



RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Bid Receiving - PWGSC / Réception des soumissions
- TPSGC
11 Laurier St. / 11, rue Laurier
Place du Portage , Phase III
Core 0B2 / Noyau 0B2
Gatineau, Québec K1A 0S5
Bid Fax: (819) 997-9776

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
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

Title - Sujet CAITS Training	
Solicitation No. - N° de l'invitation E60ZH-140001/B	Amendment No. - N° modif. 001
Client Reference No. - N° de référence du client E60ZH-140001	Date 2017-01-13
GETS Reference No. - N° de référence de SEAG PW-\$\$ZH-124-30670	
File No. - N° de dossier 124zh.E60ZH-140001	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-02-14	
Time Zone Fuseau horaire Eastern Standard Time EST	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Bouchard, Suzy	Buyer Id - Id de l'acheteur 124zh
Telephone No. - N° de téléphone (873) 469-3963 ()	FAX No. - N° de FAX () -
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

The purpose of this amendment is to:

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

SECTION A

Questions and Answers

Question 1

In part 1 – General Information, section 1.2 – Summary, the Crown has indicated that the services requested require no special modification or maintenance over its life cycle. It has been our experience in working with the federal government that course tailoring is often required to ensure that the skills are completely aligned to either the government infrastructure, applications or specific business requirement. Would the Crown consider including course tailoring of the CAITs product within the scope of the SO and SA?

Answer 1

At times, there may be a need for the course to be customized to suit the particular needs of the participants. Course Customization is included in the scope of the Supply Arrangement. In those cases, the client would issue a bid solicitation to pre-qualified suppliers with all the details in a specific Statement of Work. See modification in Part B.

Question 2

Would the Crown please confirm that the term "Classroom Training" used within Attachment 2 to Part 4 refers to publically scheduled classroom training?

Answer 2

Classroom training is defined in Section 3 of the Statement of Requirement. However, the intent is to include publically scheduled classroom training and private classroom training.

Question 3

Refer to attachment 2 of part 4. Is it the Crown's intent that bidders list all courses available within these topics? Alternatively, can vendors include different discount scenarios based on the cost model? For example, some categories will have OEM products, and Bidder-owned products. Cost model and subsequent discount structures are very different.

Confirm that a complete course listing and discount structure is to be included in attachment 2 to Part 4?

Answer 3

No, Canada will not accept any course listing. The purpose of this Method of Supply is to get an easy and simple access to a list of suppliers that offer Commercially Available Informatics Technology (CAIT) training not a list of courses. The list of courses and schedules will remain on the supplier's website. The attachment 2 to part 4 is a self-description of the brand and topics offered by the bidder with corresponding discounts. Following Standing Offer /Supply Arrangement (SO/SA) issuance, it is PWGSC's intent to create a database to help in the search of suppliers based on those same parameters. See example provided on attachment "Example of attachment 2 to Part 4.xls".

Question 4

Is it the Crown's expectation that all courses under these topics are listed and discounted in Attachment 2 to Part 4?

Answer 4

No, see answer 3 above

Question 5

Would the Crown consider adding a column to the response form, Attachment 2 to Part 4 that indicates the delivery modalities available?

Answer 5

Canada has reviewed your question and the solicitation will remain unchanged. See answer 3 above.

Question 6

We have been unable to find a cancellation clause within this document. Standard industry cancellation clauses are as follows:

Private Group Training Cancellation Policy

If customer cancels or reschedules a course within 20 business days of the scheduled start date, customer will be charged 25 percent of the base course fee. If cancellation or reschedule occurs within 10 business days of the start date, customer will be charged 50 percent of the base course fee. Any such fee charged will not be applied to the price of any rescheduled courses. The cancellation terms for some of our partners differ from ours.

Public Schedule Training Cancellation Policies

In order to receive a refund for prepayment, you must cancel or reschedule your registration 16 or more calendar days before the start date of your scheduled class. Failure to provide the required notification will result in full charge of the course. If a student does not attend a scheduled course without the required prior notification, the funds will be forfeited and rescheduling will not be allowed. Within the required notification period, only student substitutions will be permitted.

Would the Crown consider adding these clauses to both the SO and the SA?

Answer 6

For the SO Portion, participants will be subject to the Offeror's Training Cancellation Policy. For the SA Portion, the client department will decide the applicable Cancellation Policies under each bid solicitation.

Question 7

Refer to Annex A, Statement of Requirement, Article 4.1

The Crown has requested that the contractor's website be available in both languages (English and French) in the region of Quebec, New Brunswick and in the National Capital Region.

Would the Crown please confirm that a French website consistent in quality as defined in section 4.1 of this request in all areas other than the OEM course syllabus would be deemed to meet the language requirements of this request?

