



## RETURN BIDS TO:

## RETOURNER LES SOUMISSIONS À:

Bid Receiving Public Works and Government  
Services Canada/Réception des soumissions  
Travaux publics et Services gouvernementaux  
Canada  
Room 100,  
167 Lombard Ave.  
Winnipeg  
Manitoba  
R3B 0T6  
Bid Fax: (204) 983-0338

## REQUEST FOR PROPOSAL DEMANDE DE PROPOSITION

### Proposal To: Public Works and Government Services Canada

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

### Proposition aux: Travaux Publics et Services Gouvernementaux Canada

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

### Comments - Commentaires

Refetence Supply Arrangment E60ZH-1700LS

<b>Title - Sujet</b> Development of Learning Services	
<b>Solicitation No. - N° de l'invitation</b> W6570-17SP03/A	<b>Date</b> 2018-01-11
<b>Client Reference No. - N° de référence du client</b> W6570-17SP03	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$WPG-209-10415	
<b>File No. - N° de dossier</b> WPG-7-40173 (209)	<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 2018-02-06</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Central Standard Time CST
<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> Allard, Ken	<b>Buyer Id - Id de l'acheteur</b> wpg209
<b>Telephone No. - N° de téléphone</b> (204) 229-5423 ( )	<b>FAX No. - N° de FAX</b> (204) 983-7796
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF NATIONAL DEFENCE PO BOX 17000 STN FORCES WINNIPEG Manitoba R3J3Y5 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

### Vendor/Firm Name and Address

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

### Issuing Office - Bureau de distribution

Public Works and Government Services Canada - Western  
Region  
Room 100  
167 Lombard Ave.  
Winnipeg  
Manitoba  
R3B 0T6

<b>Delivery Required - Livraison exigée</b> See Herein	<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>



Item Article	Description	Dest. Code Dest.	Inv. Code Fact.	Qty Qté	U. of I. U. de D.	Unit Price/Prix unitaire FOB/FAM Destination	Plant/Usine	Delivery Req. Livraison Req.	Del. Offered Liv. offerte
1	Development of Learning Services	W6570	W6570	1	Each	\$	XXXXXXXXXXXX	See Herein	

This amendment is raised to address the following:

**DELETE:**

**At clause 1.2 Summary, *Page 3* sub para e)**

*"There is a mandatory requirement for bidders' to submit a system demonstration disk associated with this requirement."*

and;

**DELETE:**

**At clause 3.1 Bid Preparation Instructions *Page 9* sub para a) Copies of Bid:**

Canada requests that bidders provide their bid in separately bound sections as follows:

*Section I: Technical Bid (4) hard copies); and (1) soft copies on DVD (or USB key) system demonstration,*

**INSERT:**

**At clause 3.1 Bid Preparation Instructions *Page 9* sub para a) Copies of Bid:**

Canada requests that bidders provide their bid in separately bound sections as follows:

*Section I: Technical Bid (4) hard copies); and (1) soft copies on DVD (or USB key) of their submitted Technical proposal;*

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**DELETE:**

**At clause 3.2 Bid Preparation Instructions *Page 9* sub para**

a) **Technical Bid:** In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work. **The technical bid must substantiate the compliance of the Bidder and its proposed software solution.**

**INSERT:**

a) **Technical Bid:** In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work. **The technical bid must substantiate the compliance of the Bidder and its proposed professional resources;**

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## QUESTIONS AND ANSWERS:

**Q1** Is there a possibility that any portion of the work can be performed remotely?

**A1** No remote work will be considered; the scope of the work is to be performed on base, at CFB Borden.

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**Q2** a) Due to the holiday season and the difficulties in reaching potential staffing resources and the limited availability of our bid capture team, would there be any consideration from PSPC in extending the closing date?

b) Given the Christmas break and that some resources are still on holiday, along with complexity of the matrices—qualifying relevance of experience to the RFP requirements, obtaining and confirming security clearance, and presenting all information in the specified format requested by the Department of National Defence, to respond properly—respectfully, we request a two (2)-week extension to the RFP closing date, to February 6, 2018?

**A2** Yes, DND will extend by two weeks until 6 February 2018.

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**Q3** The RFP, *Section 7. Constraints* states that “all work will be conducted at CFB Borden, Ontario Canada unless otherwise directed by DND” while *section 9. Progress Reporting/Meetings* states that “kick-off meetings may be conducted via video conference or teleconference”. We would like to confirm if this is a mandatory requirement and if not, we would kindly ask that the work location be modified to the contractor facilities with the implicit understanding that face to face meetings, extended, collaborative work sessions, multi-day course implementations on the DLN, knowledge transfer session etc. would be conducted on site at CFB Borden, Ontario Canada as required or requested by the LSC.

Further, *Section 9. Progress Reporting/Meetings* states that “The Contractor’s Project Manager and Instructional Designer must participate in a kick-off meeting.” As there is no request in the RFP for the services of a Project Manager, could you please confirm if it is the LSC’s expectation that a Project Manager be provided at the expense of the successful bidder or will the RFP be modified in the coming days to include a Project Manager resource?

**A3** There is no requirement for a “Contractor Project Manager”. RFP should read “Contractor Representative and Instructional Designer” to attend the kickoff meetings via telecon. Kickoff meeting is planned to occur at CFB Borden but DND is open to meeting at Contractors location.

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**Q4:** Will the RCAF Learning Support Centre be providing the equipment and licenses for Outstart, Saba Publisher, Modest and Storyline or will that be to responsibility of the successful bidder?

**A4: Yes, DND will provide all software licenses and equipment.**

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**Q5:** In the point-rated criteria tables for all resources starting on page 37, all criteria requests in the first column ask bidders to “describe and provide references for a project in the past 3 years...” while column 3 asks us to provide evidence “for projects producing more than 35 hours of instruction.” to achieve maximum points. Given the current industry trend to shorten eLearning durations, it is rare that a single project completed in the last 3 years would be 35 hours in duration. As such, could you please confirm if it would be acceptable for us to describe and provide references for numerous projects whose sum total *durations* provide evidence of 35 hours of instruction?

**A5: No, DND has many courses that will run in excess of 35 hours and we need to know that the contractor has experience building courses of this duration.**

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**Q6:** Are there incumbent contractors currently performing the services requested in this RFP for and at the RCAF Learning Support Centre?

**A6: No.**

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**Q7:** Custom eLearning Designer: Must have developed and integrated at least 2 FA or web-based training courses over the past 3 years. Can you please clarify the acronym FA?

**A7:** The acronym FA has been removed

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**Q8:** The security requirement in the SRCL is clear (Reliability), however, ANNEX A - STATEMENT OF WORK, 7. Constraints, Access to Client's Premises and Systems, or Access Restrictions: (p.34) states, "If required, the Contractor must provide a resource security cleared at Secret, if directed so directed by NSOD." Please confirm that the resource requirements are resources cleared at the level of "Reliability"?

**A8: All contractors' resources must be Reliable. However, it would be desirable if at least one resource was Secret.**

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**Q9:** Would it be possible to please get a copy of the reference documents listed in Annex A: section 2.3? Or pointed in the right direction to find them online?

- A.1. A-P9-050-000/PT-002 CFITES Manual, Vol 2 Needs Assessment
- A.2. A-P9-050-000/PT-003 CFITES Manual, Vol 3 Analysis of Instructional Requirements
- A.3. A-P9-050-000/PT-004 CFITES Manual, Vol 4 Design of Instruction Programmes
- A.4. A-P9-050-000/PT-005 CFITES Manual, Vol 5 Development of Instructional Programmes
- A.5. A-P9-050-000/PT-007 CFITES Manual, Vol 7 Evaluation of Learners
- A.6. A.5. A-P9-050-000/PT-011 CFITES Manual, Vol 11 Evaluation of Instructional Programmes
- A.7. A-P9-050-000/PT-Z11 CFITES Manual, Vol 11(1) Supplement – Evaluation and Validation Techniques
- A.20 1 Canadian Air Division Orders 5-001 Air Force Training and Education Management System (AFTEMS)
- A.21. Canada Department of National Defence, Defence Learning Network (DLN), Internet

**A9:** The DLN is a learning management system with servers where we store course content and run online courses. To access the DLN people need a DWAN and a DLN account; however the bidders will not be provided access to the DLN.

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**