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**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**

Communication Procurement Directorate/Direction de  
l'approvisionnement en communication  
360 Albert St. / 360, rue Albert  
12th Floor / 12ième étage  
Ottawa  
Ontario  
K1A 0S5

<b>Title - Sujet</b> Audio Visual Production Services	
<b>Solicitation No. - N° de l'invitation</b> 0X001-180989/A	<b>Amendment No. - N° modif.</b> 003
<b>Client Reference No. - N° de référence du client</b> 0X001-18-0989	<b>Date</b> 2019-02-06
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$CX-031-76021	
<b>File No. - N° de dossier</b> cx031.0X001-180989	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-02-20</b>	<b>Time Zone</b> Fuseau horaire Eastern Standard Time EST
<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> St-Clair, Denise (CX031)	<b>Buyer Id - Id de l'acheteur</b> cx031
<b>Telephone No. - N° de téléphone</b> (343) 542-3671 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<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 (type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

## Amendment 003 to solicitation

The purpose of this amendment number 003 is to revise the solicitation documents and to answer questions from bidders.

### PART A – Modification to the Solicitation

#### A.1 In PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

Under Section 4.2 Basis of Selection:

**Delete:**

Table B.1.1 - Video types (As per SOW – ANNEX “A”)	Estimated Blended Hourly Rate (EBHR)	Option Period 1 (EBHR)	Option Period 2 (EBHR)
Type 1 - Animation			
Type 2 - Live action scripted			
Type 3 - Motion graphic			
Type 4 - Interactive			
Type 5 - Transcript/Sub-titles/CC			
<b>Estimated Blended Hourly Rate*</b>			
<b>Evaluation Price**</b>			
* The Estimated Blended Hourly Rate will be calculated as follows: Adding type 1 to 6 ÷ 6 = EBHR)			
** The evaluation price will be derived by multiplying the <b>EBHR</b> by 50 hours.			

**Insert:**

Table B.1.1 - Video types (As per SOW – ANNEX “A”)	Period of the Contract Estimated Blended Hourly Rate (EBHR)	Option Period 1 (EBHR)	Option Period 2 (EBHR)	Total EBHR by Video Type (Period of the Contract + Option Period 1 + Option Period 2)
Type 1 - Animation 2D				
Type 2 - Animation 3D				
Type 3 - Animation White Board				
Type 4 - Live action scripted				
Type 5 - Motion graphic				
Type 6 - Interactive				
Type 7 - Existing Videos: Revision to include Transcript/Sub-titles/CC, Described Video				
<b>Total Estimated Blended Hourly Rate*</b>				
<b>Evaluation Price**</b>				
* The Total Estimated Blended Hourly Rate will be calculated as follows: Adding the Total EBHR for each of the video types (1 to 7) and then ÷ 7 = <b>Total Estimated Blended Hourly Rate*</b>				
** The Evaluation Price will be derived by multiplying the <b>Total Estimated Blended Hourly Rate*</b> by 50 hours.				

## **A.2 In the ANNEX “A” STATEMENT OF WORK**

Under the Article 5. Scope:

### **Delete:**

Types of videos could be:

- interactive presentations
- motion graphics
- scripted action
- talking-head
- animation

### **Insert:**

Types of videos could be:

- interactive videos / such as branching scenarios and clickable hot spots
- motion graphics
- scripted action
- talking-head
- animation

## **A.3 In ANNEX “A” STATEMENT OF WORK**

Under the Article 9. **CONSTRAINTS AND/OR SPECIAL REQUIREMENTS**

### **Delete:**

b) Filming occurring in extreme conditions;

### **Delete:**

i) All materials delivered by the Contractor shall become the property of the School. The School shall have full rights to duplicate, use and disclose such materials in any manner for the purposes of the Government of Canada. All online products must be built with open-source coding that is not proprietary and easily updated in the future without the involvement of the Contractor. As per Subsection 5.K of the SACC Manual

### **Insert:**

i) All online products must be built with open-source coding that is not proprietary and easily updated in the future without the involvement of the Contractor.

#### **A.4 In the ANNEX “B” BASIS OF PAYMENT**

**DELETE ANNEX “B” BASIS OF PAYMENT** in its entirety and **REPLACE WITH** the following:

### **ANNEX “B” BASIS OF PAYMENT**

#### **B.1 FIRM HOURLY RATES**

The firm, all-inclusive hourly rates include the cost of labour, fringe benefits, general and administrative expenses, overhead, profit and the like, excepting only GST and HST if applicable. All expenses normally incurred in providing the services (i.e. project office space (including Contractor's hardware and software), word processing, work estimates, photocopying, courier and telephone charges, local travel\* and the like) are included in the firm hourly rates identified herein, and will not be permitted as direct charges under the Contract.

The firm, all-inclusive hourly rates includes all required personnel, equipment operators, equipment, materials and applicable charges in the hourly rates submitted as no other fees or hourly rates for services will be payable above these rates\*\*.

\*Local travel is defined as within 100km of the place of business of the Bidder.

\*\* The firm, all-inclusive hourly rates do not include the cost of travel, camera rental or other direct and sub-contracted costs as specified in B.2 (B.2.1 and B.2.2) and B.3 of this Annex “B” Basis of Payment.

The Contractor is not permitted to charge hourly rates to prepare work estimates for Task Authorizations.

The rates must be in Canadian currency, Customs duties are included and Goods and Services Tax or Harmonized Sales Tax (GST/HST) is extra, if applicable.

#### **BLENDED HOURLY RATE:**

The Bidder must provide firm all-inclusive blended hourly rates for the provision of all of the following services as may be required by the Contractor to complete the work for all video types:

- Coordination Services and Project Management
- Storyboard and Scripting Services
- Production and post-production services (including all requirements to meet WCAG Accessible - Web Content Accessibility Guidelines 2.0 – Level AA)
- Lighting technician services
- Sound technician services
- Services of a Camera Assistant
- Research
- Adaptation
- Proofreading (English and French)
- Transcription, Closed-Captioning, Subtitling and Described Video
- Services of a Make-up Artist
- Set Staging / Set Decoration / Production of props
- Teleprompting
- Video Duplication including delivery on digital media including DVD, USB key, external hard drive etc... as specified.

<b>Table B.1.1 - Video types (As per SOW – ANNEX “A”)</b>	<b>Estimated Blended Hourly Rate (EBHR)</b>	<b>Option Period 1 (EBHR)</b>	<b>Option Period 2 (EBHR)</b>
Type 1 - Animation 2D			
Type 2 - Animation 3D			
Type 3 - Animation White Board			
Type 4 - Live action scripted			
Type 5 - Motion graphic			
Type 6 - Interactive			
Type 7 - Existing Videos: Existing Videos: Revision to include Transcript/Sub-titles/CC/Described Video			

## **B.2 PRODUCTION COSTS**

Production costs are costs associated with video production, excluding the services/professional fees billed as hourly rates in B.1.

**Production costs applicable under B.2.1 Subcontracted and B.2.2 Direct Expenses do not include the personnel, equipment operators, equipment (other than camera rental), materials or any other applicable charges required for the provision of the services billed as hourly rates in B.1.**

Production costs include but are not limited to:

- Camera rental
- Talent
- Studio rental
- Music (stock music and/or original composition)
- Props not constructed/fabricated/supplied by the Contractor

Production costs will be reimbursed at cost, as subcontracted services and direct expenses.

### **B.2.1 SUBCONTRACTED SERVICES**

The Contractor will be reimbursed at cost for any actual expenditure reasonably and properly incurred to acquire goods and services from outside suppliers at the supplier's price, net of any trade or prompt payment discounts.

#### **FOR EACH SUBCONTRACTED SERVICE OVER \$25,000.00 (GST/HST INCLUDED)**

The Contractor must obtain competitive bids from no less than three (3) outside suppliers. The Contractor must provide to the Contracting Authority and the Project Authority, the names of the suppliers who submitted bids, the total amount of each bid obtained, the selection criteria and results. A subcontracted service over \$25,000 (GST/HST included) applies to the total aggregate of the dollar value of each subcontracted service per resulting Task Authorization against the Contract.

### **B.2.2 DIRECT EXPENSES**

The Contractor will be reimbursed for the direct expenses reasonably and properly incurred in the performance of the Work. These expenses will be paid at actual cost without mark-up, upon submission of an itemized statement supported by receipt vouchers, given the service(s) is/are documented in the approved Task Authorization against the Contract. All such direct expenses must have prior authorization of the Project Authority.

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CX031.0X001-180989

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CX031  
CCC No./N° CCC - FMS No./N° VME

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### **B.3 TRAVEL AND LIVING EXPENSES**

The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the National Joint Council Travel Directive <http://www.njc-cnm.gc.ca/directive/travelvoyage/index-eng.php>, and with the other provisions of the directive referring to "travellers", rather than those referring to "employees".

All payments are subject to audit by Canada.

All travel must have prior authorization of the Project Authority.

**A.5 DELETE ANNEX “C” TECHNICAL AND FINANCIAL EVALUATION and APPENDIX 1 TO ANNEX “C” EVALUATION GRID VIDEO DEMO FACT SHEET in their entirety and REPLACE WITH the following:**

## **ANNEX “C” TECHNICAL AND FINANCIAL EVALUATION**

### **TECHNICAL EVALUATION**

#### **MANDATORY TECHNICAL CRITERIA**

Bidders must meet all the mandatory requirements of the RFP. No further consideration will be given to Bidders not meeting all the mandatory criteria.

To meet the requirement described herein, the experience of the Bidder must be work for which the Bidder was under contract to external clients. During the evaluation no corporate experience gained through internal clients will be accepted or reviewed. In the case of a joint venture, the combined experience of the parties forming the joint venture will be considered in the evaluation of the experience of the Bidder.

Listing experience without providing any supporting data to describe where and how such experience was obtained will result in the experience not being included for evaluation purposes.

#### **Definitions for the purposes of evaluation:**

**“External client(s)”** means clients exterior to the Bidder’s own legal entity (or joint venture partnership) and excludes the parent, subsidiaries or other affiliates of the Bidder.

**“Internal client(s)”** means clients within the Bidder’s own legal entity (or joint venture partnership) and includes the parent, subsidiaries and other affiliates of the Bidder.

**“Series”:** Means a group of videos that have a common theme or treatment.

**“Creative and compelling content”** means content that is unique, original, remarkable, challenges assumptions, inspires, motivates, promotes connections between people and makes them feel good about the world.

<b>Evaluation Criteria</b>	<b>Met</b>	<b>Not Met</b>
<b>M.1 – FINANCIAL OFFER</b>		
The Bidder <b>MUST</b> provide costing information strictly in accordance with the Basis of Payment in ANNEX “B”. Any deviation from the pricing schedule will render your offer non-responsive.		
<b>COMMENTS</b>		

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Evaluation Criteria	Met	Not Met
<b>M.2 – EXPERIENCE OF THE FIRM</b>		
<p>The Bidder must demonstrate that they have at least produced three (3) videos in the last four (4) years (between April 2014 and November 2018) with experience filming and producing professional videos for external clients.</p> <p>To demonstrate its experience, the Bidder must provide the following:</p> <p>a) List of three (3) video projects for external clients produced in the last four (4) years (between April 2014 and November 2018)</p> <p>b) a description of each video for external clients:</p> <ul style="list-style-type: none"><li>a. date</li><li>b. project title</li><li>c. name of client organization</li><li>d. tasks performed that must include<ul style="list-style-type: none"><li>• shooting script or animation script</li><li>• shot list or use of graphics</li><li>• pre-production storyboards,</li><li>• shooting or animation</li><li>• editing,</li><li>• final product</li></ul></li></ul>		
<b>COMMENTS</b>		



Evaluation Criteria	Met	Not Met
<b>M.3 – VIDEO PRODUCTION SAMPLES</b>  <p>The Bidder MUST provide a DVD or USB format demo containing three (3) samples from previous productions (demos) to demonstrate the Bidder's experience and ability to produce quality videos that are similar in nature and complexity to the requirements as described in the RFP. The video samples must be submitted in a file format compatible with Windows Media Player.</p> <p>The total running time of the three (3) demo(s) MUST not exceed ten (10) minutes. Ideally they should be between two (2) to three (3) minutes each.</p> <p>At a minimum, one (1) sample must be bilingual (English and French).          At least one (1) of the three (3) samples must be a live action video.          At least one (1) of the three (3) samples must be an animated video.</p> <p>All productions must have been completed by the Bidder in their entirety under a contract with the public sector or private industry, and have been completed and delivered after January 1, 2015.</p> <p><b>Each live action video sample must demonstrate:</b></p> <ol style="list-style-type: none"> <li>1. use of lighting,</li> <li>2. camera angles,</li> <li>3. graphics,</li> <li>4. sound,</li> <li>5. music,</li> <li>6. effective use of treatment,</li> <li>7. script,</li> <li>8. language (both body and spoken), and</li> <li>9. editing techniques.</li> </ol> <p><b>Each animated video sample must demonstrate:</b></p> <ol style="list-style-type: none"> <li>1. use of compositing/digitizing,</li> <li>2. animation effects,</li> <li>3. graphics,</li> <li>4. sound,</li> <li>5. music,</li> <li>6. effective use of treatment,</li> <li>7. script,</li> <li>8. language (spoken and written), and</li> <li>9. editing techniques</li> </ol> <p>The video production samples provided in accordance with M.3 will be used as the basis for evaluation in R.2 Quality of Video Production Sample Provided.</p>		
<b>COMMENTS</b>		

**BIDS NOT MEETING THE ALL THE MANDATORY REQUIREMENTS WILL BE GIVEN NO FURTHER CONSIDERATION**

**POINT RATED TECHNICAL CRITERIA**

Only those proposals which first meet the Mandatory Requirements will be considered in the second stage of the evaluation, the Point Rated Technical Evaluation.

To be considered compliant, Bidders must obtain a minimum passing mark of 200 overall for the point rated criteria of the Technical Evaluation. The rating is performed on a scale of **400 points**. Proposals scoring less than 200 points overall for the point rated criteria of the Technical Evaluation will not be given further consideration.

Bidders are instructed to address each requirement in sufficient depth to permit a complete analysis and assessment by the Evaluation Team.

Proposals will be evaluated on the completeness and level of detail by which they address the rated requirements. For example, if a description of a process or procedure is requested, the various steps which the Bidder will perform in order to complete the requirement, as detailed in the Annex "A" Statement of Work (SOW), should be described.

General statements should be avoided. These do not provide details which can be compared to the description of the requirement and therefore evaluated as to their relevancy in fulfilling the requirement, as detailed in the SOW.

<b>Rated Technical Criteria</b>	<b>Minimum Points</b>	<b>Maximum Points</b>
R.1 Project Management Approach	50	100
R.2 Quality of Video Production Sample Provided	150	300
<b>TOTAL:</b>	<b>200</b>	<b>400</b>

**R.1: Project Management Approach  
(Maximum: 100 points - Minimum: 50 points)**

The Bidder should propose a preliminary project management approach that provides flexibility and considers client needs. It should reflect how the Bidder proposes to work in collaboration with the Project Manager and Project Team and outline the key areas that require input from the client. It should illustrate how the Bidder will ensure that performance, quality, and scheduled goals are achieved.

The Bidder should provide a detailed description of:

1. their proposed project management approach and procedures,
2. schedule controls,
3. possible challenges and risks,
4. risk mitigation,
5. the tools and techniques that would be used to plan, organize, direct and control the project.
6. The project management approach should also outline how the Bidder proposes to work in collaboration with the Project Authority to ensure sufficient time for review and Government approval process.

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**Points factors utilized is as follows:**

**Not acceptable (0):** The information provided was unsuitable or insufficient. Criterion may be addressed, but not enough information provided and/or technically not acceptable.

**Acceptable (50):** This is the established minimum. Details provided to describe the Bidder's approach and procedures; schedule controls and planning tools and techniques. Demonstrates techniques to be put in place and used to plan, organize, direct and control projects. Identifies some potential challenges and proposes mitigation strategies. Demonstrates client involvement in the approach.

**Superior (75):** Details provided to describe the Bidder's approach and procedures; schedule controls and planning tools and techniques are complete. Demonstrates established techniques to be put in place and used to plan, organize, direct and control projects. Identifies some potential risks and challenges relevant to video production projects and mitigation strategies. Demonstrates client involvement in the approach and outlines key areas that require their input. Approach for working with Project Authorities is addressed but not fully elaborated on.

**Outstanding (100):** Details provided to describe the Bidder's approach and procedures; schedule controls and planning tools and techniques are clear and complete. The Bidder demonstrates very effective, appropriate and innovative techniques to be put in place and used to plan, organize, direct and control projects. Identifies and clearly describes the potential risks and challenges relevant to video production projects and provides detailed mitigation strategies for each risk. Demonstrates excellent client involvement in the approach and outlines key areas that require their input. Approach for working with Project Authority is well defined and includes all aspects, appropriate and flexible.

## **R.2 Quality of Video Production Sample Provided (Maximum: 300 points – Minimum: 150 points)**

The Bidder will be assessed against the video production samples provided in accordance with M.3 and the Video Demo Fact Sheet at Appendix 1.

Should the total combined running time of the three (3) submitted samples exceed ten (10) minutes in length, only the first ten (10) minutes will be evaluated.

**The video production samples will be evaluated on the following rated criteria:**

### **R.2.1 Per Video Sample – Client Objectives, Purpose of the Production and Creative Approach (Maximum 100 points – minimum 50 points)**

For each video sample described in Appendix 1 Video Demo Fact Sheet; the video samples submitted should demonstrate the client's objectives, the purpose of the production and the creative approach used by the Bidder.

The following elements will be evaluated for each **live action video samples** provided in response to M.3:

1. use of lighting
2. camera angles
3. graphics
4. sound
5. music
6. treatment
7. script
8. language (both body and spoken), and
9. editing techniques

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The following elements will be evaluated for each **animated video samples** provided in response to M.3:

1. use of compositing/digitizing,
2. animation effects,
3. graphics,
4. sound,
5. music,
6. effective use of treatment,
7. script,
8. language (spoken and written), and
9. editing techniques.

For evaluation purposes, "very good" is defined as: very innovative, creative, effective, excellent quality and appropriate approach.

**Point factors utilized for each video production sample:**

**Not Acceptable (0):** The video sample does not allow the viewer to accurately understand the client objectives, purpose of the production and creative approach described in Appendix 1. One (1) or more video elements was of poor quality or detracted from the video objective or the message was not being conveyed.

**Acceptable (50 points):** The video sample allows the viewer to accurately understand the client objectives, purpose of the production and creative approach described in Appendix 1. A minimum of 4 criteria are addressed well.

**Superior (75 points):** The video sample not only allows the viewer to accurately understand the client objectives, purpose of the production and creative approach described in Appendix 1 but also demonstrates very creativity. A minimum of 6 criteria are addressed well.

**Outstanding (100 points):** The video sample not only allows the viewer to accurately understand the client objectives, purpose of the production and creative approach described in Appendix 1 but also demonstrates very creativity and innovation. All the criteria have been addressed well and fully.

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## APPENDIX 1 TO ANNEX "C"

### EVALUATION GRID VIDEO DEMO FACT SHEET

*(Will be evaluated in accordance with R.2)*

**VIDEO NO. \_\_\_\_ TITLE \_\_\_\_\_**

- a) Client (department/organization); \_\_\_\_\_
- b) Client contact; \_\_\_\_\_
- c) Date of video production; \_\_\_\_\_
- d) Client's objective: Describe the strategic thinking behind the creative approach that you developed to respond to your client's objective;
- e) Description and purpose of production; Describe your client's business requirement, challenge, or opportunity of what your firm was hired to do. Include a description of the product/service/social issue at the heart of the video message, the market(s), and the target audience(s);
- f) Creative approach: Describe the creative approach developed by your firm to meet the Client's objectives for the purpose of the production:

The description should provide details to describe how the quality of images and the quality of the cinematography were used to meet the Client's objectives for the purpose of the production;

The description should also provide details to describe how the following elements were used by your firm to meet the Client's objectives for the purpose of the production:

- 1. The use of graphics/typography/on-screen text and still imagery (excluding option captions);
  - 2. The use of graphic animation sequences and/or motion graphics and/or animations;
  - 3. The use of camera angles
  - 4. The use of lighting
  - 5. The use of music and/or the use of sound
- g) Description of the techniques used in the video production to communicate the theme and the message:

The description should provide details to describe how the treatment (storyline), script and language (both body and spoken) were used to meet the Client's objectives for the purpose of the production.

The description should also provide details to describe how the following elements were used by your firm as applicable to communicate the message and to meet the Client's objectives for the purpose of the production:

- 1. visual techniques
  - 2. the use of actors to communicate the themes and messages
  - 3. use of other techniques to convey the message such as closed captioning, voice-overs, etc.
  - 4. typography/on-screen text (excluding option captions);
  - 5. off-camera and on-camera narration
- h) Results: Summarize the results. Describe the outcome of the project. The description should provide details to describe the audience response to the video (if applicable) and the level of client satisfaction. The Bidder should also include a written confirmation from the Client confirming the level Client satisfaction with the video.

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## PART B – Questions and Answers

### Question 1:

I was wondering if it would be possible to revise mandatory criterion M.3 to at least two (2) or three (3) samples rather than five (5) demonstrating criterion 8—Language (both body and spoken), given that you will need other types of videos according to your statement of work?

### Answer 1:

Mandatory criterion M.3 and Point Rated Technical criterion R.2 have been revised. Please refer to section Part A, section A.5 of this amendment.

### Question 2:

Our team is interested in submitting an application for tender #474388 (Audio Visual Production Services), however we are strictly an animation company. Would the Canada School of Public Service be open to producing its learning content strictly in animated video format?

### Answer 2:

No, the Canada School of Public Service requires more than animated videos only. For CSPS learning, scenario-based live action video is also requirement

As specified in Mandatory criterion M.3, at least one (1) of the three (3) samples submitted must be a live action video. Bids not meeting all of the mandatory criteria will not be evaluated further.

### Question 3:

3.1 Can you confirm whether part of the scope of work on some, if not all, of the videos will require script writing, design concepts and storyboards, etc.? It's not crucial to the submission of our proposal but helpful in knowing the potential scope of work.

3.2 Can you please confirm what's included within "Type 5 - Transcript/Sub-titles/CC" under the *Estimated Number of Videos* on page 19 of the RFP? I'm under the impression those are **existing** videos that simply require transcripts/sub-titles/closed captioning? Is that the case?

### Answer 3:

3.1 In some cases the scripts, design concepts and storyboards would have already been completed by the Canada School of Public Service and at other times CSPS would require the Contractor to complete these tasks. The exact requirements will be specified in each corresponding TA.

As required for each video type (1 – 4), the blended hourly rate must cover the provision of script writing, design concepts and storyboards, etc, as well as the other listed services in section B.1 of the Annex "B" Basis of Payment.

At this time it is not possible to give a percentage of the work that would require script writing, design concepts and storyboards, and what would require just production services.

Refer to Annex "A" Statement of Work, section 5. SCOPE, for information related to the estimated number of video types per contract period.

3.2 Yes this is correct. The title of "Type 5 Transcript/Sub-titles/CC" has been revised as follows:

Type 5 – Existing Videos: Existing Videos: Revision to include Transcript/Sub-titles/CC/Described Video that require revision to include WCAG accessibility compliance and/or Transcription/Sub-titles/CC/Described video.

**Question 4:**

Do the blended hourly rates for video types 1 – 4 include the costs associated with the provision of WCAG accessibility compliance and/or Transcription/Sub-titles/CC/Described Video?

**Answer 4:**

Yes, the blended hourly rates for video types 1 – 4 must also include all costs associated with WCAG accessibility compliance and/or Transcription/Sub-titles/CC/Described Video.

**Question 5:**

5.1 What do you mean by video type "Transcript/Sub-titles/CC"?

5.2. (B.2 Annex B) Do we have to provide a rough estimate for subcontractor production costs and/or an actual estimate from a potential subcontractor?

**Answer 5:**

5.1 For the Type 5 videos, the scripts, design concepts and storyboards would have already been completed by the Canada School of Public Service.

The title of "Type 5 Transcript/Sub-titles/CC" has been revised as follows:

Type 5 – Existing Videos: Existing Videos: Revision to include Transcript/Sub-titles/CC/Described Video

Type 5 – Existing Videos: Existing Videos: Revision to include Transcript/Sub-titles/CC/Described Video are existing videos, or videos created internally in which we do not have the capacity or software for the accessibility compliance of that require revision to include WCAG accessibility compliance and/or Transcription/Sub-titles/CC/Described Video.

5.2 Bidders must provide the firm all-inclusive blended hourly rates as specified in B.1. Bidders are not required to provide any pricing, however when a Contract is awarded, the Contractor must provide these costs as applicable to each Task Authorization.

**Question 6:**

Page 20-21 Item 6 and 7 - Contractor Responsibilities and Department Responsibilities / Client Support.

There seems to be a bit of overlap in responsibilities. Can you please clarify the reference to scripts and storyboards, and who is responsible for each?

This also affects the blended hourly rate calculation on page 25. Annex B Basis of Payment

**Answer 6:**

Refer to the answer provided in response to Question 3

**Question 7:**

Page 23 - Item 14 v. - High-definition camera stills in JPG format (minimum 4000x6000 pixels). Can you please expand on the requirement for HD stills? Is there a requirement to shoot stills while on location, or is there another requirement that you are thinking of?

**Answer 7:**

At times there may be a requirement to incorporate stills from the video scenarios to incorporate them in a motion graphics video or an interactive branching type video. The HD stills may also be needed when using avatars or personas of the characters from the live shooting videos based on the scenario.

For example: A scenario based video using three (3) to four (4) characters, where one (1) of the characters is the main persona throughout the course, in which the video will be incorporated.

**Question 8:**

Page 30 - M3 - Video Production Samples - Will you accept a USB with a demo rather than a DVD?  
There is also a reference to "delivered after January", can you please clarify?

**Answer 8:**

Yes, high quality USBs are acceptable. Refer to the revision to mandatory criterion M.3 in PART "A", section A.5 of this amendment.

**Question 9:**

Page 7 Part 3 - Bid Preparation Instructions and Page 34 - Appendix 1 to Annex C Evaluation Grid Video Demo Fact Sheet.

On page 7 it states:

Due to the nature of the bid solicitation, bids transmitted by facsimile will not be accepted.

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

One of the requirements on the Fact Sheet is Budget. We would be include these fact sheets in Section 1: Technical Bid, is that acceptable?

**Answer 9:**

Appendix 1 to Annex "C" has been revised to remove the requirement to provide the budget for the video samples. Refer to PART A, section A.5 of this amendment.

The completed Evaluation Grid Video Demo Fact Sheet should be included in Section 1: Technical Bid.

**Question 10:**

Page 29 and 30 - Can M.2 and M.3 samples be the same?

**Answer 10:**

Yes, as long as all of the criteria being evaluated in M.2 and M.3 are met.

**Question 11:**

Point 6. (Page 17): it states that the contractor must produce approximately 60 learning videos in Canadian French and Canadian English. However, on page 21, the estimated number of video types per contract period has 40 "Transcript/Sub-titles/CC" type products. Are we to understand that these 40 products (SML, XML, SRT files) are considered to be videos?



**Answer 11:**

The Contractor may be required to complete up to 60 video projects with The Canada School of Public Service. Some of those video projects are full video productions services, but the majority could be short compliance related tasks, such as transcripts, closed captioning and sub-titling.

Refer to Annex "A" Statement of Work, section 5. SCOPE, for information related to the estimated number of video types per contract period.

**Question 12:**

Table B. 1.1—(page 11): it states that the estimated blended hourly rate will be calculated as follows: adding type 1 to 6 ÷ 6 = EBHR. However there are only five types in the table. What is the sixth?

**Answer 12:**

**PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

Section 4.2 Basis of Selection

Refer to the revision to the table in PART "A", section A.1 of this amendment

**Question 13:**

3—Evaluation Criteria (page 30): it states that all productions must have been completed and delivered after January. Is this January 2018?

**Answer 13:**

Refer to the revision to mandatory criterion M.3 in PART "A", section A.5 of this amendment.

**Question 14:**

**In Annex "A", on page 17:** Could you provide more details about the "interactive presentations" that might be required? What type of format would be required for these?

**Answer 14:**

**ANNEX "A" STATEMENT OF WORK**

Under the Article 5. Scope

This should read interactive videos. "Interactive video (also known as "IV") is a type of digital video that supports user interaction. These videos play like regular video files, but include clickable areas, or "hotspots," that perform an action when you click on them." Within an eLearning course, these types of videos could be used as branching scenarios.

Refer to the revision to Section 5. Scope of the Annex "A" Statement of Work in PART "A", section A.2 of this amendment

**Question 15:**

**M.2:** Are the samples required under mandatory requirement M.2 a different set of five samples from those required in M.3?

**Answer 15:**

Any of the samples submitted for mandatory criterion M.2 can also be submitted for mandatory criterion M.3 as long as the video samples meet all of the criteria being evaluated in both M.2 and M.3.

**Question 16:**

**M.2:** For the sample that must be bilingual (English and French), does this mean a video that mixes both English and French, or can this be one video with both an English and French version? If it's the latter, are we required to provide both the English and French versions of the same video in our samples?

**Answer 16:**

For the samples, you are NOT required to provide English and French versions of each sample requested. Please supply the Canada School of Public Service with only version in either language of your choice, or a bilingual version if available.

**Question 17:**

**Annex A:** In the breakdown of types of videos, "live action scripted" is listed as one type. Will live action interviews be required as well?

**Answer 17:**

No, live action interviews will not be required.

**Question 18:**

**On page 20, section 6.q:** the RFP states "make recommendations to the instructional designer(s)". Will the instructional designer(s) be part of the CSPS team or should we propose an instructional designer in our key personnel?

**Answer 18:**

The Canada School of Public Service, will be providing the instructional designer(s).

**Question 19:**

**On page 21, a):** it says you will provide the scripts, but that contradicts the Video production phases section on page 18 ("script creation"). Can you clarify that point? Same with "translation".

**Answer 19:**

Refer to the answer provided in response to Question 3. All translation and content editing ~~is~~ will be provided by the Canadian School of Public Service.

**Question 20:**

**2.4 on page 5:** Please confirm that the last day for questions is Jan. 17

**Answer 20:**

All enquiries must be submitted in writing to the Contracting Authority no later than **ten (10) calendar days** before the bid closing date.

**Question 21:**

**3.1 page 7:** "Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid." Can we assume that the budget per project in the video demo fact sheets is an exception?

**Answer 21:**

Appendix 1 to Annex "C" has been revised to remove the requirement to provide the budget for the video samples. Refer to PART A, section A.5 of this amendment.

The completed Evaluation Grid Video Demo Fact Sheet should be included in Section 1: Technical Bid.

**Question 22:**

**3.1 page 7:** Do you have an estimate of how many TAs would be issued per year?

**Answer 22:**

Refer to Annex "A" Statement of Work, section 5. SCOPE, for information related to the estimated number of video types per contract period.

**Question 23:**

**In annex "A", section 4:** Can you detail the demographics of Canadian Public Servants?

**Answer 23:**

The following website might help answer this question based on 2017: <https://www.canada.ca/en/treasury-board-secretariat/services/innovation/human-resources-statistics/demographic-snapshot-federal-public-service-2017.html>

**Question 24:**

**Pg. 21, 9. i):** Music & voiceover is always licensed for use in the specific videos under each TA (those elements on their own cannot be fully owned by anyone). Standard licensing usage for music & voiceover covers all web and internal events, which should cover your needs as you are not broadcasting this material. Do you suggest we include a disclaimer somewhere regarding licensing?

**Answer 24:**

As applicable to each Task Authorization, the Contractor must provide the required licensing and rights in accordance with the Contract clauses and conditions and the Annex "A" Statement of Work.

Per **Part 2 – BIDDER INSTRUCTIONS**, Section 2.1 Standard Instructions, Clauses and Conditions, "Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract."

**Question 25:**

Is filming in different locations across Canada expected for certain videos?

**Answer 25:**

Yes, 1 or 2 per year. Most will be within the NCR region.

**Question 26:**

What is the difference between "animation" and "motion graphics" in the financial bid?

**Answer 26:**

Animation could include 2D or 3D animation, and motion graphics would be more along the line of moving graphics.

**Question 27:**

What is the balance of talent vs. staff for use in the videos? For instance, do you foresee more scripted, as opposed to documentary, content?

**Answer 27:**

There would be a higher amount in staff as opposed to talent.

**Question 28:**

Please confirm if we are responsible for any web integration.

**Answer 28:**

The Canada School of Public Service is responsible for all LMS and/or Web integration. The Contractor would be responsible in ensuring that CSPS technical specs are adhered to so the integration would be seamless.

**Question 29:**

Who is the evaluation committee made up of?

**Answer 29:**

As specified in PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION, section 4.1 Evaluation Procedures:

(b) An evaluation team composed of representatives of Canada will evaluate the bids.

**Question 30:**

What is your definition of animation video – is this 2D computer animation or 3D?

**Answer 30:**

It could be both, pending business need. To be determined in each individual TA.

**Question 31:**

What is your definition of interactive video? Can you provide an example? Are we required to source the software and to incorporate those costs into the blended rated? Is this for individual learning where the viewer interacts with the video and answers a question that leads to different outcomes and subsequent questions? Or are you wanting an interactive type video that pauses and then provides the correct answer?

**Answer 31:**

“Interactive video (also known as "IV") is a type of digital video that supports user interaction. These videos play like regular video files, but include clickable areas, or "hotspots," that perform an action when you click on them.” Within an eLearning course, these types of videos could be used as branching scenarios. It can be both a branching scenario (that leads to a different outcome) and/or an interactive video that asks a question, then pauses and provides a feedback response.

Per B.1 FIRM HOURLY RATES, “All expenses normally incurred in providing the services (i.e. project office space (including Contractor's hardware and software), word processing, work estimates, photocopying, courier and telephone charges, local travel\* and the like) are included in the firm hourly rates identified herein, and will not be permitted as direct charges under the Contract.”

**Question 32:**

What do you mean an interactive presentation? Is that the same interactive video?

**Answer 32:**

Refer to the answer provided in response to Question 14.

**Question 33:**

Confirmation that CSPS will provide all translation. In Annex B the blended includes translation.

**Answer 33:**

Refer to PART A, section A.4 of this amendment.

The Canada School of Public Service is responsible for all translation and content editing services.

**Question 34:**

In Annex B should editing hours be included in post-production services?

**Answer 34:**

Yes editing hours should be included in the post-production services.

**Question 35:**

In Appendix 1 to Annex C – video demo fact sheet. Can we submit educational motion graphic videos as examples and not loss points since there is no lighting or camera angles needed?

**Answer 35:**

The video production samples provided in response to Mandatory Criterion M.3 will be used as the basis for evaluation in *R.2 Quality of Video Production Sample Provided*.

The Video Demo Fact Sheet included in Appendix 1 to Annex "C" will be evaluated in accordance with the criteria specified in R.2 point rated technical criterion.

Bidders must provide three (3) video samples as specified in Mandatory criterion M.3. At least one (1) of the three (3) samples submitted must be a live action video, at least one (1) of the videos must be an animated video, and at least one (1) sample must be bilingual (English and French) .

Each live action video sample must demonstrate:

1. use of lighting,
2. camera angles,
3. graphics,
4. sound,
5. music,
6. effective use of treatment,
7. script,
8. language (both body and spoken), and
9. editing techniques.

Each animated video sample must demonstrate:

1. use of compositing/digitizing,
2. animation effects,
3. graphics,
4. sound,
5. music,
6. effective use of treatment,
7. script,
8. language (spoken and written), and
9. editing techniques

Bids not meeting all of the mandatory criteria will not be evaluated further.

Solicitation No. - N° de l'invitation  
0X001-180989/A  
Client Ref. No. - N° de réf. du client  
0X001-180989

Amd. No. - N° de la modif.  
003  
File No. - N° du dossier  
CX031.0X001-180989

Buyer ID - Id de l'acheteur  
CX031  
CCC No./N° CCC - FMS No./N° VME

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**Question 36:**

Please confirm that we can submit by e-post as opposed to samples being placed on a DVD. Is there sufficient space?

**Answer 36:**

Samples can be submitted via USB, or time-stamped via e-post.

As specified in Part 3 of the solicitation, if the Bidder chooses to submit its bid electronically, Canada requests that the Bidder submits its bid in accordance with section 08 of the 2003 standard instructions. Bidders must provide their bid in a single transmission. The epost Connect service has the capacity to receive multiple documents, up to 1GB per individual attachment.

**Question 37:**

Please confirm total time of samples should be 15 minutes as 2 different times are given.

**Answer 37:**

Refer to the revision to Mandatory criterion M.3 in PART "A", section A.5 of this amendment.

The total running time of the three (3) demo(s) MUST not exceed ten (10) minutes. Ideally they should be between 2 to 3 mins each.

**Question 38:**

Part 3—Bid Preparation Instructions

What type of video file (MP4, AVI, etc.) is required for the video samples? Is it the same format if we are sending it via epost Connect?

**Answer 38:**

Samples can be submitted via USB, or time-stamped via e-post, and no edits performed on the demos past the date of submission.

Refer to the revision to Mandatory criterion M.3 in PART "A", section A.5 of this amendment.

**Question 39:**

**In M.3 page 30**, "and have been completed and delivered after January." Do you mean "**before** January 2019"?

**Answer 39:**

Refer to the revision to Mandatory criterion M.3 in PART "A", section A.5 of this amendment.

All productions must have been completed by the Bidder in their entirety under a contract with the public sector or private industry, and have been completed and delivered after January 1, 2015.

**Question 40:**

**Still in M.3 page 30:** "The Bidder MUST provide a DVD format demo". Does that mean we have to submit a hard copy version? If yes, can we include a USB drive instead of a DVD? If we can submit through epost, can we include links, or will we have to submit the video files through epost as well?

**Answer 40:**

Bidders may submit their video samples on USB or via e-post.

As specified in the 2003 Standard Instructions - Goods or Services - Competitive Requirements, section 05 (2018-05-22) Submission of bids, Canada will evaluate **only the documentation provided with a bidder's bid.**

**Canada will not evaluate information such as links or references to Web site addresses where additional information can be found, or technical manuals or brochures not submitted with the bid.**

Refer to Part 3 of the solicitation and to the revision to Mandatory criterion M.3 in PART "A", section A.5 of this amendment.

**Question 41:**

**In the estimated number of videos, page 19:** is it 60 videos in English and 60 videos in French, or 60 in one language and simple subtitles in the other language? For example, will animations have a voiceover in English and a voiceover in French?

**Answer 41:**

No, this is up to 60 combined video projects. In other words, for one TA developed and approved, the Canada School of Public Service would require one French and one English version of each video. Animations and motion graphics would have to have voiceover in both languages.

**Question 42:**

How often will we have to provide all footage on USB/hard drive? After each project? Once a year?

**Answer 42:**

After each project, or monthly and can be uploaded and downloaded from a FTP site as well. As long as we have all source files and footage at the close of the contract periods.

**Question 43:**

Can this be defined as to the deliverable or given a scope of work? Table B1.1. - Video Types. Type 4 - Interactive. There are many types of Interactive video approaches.

**Answer 43:**

Under the heading Article 5. Scope

This should read interactive videos. "Interactive video (also known as "IV") is a type of digital video that supports user interaction. These videos play like regular video files, but include clickable areas, or "hotspots," that perform an action when you click on them." Within an eLearning course, these types of videos could be used as branching scenarios.

Refer to the revision to Section 5. Scope of the Annex "A" Statement of Work in PART "A", section A.2 of this amendment

**Question 44:**

Under M.3. - VIDEO PRODUCTION SAMPLES, it states: *"All productions must have been completed entirely by the Bidder under a contract with the public sector or private industry, and have been completed and delivered after January".* Which January is referred to here?

**Answer 44:**

Refer to the revision to mandatory criterion M.3 in PART "A", section A.5 of this amendment.

**Question 45:**

What are the potential locations for filming?

**Answer 45:**

Various locations across Canada. Each would depend on the subject of the video. The location would be identified in each individual TA's.

For example: If the subject is Indigenous videos then it would be various Indigenous territories, etc...

**Question 46:**

It is stated that 60 videos are needed but Under the 'ESTIMATED NUMBER OF VIDEO TYPES PER CONTRACT PERIOD' section, it says 40 are 'Transcript/Subtitles/CC'. We are having difficulty understanding what this means as Transcripts, Subtitles, and Closed Captioning are not video types. Can you elaborate on what you are looking for in regards to number of full-videos?

**Answer 46:**

Refer to the answer provided in response to Question 11, under this amendment.

**Question 47:**

For the 60 videos, will they be 60 in English and French making 120 videos total or will it be split up, for example 30 english and 30 french?

**Answer 47:**

Could vary depending on the type of video. But yes roughly 30 English and 30 French. The numbers could also be more new videos and less compliance videos.

**Question 48:**

In general, do French subtitles and closed-captioning (and descriptive audio) on a video that was originally fully English constitute it being French-accessible? (an example of this being a 'talking head' interview wherein the person being interviewed spoke English). - For samples of work / example videos would this be acceptable?

**Answer 48:**

Yes this would count. The Canada School of Public Service (CSPS) can use dubbing for the translated versions. However, for the demos being asked, you are NOT required to provide both English and French versions of each sample requested. Please supply CSPS with only version in either language of your choice, or a bilingual version if available.



**Question 49:**

Can you elaborate on what you would be requiring from a "Interactive Video"?

**Answer 49:**

These videos would play like regular video files, but include clickable areas, or "hotspots," that perform an action when you click on them." Within an eLearning course, these types of videos could be used as branching scenarios. It can be both a branching scenario (that leads to a different outcome) and/or an interactive video that asks a question, then pauses and provides a feedback response.

**Question 50:**

If the proposal is delivered as a online digital copy via epost Connect, are we allowed to deliver the video examples as an online link with in the proposal or would you require the digital files?

**Answer 50:**

Refer to the revision to mandatory criterion M.3 in PART "A", section A.5 of this amendment.

**Canada will not evaluate information such as links or references to Web site addresses where additional information can be found, or technical manuals or brochures not submitted with the bid.**

**Question 51:**

In Annex A - Statement of Work, 5 different types of products are specified. To ensure that all bidders are quoting pricing on the same set of requirements, would it be possible to get a more detailed description of the exact requirements the client anticipates being included in each of these types of products? For example, when they are asking for a price for animation, is this 2D or 3D animation, or whiteboard video animation? What is meant by an Interactive product?

**Answer 51:**

Mandatory criterion M.3 and Point Rated Technical criterion R.2 have been revised. Refer to section Part A, section A.5 of this amendment.

Animation could be 2D/3D and or whiteboard animation. There will be a higher percentage of whiteboard animation compared to the other 2 types.

"Interactive video (also known as "IV") is a type of digital video that supports user interaction. These videos play like regular video files, but include clickable areas, or "hotspots," that perform an action when you click on them." Within an eLearning course, these types of videos could be used as branching scenarios. It can be both a branching scenario (that leads to a different outcome) and/or an interactive video that asks a question, then pauses and provides a feedback response.

**Question 52:**

In mandatory criteria M.3: Video production sample, it is stated that video samples must demonstrate:

1. use of lighting,
2. camera angles,
3. graphics,
4. sound,
5. music,
6. effective use of treatment,
7. script,
8. language (both body and spoken), and
9. editing techniques.

In Annex A.5 Scope, there are 5 types of video requested but some types of videos (i.e: animation, Motion Graphic) will not hit all the above criteria.

Could you confirm if our samples should be aimed at hitting all of the above criteria or if we should focus on providing samples for all types of videos requested in Annex A?

**Answer 52:**

Refer to the Mandatory criterion M.3 in PART "A", section A.5 of this amendment.

**Question 53:**

Table B.1.1 - Would you consider changing the Basis of Payment Table B1.1? to something that is clearer for respondents to bid on? In the past we have quoted using a table that defines the resources. See attached.

If this is not possible - Here are our questions:

What should we assume the length of each video type will be? And are we to determine what resources would be needed and how much time for each resource without knowing what the creative approach is? If a link to a video example was included and a length of each video type was specified, then CSPS could assume that each company is quoting on the same scope of work and level of complexity or simplicity.

Asking for firm all-inclusive hourly rates is confusing, as we don't work with hourly rates in the video industry but in half or full days. So, please explain how the hourly rate should be calculated: Budget each video type as to what resources and how much time we think they will be needed. Then add up the amount of days of each resource, divide the amount of hours in each day for each resource coming up with an hourly rate and then add up the hourly rates and average those?

These costs are to include French and English versions of each?

**Answer 53:**

Please refer to section Part A, section A.1 and section A.4 of this amendment.

The Canada School of Public Services learning videos should be between 2 to 3 minutes maximum.

Mandatory criterion M.3 and Point Rated Technical criterion R.2 have been revised.

Yes the cost is to include full French and English versions.

**Question 54:**

Are you asking us to provide you with a single hourly price for all these wide range of skill sets... eg. project manager or script writer gets paid the same rate as a makeup artist or video duplicator?

This is a very difficult task to accomplish.

What is your detailed definition of "Production and post-production services"?

**Answer 54:**

Please refer to section Part "A", section A.4.

**Production services** - Production begins once the footage is recorded, where actors (if required) rehearse and are filmed. During the production process you apply various the lighting requirements, framing and work on composition. Some projects will also shoot B-Roll during the production process.

**Post-Production Services** - The post production process is the final editing process where graphics can be added along with images, music, colour correction and special effects. It is where the project begins to come to life. Rough cut will be in process loop until perfect then passes to Final cut. Final cut will be in process loop until perfect then passes to Final proof.

**Question 55:**

We aren't able to submit any animated samples for this RFP (M.3 each sample must include "8. language (both body and spoken)"... but you're looking for animation samples in ANNEX "C"?

**M.3 – VIDEO PRODUCTION SAMPLES**

All productions must have been completed entirely by the Bidder under a contract with the public sector or private industry, and have been completed and delivered after January.

Each video sample must demonstrate:

1. use of lighting,
2. camera angles,
3. graphics,
4. sound,
5. music,
6. effective use of treatment,
7. script,
8. language (both body and spoken), and
9. editing techniques.

But in APPENDIX 1 TO ANNEX "C" EVALUATION GRID VIDEO DEMO FACT SHEET  
(Will be evaluated in accordance with R.2)

2. The use of graphic animation sequences and/or motion graphics and/or animations

**Answer 55:**

Mandatory criterion M.3 and Point Rated Technical criterion R.2 have been revised. Please refer to section Part A, section A.5 of this amendment.

**Question 56:**

Under the section M.3 Video Production Samples the specifications include:

- At a minimum, one (1) sample must be bilingual (English and French).
- Each video sample must demonstrate: 1. use of lighting, 2. camera angles, [...]

I have two questions regarding these details.

- 1) Would you clarify which scenario is desired by the first specification:
  - a. A series of 5 videos are provided, at least one of which has both French and English spoken in it.
  - b. A series of 5 videos are provided, at least one of which is French, if the rest are provided in English.
  - c. A series of 4 unique videos are provided, an additional 5<sup>th</sup> video is shown as a French translation of one of the initial 4 if they are provided in English.
- 2) Would you confirm that you **do not want** to see any examples of videos that would fall into the 'Type 1 – Animated' category, as they would not require use of lighting or camera angles.

**Answer 56:**

Refer to the Mandatory criterion M.3 in PART "A", section A.5 of this amendment.

**Question 57:**

1) Can you please clarify if the video samples requested in M.3 (page 30 of RFP) must be delivered on DVD or can we send a link to an online portfolio of the samples and/or sent on USB in MP4 format? DVD is an SD format and will not properly show the level of quality of the video samples.

2) If a DVD is mandatory can you please confirm if you require a play DVD or a data DVD?

3) Can you please confirm that the five (5) video projects provided in section M.2 to demonstrate Experience of Firm can be DIFFERENT than the 5 demo samples in section M.3.

4) Can you please clarify what "completed and delivered after January" means in section M.3?

**Answer 57:**

Refer to the Mandatory criterion M.3 in PART "A", section A.5 of this amendment and also refer to the answer provided in response to Question 15 of this amendment.

**Canada will not evaluate information such as links or references to Web site addresses where additional information can be found, or technical manuals or brochures not submitted with the bid.**

**Question 58:**

4.2.1, point 5 (p. 10 of 39) How and for what types of tasks did you arrive at an evaluation of 50 hours to determine the pricing score based on the EBHR. What do these 50 hours apply to? Will the product of the multiplication (50 hrs x EBHR) represent the total budget allocated for all the 60 videos over two years?

**Answer 58:**

Refer to 4.2. of the Request for Proposal. The calculation is for evaluation purposes only.

**Question 59:**

4.2.1, point 5 (p. 10 of 39) Firstly, for Type 1, what type of animation is it? Vector style 2D Toonboom, traditional 2D animation, stop motion?

**Answer 59:**

Animation could be 2D/3D and or whiteboard animation. There will be a higher percentage of whiteboard animation compared to the other 2 types.

**Question 60:**

4.2.1, point 5 (p. 10 of 39) For Type 3, what do you mean by "schéma animé" also called "graphique animé" later on in the document? Are you talking about vector style animation (motion design)? Are we therefore talking about a type of video that would be entirely and uniquely made up of this kind of animation? If so, what is the difference between this type of animation and Type 1 videos?

**Answer 60:**

This specific type refers to motion graphics or moving graphics videos.

Animation could be 2D/3D and or whiteboard animation. There will be a higher percentage of whiteboard animation compared to the other 2 types.

**Question 61 :**

4.2.1, point 5 (p. 10 of 39) Secondly, we do not understand how you can plan to calculate an average based on the five "Video types" listed because, as we see it, Type 3—Motion graphics and especially Type 5—sub-titles are more techniques or services that are part of an entire video production and therefore represent a fraction of a total budget and not a type of video in and of themselves. We therefore fear that these two elements will lower the EBHR. Can you provide us with clarifications on this point, please?

**Answer 61:**

Refer to the revision to the table in PART "A", section A.1 of this amendment.

The 40 compliance videos are ones already created that exist already, or were created in house but need the post-production task of making the video WCAG 2.0 AA compliance.

**Question 62:**

(p. 10 of 39) Can you please clarify what you mean by Type 4—Interactive? Are we talking here about a video in which the user will be required to make choices, like click on A or B? Because this type of video implies complex branching interactive scenarios that could potentially result in more deliverables for a single video depending on the number of levels of choice on offer (see Netflix's *Bandersnatch* or Steven Soderbergh's *Mosaic*).

**Answer 62:**

"Interactive video (also known as "IV") is a type of digital video that supports user interaction. These videos play like regular video files, but include clickable areas, or "hotspots," that perform an action when you click on them." Within an eLearning course, these types of videos could be used as branching scenarios.

**Question 63 :**

Point 5 (p. 17 of 39) When it says 60 French and English videos, does this mean one English version and one French version for each of the videos? Language may have the following impacts on the five types of videos listed: Type 1, 3 and 5—voice overs, text in graphic animations, subtitles and audio descriptions; Type 2 and 4—double shoots with different Anglophone and Francophone actors in a single role and the on-screen dialogue, voice overs, text in graphic animations, sub-titles and audio description. This clarification will necessarily have an impact on the final quantity of videos to be delivered. Further, in the document, when it mentions bilingual video in the document, does it mean videos that have both languages spoken on screen subtitled in the opposite language?

**Answer 63:**

Yes we require a full English version and full French version of each video. For official languages, it is not recommended to have sub-titles, but in some cases it might be necessary.

**Question 64:**

Point 5 (p. 17 of 39) We visited the CGCampus platform, and a number of videos are accessible to the public. What certainty do we have that the videos produced for this purpose here will not be accessible to the public at large and will be protected by a password uniquely held by applicable public service employees. This might have an impact on actor fees.

**Answer 64:**

All our videos must be fully WCAG 2.0 AA accessible whether behind a firewall (password) or public facing. The new mandate of the government and of the Canada School of Public Service, is to be open, and have less and less hidden behind password. So all our videos need to be produced as if the target audience is the public at large.

**Question 65:**

Point 5 (p. 17 of 39) By visual descriptions or described video, do you mean audio description for the visually impaired.

**Answer 65:**

Yes for accessibility needs as outlined in the following link and meeting WCAG 2.0 AA standards.  
<https://www.w3.org/TR/WCAG20/>.

**Question 66:**

Video production phases, point 3d) (p.21 of 42) Post-production, audio management: to be safe, could you please clarify what you mean by "time coding"? "restoring"? "digital files on a portable device"? "duplication and labelling"?

**Answer 66:**

Timecode is a time or code assigned to a specific frame or a specific point in a video. Essentially, a timecode is like a time stamp in video editing.

Rétablissement (restoring) means carrying out color correction; removing scratches, splices, dirt, and flicker; and restoring audio.

For the other two noted above, the contractor is responsible for sending us all finished raw assets and project.

**Question 67:**

Page (p. 19 of 39) Why did you include the tables for the option periods? Are we supposed to do something with this information in our bid at this stage?

**Answer 67:**

This gives you the numbers of videos anticipated per contract period. This is necessary for the bidding, specifically the basis of payment part.

**Question 68 :**

Point 6f) (p.20 of 39) In the French, it states "Coordonner le travail du personnel de **photos** et audio. [Coordinate the work of photo and/or audio resources]" What do you mean by "photo"?

**Answer 68:**

You are required to coordinator the work of all the resources hired to complete the video such as a video-camera operator, photographer and/or audio technical if it is live-action scripted.

**Question 69:**

Point 6, 2nd a) (p.20 of 39) Do we have to plan storyboards for all the videos? Illustrators charge between \$30 and \$50 per drawing. How many drawings should we plan for on average?

**Answer 69:**

Refer to the answer provided in response to Question 3, under this amendment.

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0X001-180989/A  
Client Ref. No. - N° de réf. du client  
0X001-180989

Amd. No. - N° de la modif.  
003  
File No. - N° du dossier  
CX031.0X001-180989

Buyer ID - Id de l'acheteur  
CX031  
CCC No./N° CCC - FMS No./N° VME

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**Question 70:**

Point 6, 2nd e) (p.20 of 39) What do you mean by provide up to five “exemplaires [samples]” of each rough cut? Will the cuts not be sent digitally?

**Answer 70:**

This is a suggestion that up to 5 iterations or waves of the product(s) may be needed before final approval. And yes this can be done digitally through FTP or an URL.

**Question 71:**

Point 9 b) (p.21 of 39) Could you please clarify the following sentence please: “filming occurring in extreme conditions.” What are we supposed to do with this information at this stage?

**Answer 71:**

Refer to the revision to Annex “A” Statement of Work in PART “A”, section A.3 of this amendment.

**Question 72:**

Point 9 h) (p.21 of 39) What type of work are we talking about here and what licensed personnel? Do you mean that in the videos showing real tasks or work of the public service, these actions must be carried out for the camera by actual PS employees and that these employees will be made available to us at no cost by the client?

**Answer 72:**

If using paid actors, or PS employees, the contractor will be responsible to move around people or objects to get the best shot possible

**Question 73:**

Point 9 j) (p.21 of 39) Do the actors and extras have to be hired under the ACTRA and UDA agreements? At this stage, do we have to provide talent fee estimates?

**Answer 73:**

If talent is needed, but most of the time we can get away with using public servants. But there is a time where actors may be needed, and it will be the contractor's responsibility to manage those additional resources but these time will be minimal.

**\*\* ALL OTHER TERMS AND CONDITIONS OF THE SOLICITATION REMAIN UNCHANGED \*\***