



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

**Revision to a Request for Supply
Arrangement - Révision à une demande
pour un arrangement en matière
d'approvisionnement**

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 Learning Services SOSA	
Solicitation No. - N° de l'invitation E60ZH-1700LS/B	Date 2017-03-09
Client Reference No. - N° de référence du client E60ZH-1700LS	Amendment No. - N° modif. 001
File No. - N° de dossier 144zh.E60ZH-1700LS	CCC No./N° CCC - FMS No./N° VME
GETS Reference No. - N° de référence de SEAG PW-\$\$ZH-144-31091	
Date of Original Request for Supply Arrangement 2017-02-20 Date de demande pour un arrangement en matière d'app. originale	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-04-03	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
Address Enquiries to: - Adresser toutes questions à: See SOSA OCAMA generic email	Buyer Id - Id de l'acheteur 144zh
Telephone No. - N° de téléphone () - ()	FAX No. - N° de FAX () -
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 solicitation. Cette révision ne change pas les besoins en matière de sécurité de l'invitation.	

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		

SOLICITATION AMENDMENT 001

This amendment is raised to:

- A. Provide answers to questions from bidders; and
- B. Revise the Bid Solicitation.

A. Questions and answers

Q1

In reviewing the table on pages 16 and 17 Bid Submission Grid it states the following:

Column A	Column B	Column C	Column D
	New Bidder:	Existing Supplier (whether active or inactive):	Existing Supplier (whether active or inactive):
	Is not an Existing Supplier (not a current SA or SO Holder).	IS NOT changing the Technical Response already on file from the previous LS Solicitation, nor requesting any additional Stream(s).	IS applying for additional Stream(s) and/or Catégorie(s) or is otherwise modifying their Technical Response already on file from the previous LS Solicitation.
Company information (Supplier Profile)	DCC	CONFIRM IN DCC	CONFIRM IN DCC
Region & Metropolitan Area selection	DCC	CONFIRM IN DCC	CONFIRM IN DCC & DCC (for additional regions)
Section I Technical Bid			
Mandatory M.1 - Months in Business	DCC & email	N/A	N/A
Mandatory M.2 – Streams	DCC	CONFIRM IN DCC	CONFIRM IN DCC & DCC (for additional Streams)
Mandatory M.3 - References Substantiation	DCC	CONFIRM IN DCC	CONFIRM IN DCC & DCC (for additional Streams)
Mandatory M.4 – Confirmation of Business Volume	DCC & email	N/A	N/A
Services Offering for Supply Arrangement (Levels of Expertise for Categories)	DCC	CONFIRM IN DCC	CONFIRM IN DCC and DCC (for new Streams and Categories)

Column D, (IS applying for additional Stream(s) and/or Catégorie(s) or is otherwise modifying their Technical Response already on file from the previous LS Solicitation) – Mandatory M.4 – Confirmation of Business Volume N/A.

If we are a company that is an existing supplier as per column D above, we will not be required to provide confirmation of Business Volume if we are applying for additional stream or categories. Correct? For example if we want to apply for one of the new streams (Stream 6) as an existing supplier there is no requirement for our company to provide the information in M 4.1 on page 35 of the RFP.

A1

An existing supplier will be required to provide confirmation of Business Volume if they are applying for additional streams or categories.

See part B below for a revision to Section 1 Technical Bid of the Bid Submission Grid.

Q2

We were qualified on Old Stream 5 (Quality Assurance) and now it has moved to New Stream 3 (Custom and Rapid eLearning Product Programming), please confirm that in the DCC we will select under Group 1 and Group 2 for stream 3 the following:

Stream 3 - Custom and Rapid eLearning Product Programming

The Minimum Mandatory Criteria are: [Show](#)

Status :

[View Categories for Stream 3 - Custom and Rapid eLearning Product Programming](#)

Category	Status
Advisor in e-Learning and Learning Technology	<input type="text" value="Not offered"/>
Custom eLearning Programmer	<input type="text" value="Not offered"/>
Rapid eLearning Programmer	<input type="text" value="Not offered"/>
Quality Assurance Specialist	<input type="text" value="Currently substantiated"/>
Tester	<input type="text" value="Currently substantiated"/>

A2

Yes, you will select "Currently Offered" under Group 1 and Group 2 for Stream 3.

As per Part 3 – Bids Preparation Instructions, section 3.3. Bid Submission Grid: Any changes to the streams and resource categories description or content results in past information not carrying over to the new or revised stream/category. Bidders must indicate in their DCC entry the resource category(ies) that are currently substantiated as detailed in their Standing Offer and Supply Arrangement resulting from solicitation E60ZH-070003 regardless of the stream where the resource category was and now is.

Q3

Our company is really interested to be one of service provider for Government of Canada. We are actually in progress to fill out the information in learning services RFSA/FRSO online. But we need some clarification about the following points:

Stream 5- Training services: is it mandatory for an instructor or the company to teach all areas to be qualified as indicated in the document?

A3

No, it is not mandatory for an instructor or the company to teach all areas to be qualified.

As per the general instructions in the Data Collection Component (DCC) of CPSS, Step 1: For each resource Category indicate if the category is "Newly Substantiated", "Currently Substantiated" or "Not Offered".

Q4

Minimum mandatory qualification, it's requested to the senior instructor 120 training within 3 years. Does it concern the training provided by all firm's instructors or one instructor?

A4

At this stage in the RFSASO, Canada is not evaluating the resources.

Q5

Stream 5: \$150 000 training delivery: Does this amount combine all of the training services done by the company within the last 3 years?

A5

As per Attachment A to Component I, Mandatory Technical Evaluation Criteria for the Supply Arrangement and Standing Offer, M4 Confirmation of Business Volume for the specific stream they are applying for:

M.4.1 Within the last 3 years of the closing date and time of this RFSA/FRSO solicitation, New Bidders must have invoiced a gross business volume in sales in the amount of at least:

- **Stream 1:** \$150 000 Strategic Learning Advisory Services ;
- **Stream 2:** \$150 000 Instructional Design and Development Services ;
- **Stream 3:** \$150 000 Custom and Rapid Learning Product Programming ;
- **Stream 4:** \$150 000 Multi-Media Design and Development ;
- **Stream 5:** \$150 000 Training Delivery;
- **Stream 6 :** \$50 000 Training Evaluation.Services;
- **Stream 7 :** \$150 000 Project Management.

Q6

In stream 5 Training Delivery, we are qualified in 6 areas. Could you please tell us where we can fill out these subject areas in RFSA/FRSO?

A6

As per Part 2 Bidders Instructions, Section 2.4. Submission of Bids: This is a paperless bid submission process. While Bidders normally have the option to submit their bid to Canada in writing directly, by mail, or by other means, due to the nature of this RFSA/FRSO solicitation, bids must be submitted electronically through the DCC of the CPSS by the RFSA/FRSO solicitation closing date and time.

As per Attachment C to Component 1 Guide to Centralized Professional Services System (CPSS) Data Collection Component (DCC) Bidding, To access the Centralized Professional Services System (CPSS) ePortal and its Data Collection Component (DCC):

Solicitation No. - N° de l'invitation
E60ZH-1700LS/B
Client Ref. No. - N° de réf. du client
E60ZH-1700LS

Amd. No. - N° de la modif.
001
File No. - N° du dossier
144zh. E60ZH-1700LS

Buyer ID - Id de l'acheteur
144zh
CCC No./N° CCC - FMS No./N° VME

New Bidders must first enroll in the CPSS Supplier Module, beginning at the [Enrolment Instructions for Suppliers](http://www.tpsgc-pwgsc.gc.ca/app-acq/spc-cps/iffpe-seeps-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/app-acq/spc-cps/iffpe-seeps-eng.html>) web page.

Bidders must contact CPSS directly for enrolment questions or assistance: tpsgc.sspc-cpss.pwgsc@tpsgc-pwgsc.gc.ca

Bidders must log into CPSS via the [Supplier Credential Verification](https://sspc-fournisseur-cpss-supplier.tpsgc-pwgsc.gc.ca/IndiquerouvertureSession-ShowLogin-Fra?lang=eng) login (<https://sspc-fournisseur-cpss-supplier.tpsgc-pwgsc.gc.ca/IndiquerouvertureSession-ShowLogin-Fra?lang=eng>).

Step 14: Indicate the "Status" of each Category by using the dropdown menu. Once all Categories have a status entered, click "Save" and the page will refresh.

Category	Status
Instructor - General	Newly substantiated ▼
Instructor - Human Resources	Not offered ▼
Instructor - Finance	Newly substantiated ▼
Instructor - Health Services	Not offered ▼
Instructor - Military Occupational Training	Not offered ▼
Instructor - Management Skills	Newly substantiated ▼

Q7

In reviewing the requirements I came across the three years in business eligibility requirement. I just wanted to clarify our eligibility as we would not want to apply, if upon review, we are not considered to be eligible. We are currently in our 3rd year of business and were incorporated June 2014. We do have three years of audited financial statements.

So although we have more than three years experience doing this type of work, we have only been incorporated as our own entity for 2 years and 8 months.

A7

As per Attachment A to Component I, Mandatory Technical Evaluation Criteria for the Supply Arrangement and Standing Offer, M.1 Minimum Years in Business:

New Bidders must have carried on business as the same legal entity for a minimum of 3 years as of the closing date of this RFSA/RFSo solicitation.

M.1.1 To demonstrate this requirement, the New Bidder must certify that it meets the minimum of 3 years in business through its DCC bid by this RFSA/RFSo solicitation closing date and time; and submit via email upon request by Canada, the documented proof of its status (such as a certificate of incorporation, business registration or tax returns) confirming the number of years it has been in business.

Q8

On our current learning services contract we have Stream 2 with the following categories:

Instructional Design and Development Services

Category Level

Instructional Designer

Content Subject Matter Expert (SME)

Technical Writer

The new Stream 2 has the following categories:

Learning Designer

Content Subject Matter Expert (SME)

Technical Writer

In the DCC, the SME and Technical Writer are greyed out meaning we are grandfathered from the previous contract vehicle, however the Learning Designer is blank.