Answer 7

Canada confirms that a French website consistent in quality as defined in section 4.1 in all areas other than the OEM (or third party) course syllabus would be deemed to meet the language requirements. Furthermore, Canada does not require French course syllabus for training only offered in English. It is important that the interface and registration page be bilingual in order for the bidder to be identified as a supplier in the Quebec Region, New Brunswick and the National Capital Region.

Question 8

We only offer some courses and services in French as compared to English, as some content and instruction only exists in English from our certified vendors. Will our website meet the bilingual compliance requirement if only the courses and services that we offer in French is available in both languages?

Answer 8

See answer 7 above.

Question 9

Annex A – Statement of Requirement is found as a heading on page 24 and page 35 is this correct?

Answer 9

Yes that is correct, page 24 is the Annex A to the Standing Offer and page 35 is the Annex to the Supply Arrangement.

Question 10

We would like to request an extension for the submission of E60ZH1400001/B.

Answer 10

Canada has considered your request and the closing date has been changed.

Question 11

Would the Crown please clarify how the Keyword Search words will be used? Should we be providing Keywords which map to courses? (For example, for the "Excel" Keyword, should we also provide a list of our Excel courses?)

Answer 11

Canada intends to create a database with pre-qualified suppliers' information such as topics, brands, locations, etc. The keyword(s) would be used to find suppliers based on topics, brands and location. See Attachment (Example of attachment 2 to Part 4.xls)

Question 12

Would the Crown please clarify if a course can only be submitted under 1 topic category? There are instances where, given the broad range of Topics, certain courses could fit under multiple Topics.

Answer 12

As per answer 3, Canada does not accept lists of courses, the purpose of Attachment 2 to Part 4 – Response form is to identify what suppliers can offer based on topics and/or brands.

Question 13

French Language Delivery of Courses – Is this mandatory even though most IT training is only available in English, and if in French, only available in Parisian French? Or is there a way to specify what vendors have courses available in French?

Answer 13

No, it is not mandatory. See answers 3 and 7 above.

Question 14

At Annex A, section 6.1 Travel and Living Expenses of Component III, it says: "Canada will not accept any Travel and Living Expenses (replace wording if travel and living Expenses will be reimbursed) *To be specified in each bid solicitation)". Does this mean, when the department solicits quotes for a requirement, we will then be able to discuss Travel and Living Expenses?

Answer 14

No, it means that the department that will issue a bid solicitation would decide prior to posting if Travel and living expenses would be considered.

Question 15

This question relates to mandatory requirement MT3.

We wish to ensure that we will be given equal and fair access to all available training opportunities in the Government of Canada.

Answer 15

The Bidder doesn't have to be an "Authorized Vendor". The purpose of MT3 is to collect information on suppliers to help clients at time of call-up. Operational requirements are defined by Identified users not PWGSC.

Question 16

At Section 4.1 – Contractor's Website

As a requirement, it states that the contractor's website must be available in both English and French. As it currently stands, our website is only available in English. My question is with regards to timeframe.

Answer 16

See answers 7.

Question 17

We already have a Standing Offer for IT training services. Should we provide a response to this solicitation?

Answer 17

As stated in the notice of this solicitation « Current IT Training services Standing Offers will be set-aside or not be renewed ».

SECTION B

At **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**
In **Attachment 2 to Part 4 – response Form**

DELETE “Vendor Certified” in Section 3 and 4
REPLACE with “Authorized Vendor”

INSERT Attachment 3 to part 4 - Example of attachment 2 to Part 4.xls

At **Annex A of Component III – Supply Arrangement and Resulting Contract clauses**
In section **3.0 terminology**

DELETE: “Vendor Certified”
REPLACE BY the following:

“Authorized Vendor: Supplier that is authorized or certified by a software publisher or the original equipment manufacturer (OEM) to sell, deliver or customize specific courses and material, owned by the software publisher or the OEM.”

INSERT the following:

4.6 Course Customization

- a) At times, there may be a need for the course material to be customized to suit the particular needs of the participants.
- b) Course Customization is making revisions to the course material by adding or removing material that is beneficial for the participants for performing their tasks in their work environment.
- c) Course Customization can reduce the duration of the course when deemed appropriate.

À 6. Constraints

À 6.1 Travel and Living Expenses

DELETE : (in the French version only) « Le Canada n'acceptera aucun frais de voyage et de subsistance. »

REPLACE by (in the French version only):

« Le Canada n'acceptera aucun frais de voyage et de subsistance. (Remplacer l'article si les frais de déplacement et de subsistance sont remboursés) (À préciser dans chaque demande de soumissions)»

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED