offer will be issued.

The format of the Basis of Payment in Annex B, must not be altered.

SACC Manual Clause [M0220T](#) (2016-01-28), Evaluation of Price – Offer

Refer: Annex “A” – Statement of Work

Delete: In its Entirety

Insert: Annex “A” – Statement of Work

Cisco Networking Academy Training for the Canadian Forces School of Communications and Electronics

1. Background

The Canadian Forces School of Communications and Electronics (CFSCE) trains and educates members of the Canadian Armed Forces (CAF) in the art, science, and tactics of conducting Network Operations in the Cyber Battle-Space, supporting the generation of Communication and Information Systems (CIS) capabilities for domestic and expeditionary joint forces. CFSCE conducts Communications and

Electronics (C&E) Individual Training and Education (IT&E) in accordance with approved doctrine and standards.

2. Services

The Contractor must provide commercially available “off the shelf” Cisco Networking Academy (CNA) Training services, as and when requested, during the period of the standing offer. The services shall be provided to Identified Users authorized to make call-ups under the standing offer(s) for services across Canada. The training shall include the courses identified below.

3. Courses

The Contractor must provide the following CNA accredited courses in English or French (if supported by CNA) on an as and when requested basis:

1. IT¹ Essentials
2. CCNA² Routing and Switching - Intro to Networks (CCNA R&S 1)
3. CCNA Routing and Switching - R&S Essentials (CCNA R&S 2)
4. CCNA Routing and Switching - Scaling Networks (CCNA R&S 3)
5. CCNA Routing and Switching - Connecting Networks (CCNA R&S 4)
6. CCNA Security 1
7. CCNA Security 2
8. CCNP³ Routing and Switching - Routing (CCNP R&S ROUTE)
9. CCNP Routing and Switching - Switching (CCNP R&S SWITCH)
10. CCNP Routing and Switching – Trouble Shooting (CCNP R&S TSHOOT)
11. CCNA 1 Instructional Training
12. CCNA 2 Instructional Training
13. CCNA 3 Instructional Training
14. CCNA 4 Instructional Training

¹IT – Information Technology

²CCNA – Cisco Certified Network Associate

³CCNP – Cisco Certified Network Professional

Course content must follow the syllabuses outlined and approved by CNA. Instructional Training Courses (items 11 thru 14) must prepare students for Instructor Testing and Qualification.

Trainers must have a thorough command of the official language (English or French) in which a course is taught.

4. Course Commencement

Contractor will be given 20 day's notice of an intended course commencement date.

5. Cancellation of a Course

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Without restricting any other term or condition, any call-up may be cancelled in whole or in part by the Identified User giving written notice at least 15 business days prior to course commencement date. There must be no charge to the Identified User for such a cancellation.

If the Identified User does not allow the 15 business days' notice required, the Contractor may charge the Identified User up to the full price for cancelling the training. This will be subject to negotiation between the Contractor or and the Identified user.

6. Unsatisfactory Services

In the event that the services provided by the Contractor under a call-up document are unacceptable to the Identified Users and the Contractor is notified thereof within a reasonable time following the provision of such services, Canada must not be charged or otherwise obliged to pay for such services unless the Contractor remedies the service complained of immediately. It is further understood and agreed that the Contractor is entirely responsible for any and all costs incurred with respect to the unsatisfactory service.

7. Course Certificate

The Contractor must provide, at the end of each course, a course certificate for each student who successfully completes each course. The course certificate must, at minimum, contain the student's full name, date of completion, course name, and the Contractor's name and/or logo.

8. Instructor Qualifications

All instructors must be fully accredited as a Cisco Certified Academy Instructor (CCAI) with the Cisco Training and Academy Support Centre. Proof of accreditation must be provided upon request.

Refer: Annex “B.1” – Basis of Payment/Pricing Sheet
Delete: In its Entirety
Insert: Annex “B.1” – Basis of Payment/Pricing Sheet

Basis of Payment/Pricing Sheet
Course Rates per Student

Period 1: From date of Issuance to 31 August 2017 – Firm all inclusive Unit Prices/Student
Estimated Usage: 1 for each course

Course Description	Delivery Method: Services at Client's Site			Classroom Training Services at Contractor's Site within 50km of 3 CDSB Edmonton			Delivery Method Virtual Classroom Training Services		
	12 Students	8 Students	1 Student	12 Students	8 Students	1 Student	12 Students	8 Students	1 Student
IT Essentials									
CCNA R&S 1									
CCNA R&S 2									
CCNA R&S 3									
CCNA R&S 4									
CCNA Security 1									
CCNA Security 2									
CCNP R&S ROUTE									
CCNP R&S SWITCH									
CCNP R&S TSHOOT									

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CCNA R&S 1 Instr Training																				
CCNA R&S 2 Instr Training																				
CCNA R&S 3 Instr Training																				
CCNA R&S 4 Instr Training																				

Option Period 1: 1 September 2017 to 31 August 2018 – Firm all inclusive Unit Prices/Student
Estimated Usage: 1 for each course

Course Description	Delivery Method Services at Client's Site			Delivery Method Classroom Training Services at Contractor's Site within 50km of 3 CDSB Edmonton			Delivery Method Virtual Classroom Training Services		
	12 Students	8 Students	1 Student	12 Students	8 Students	1 Student	12 Students	8 Students	1 Student
IT Essentials									
CCNA R&S 1									
CCNA R&S 2									
CCNA R&S 3									
CCNA R&S 4									
CCNA Security 1									
CCNA Security 2									
CCNP R&S ROUTE									
CCNP R&S SWITCH									
CCNP R&S TSHOOT									
CCNA R&S 1 Instr Training									
CCNA R&S 2 Instr Training									
CCNA R&S 3 Instr Training									
CCNA R&S 4 Instr Training									

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Option Period 2: 1 September 2017 to 31 August 2018 – Firm all inclusive Unit Prices/Student
Estimated Usage: 1 for each course

Course Description	Delivery Method Services at Client's Site			Delivery Method Classroom Training Services at Contractor's Site within 50km of 3 CDSB Edmonton			Delivery Method Virtual Classroom Training Services		
	12 Students	8 Students	1 Student	12 Students	8 Students	1 Student	12 Students	8 Students	1 Student
IT Essentials									
CCNA R&S 1									
CCNA R&S 2									
CCNA R&S 3									
CCNA R&S 4									
CCNA Security 1									
CCNA Security 2									
CCNP R&S ROUTE									
CCNP R&S SWITCH									
CCNP R&S TSHOOT									
CCNA R&S 1 Instr Training									
CCNA R&S 2 Instr Training									
CCNA R&S 3 Instr Training									
CCNA R&S 4 Instr Training									

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ALL OTHER TERMS AND CONDITIONS OF THIS SOLICITATION REMAIN UNCHANGED.

If your tender has already been forwarded and you wish to revise same, this revision should be faxed and reach the bid receiving area before the closing date. The tender number and the closing date are to be shown on the first page of your fax.