In the DCC it states the following:

STEPS

Existing Suppliers for which information has disappeared as a result of the change made to some of the Category(ies) of this solicitation need to mark as "Currently Substantiated" the Category(ies) they were qualified for as detailed in their Standing Offer and Supply Arrangement resulting from solicitation E60ZH-070003.

Do we as an existing supplier, as the step suggests above and put in "currently Substantiated" or do we put in "Newly Substantiated" and provide a reference as the name has changed but the majority of the tasks have not?

If the response is "currently substantiated" does the same answer apply to stream #1?

A8

As per Part 3 Bid Preparation Instructions section 3.3. Bid Submission Grid: Any changes to the streams and resource categories description or content results in past information not carrying over to the new or revised stream/category. Bidders must indicate in their DCC entry the resource category (ies) that are currently substantiated as detailed in their Standing Offer and Supply Arrangement resulting from solicitation E60ZH-070003 regardless of the stream where the resource category was and now is.

The same answer applies to Stream 1.

See part B below for a revision to Section 1 Technical Bid of the Bid Submission Grid.

Q9

I am a member of the RFP team and we are attempting to update our supplier information in process of submitting a bid for Learning Services SOSA (E60ZH-1700LS/B).

However, the employee who was the original holder of the account has left, and we cannot log in.

What process can we follow to reclaim the account?

Any help would be appreciated.

A9

As per Attachment C to Component 1 Guide to Centralized Professional Services System (CPSS) Data Collection Component (DCC) Bidding: Bidders must contact CPSS directly for enrolment questions or assistance: tpsgc.sspc-cpss.pwgsc@tpsgc-pwgsc.gc.ca

Q10

If we are applying for a new category for the first time do we indicate that it is a newly offered stream and then treat streams we have applied and been accepted for before as a re-competition?
If we do not apply for this SA, when is the next window for the next application?

A10

As per Attachment C to Component 1 Guide to Centralized Professional Services System (CPSS) Data Collection Component (DCC) Bidding:

Step 12: Go to "Stream Information". Review the text on the page and for each Stream indicate if the Stream is "Currently Offered", "Newly Offered", or "Not Offered". Existing Suppliers may have greyed-out information. Click "Save" to proceed to Categories and References.

As per Component II – Resulting Supply Arrangement, Bid Solicitation and Model Resulting Contract Clause, section 4.2 Ongoing Opportunity to Qualify.

Opportunities for additional bidding may be made available by Canada during which a Supplier may choose to submit a bid containing an entirely new bid, or may propose to modify its SA by adding Streams. Participation in the refresh solicitations is entirely optional and not required to maintain any LS SA.

This schedule may require a revision due to operational requirements, in which case Suppliers will be advised.

LS Supply Arrangement opportunity to qualify Calendar			
	Estimated Posting Date	Estimated Closing Date	Estimated Date of Award
Refresh Period 1	July 4, 2017	September 29, 2017	December 29, 2017
Refresh Period 2	October 2, 2017	December 29, 2017	March 29, 2018
Refresh Period 3	January 2, 2018	March 29, 2018	June 29, 2018

There are no additional bidding opportunities for the SO during the duration of the resulting SOs. Bidders will need to wait for the next re-compete process.

B. Revision of the Bid Solicitation

Under Part 3 – Bid Preparation Instructions, section 3.3 Bid Submission Grid, Section 1 Technical Bid:

DELETE Section I Technical Bid and **REPLACE** with:

Column A	Column B	Column C	Column D
	New Bidder:	Existing Supplier (whether active or inactive):	Existing Supplier (whether active or inactive):
	Is not an Existing Supplier (not a current SA or SO Holder).	IS NOT changing the Technical Response already on file from the previous LS Solicitation, nor requesting any additional Stream(s).	IS applying for additional Stream(s) and/or Catégorie(s) or is otherwise modifying their Technical Response already on file from the previous LS Solicitation.
Section I Technical Bid			
Mandatory M.1 - Months in Business	DCC & email	N/A	N/A
Mandatory M.2 – Streams	DCC	CONFIRM IN DCC	CONFIRM IN DCC & DCC (for additional Streams)
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Mandatory M.4 – Confirmation of Business Volume	DCC & email	N/A	CONFIRM IN DCC and DCC (for new Streams and Categories)
Services Offering for Supply Arrangement (Levels of Expertise for Categories)	DCC	CONFIRM IN DCC	CONFIRM IN DCC and DCC (for new Streams and Categories)

Under Attachment A to Component I, Mandatory Technical Evaluation Criteria for the Supply Arrangement and Standing Offer, M.4 Confirmation of Business Volume:

DELETE “In the case of Bidders who are Existing Suppliers, Canada does not require a demonstration of this requirement” and **REPLACE** by:

“In the case of Bidders who are Existing Suppliers, Canada does not require a demonstration of this requirement, unless they are bidding to additional Stream(s) and/or Catégorie(s)”.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED
