



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions -
TPSGC

11 Laurier St. / 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau, Québec K1A 0S5

Bid Fax: (819) 997-9776

SOLICITATION AMENDMENT MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Training and Specialized Services Division/Division de
la formation et des services spécialisés
Terrasses de la Chaudière 5th Floor
Terrasses de la Chaudière 5e étage
10 Wellington Street,
10, rue Wellington,
Gatineau
Québec
K1A 0S5

Title - Sujet End-to-End Learning Service	
Solicitation No. - N° de l'invitation W0103-166712/A	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client W0103-166712	Date 2019-03-28
GETS Reference No. - N° de référence de SEAG PW-\$\$ZH-141-34608	
File No. - N° de dossier 141zh.W0103-166712	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-04-24	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Roy, Paul	Buyer Id - Id de l'acheteur 141zh
Telephone No. - N° de téléphone (613) 858-9621 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

Solicitation Amendment 002

This amendment is raised in order to correct administrative errors, post questions and answers and to extend the Solicitation Closing Date.

The Solicitation Closing Date is hereby changed to:

April 24 at 14:00h EDST

Q.8 Please refer to Part 7.1.2.F – Task Authorization (TA) Process on page 12. The TA process outlined includes reference to the supporting documentation that must be submitted in support of each proposed resource. The current wording would imply that resource labour category qualification is included in the timeline for the TA approval. However, there is no indication of how far in advance of the intended task start date that the Project Authority will release the TA to the Contractor. The current timeline would imply that the Contractor has only 14 calendar days to provide the total estimated cost for performing the task as well as qualify the necessary resources to accomplish the work. The Bidder therefore respectfully asks:

- a. Following Contract Award but before Task issuance, would the Crown allow the Contractor to request pre-approval for all its current resources in accordance with Appendix 2 to Annex A (requirements) so to alleviate any delays in responding to task requests?**
- b. How far in advance of the intended task start date will the Project Authority release the TA to the Contractor?**
- c. Is it Canada's intention that the Contractor's response to each TA will include named resources or is it enough to provide only the total estimated cost for performing the task/revised task and a breakdown of that cost in accordance with Annex B, i.e., level of effort for the required resource categories as well as any direct expenses to complete that task?**

- A.8**
- a. No. Please provide the resource information as stated in the RFP.
 - b. We don't have a set length of time that we can provide for a task start date. We will do our best to provide a start date in the task authorization and we'll do our best to include a ball park.
 - c. F3 states the requirements for the named resources. Please provide the information stated in the RFP.

Q.9 Please refer to Annex A Statement of Work (SOW), Part 14.0 – Start-Up. This part specifies that the Contractor is solely responsible for any additional training required by its resources to become familiar with the task's environment. However, the RFP TA process indicates that Contractor will not be made aware of any specific training or physical safety requirements, including the potential for embarkation in a ship, prior to the release of the TA. The Bidder therefore respectfully asks if the Contractor will be reimbursed for the cost of any required training that is only available from DND?

- A.9** Our SME will support background so that there won't be any required training for any resources.

- Q.10** Please refer to Annex E Mandatory & Point-Rated Criteria, R1.2 which states that "The Bidder will be awarded points as follows where it provides an example, in 500 words or less," Can the Crown please confirm that 500 words or less is per resource and not per category?
- A.10 To allow enough space for a proper description, 500 words maximum per resource per category is a good amount.
- Q.11** Please refer to Annex E Mandatory & Point-Rated Criteria, CR9 scoring states there are up to 22 points. When adding up the points there should be a total of 20 points available (16 points under Factors to be evaluated + 1 point for delivering to CAF + 3 points for English & French). Can you please confirm the scoring?
- A.11 The correct total for CR9 is up to 20 points. Please see below for amended totals.
- Q.12** Please refer to Annex E Mandatory & Point-Rated Criteria, CR10 scoring states there are up to 12 points. When adding up the points there should be a total of 16 points available (12 points under Factors to be evaluated + 1 point for delivering to CAF + 3 points for English & French). Can you please confirm the scoring?
- A.12 See solicitation amendment 001.
- Q.13** Please refer to Annex E Mandatory & Point-Rated Criteria, Workstream #2 – Customs & Rapid eLearning Product Programming, 2.1 scoring states there are up to 160 points. When adding up the points there should be a total of 120 points available (8 categories at 15 points per category). Can you please confirm the scoring?
- A.13 See solicitation amendment 001.
- Q.14** Please refer to Annex E Mandatory & Point-Rated Criteria, Workstream #2 – Customs & Rapid eLearning Product Programming, R2.2 scoring states there are up to 50 points. When adding up the points there should be a total of 40 points available (a. & d. categories are 5 points each + b & c categories are 15 points per category). Can you please confirm the scoring?
- A.14 See solicitation amendment 001.
- Q.15** Due to the complexity of the logistics when it comes to properly collecting all the data requested, qualifying relevance of experience to the requirement, obtaining and confirming references, acquiring DND Client's approval for the release of classified courseware to the Navy (as requested in this RFP) which is taking some time and is not usually required in a RFP and presenting all information in the specified format requested by the client, we respectfully request an extension to the submittal date to April 25th.
- A.15 We don't see the need for an additional extension.

Q.16 Please refer to Amendment #1 Q&A 1 and refer to Appendix 2 to Annex A, Contractor Professional Service Resources and to Annex A, Statement of Work, 5.0 Scope of Tasks, b., d. & e. Can the Crown re-examine their answer to Q1 as the duties listed in the Scope of Tasks specifically b, d & e (such as design, methods analysis, storyboarding and evaluation – Kirkpatrick's first three levels, etc.) are not included in any of the tasks associated with the different resource categories listed in Appendix 2 to Annex A. It is the bidder's experience that those duties are performed by Instructional Designers not Technical Writers. We therefore suggest that tasks b, d & e be removed from 5.0 Scope of Tasks should the Crown wish to maintain Technical writer as the Resource Category.

A.16 Article 5.0, sub-articles b, d and e have been modified or deleted. See below for the changes.

Q.17 Please refer to Part 3.0 – Language Requirements of Annex A – Statement of Work on page 21. This part dictates that all content destined for upload into the Defence Learning Network – Learning Management System (DLN-LMS) must be offered in both official languages. However, there is no mention in the RFP of the translation or translation verification of Contractor deliverables. Part 3.0 only specifies that Contractor resources must be able to communicate effectively, both orally and in writing, in the designated languages identified in the TA. The Bidder therefore respectfully asks:

- a. **If the Contractor is expected to translate all deliverables in both official languages, will the cost of translation be accepted as “Other Direct Expenses” as defined in Annex B – BASIS OF PAYMENT?**
- b. **Will Canada confirm that the TERMIUM Plus terminology and linguistic database is the primary reference for approved terminology and translation?**
- c. **Should the Contractor, during the performance of the work, encounter new DND specific technical terms that are not in the TERMIUM Plus database, will Canada through the Royal Canadian Navy Terminology Panel or a similar organization, coordinate the approval and translation of the new terminology with the Translation Bureau?**

A.17 a. No, the firm all-inclusive rates requested in this RFP are expected to cover the cost of all tasks required to be performed by the Contractor in the Statement of Work.

b. Yes, TERMIUM Plus is the primary reference for terminology and translation.

c. Yes, DND will provide an approved translated translation for DND-specific terminology.

Q.18 Please refer to Part 18.0 – Location of Meetings of Annex A – Statement of Work on page 28, 18.0 Location of Meetings, 18.1 In the event that meetings are required under this Contract, or any task of this contract, the preferred meeting method is by video-conferencing or tele-conferencing.” Can Canada please confirm if Skype video conferencing is acceptable to meet this requirement?

A.18 Skype is not an acceptable solution, since it's not accessible through our firewall. The best option is tele-conferencing for now. Either DND or the contractor can arrange the teleconference.

Q.19 Please refer to Annex E, Mandatory & Point-Rated Criteria, on page 72 R1.1 Points will be awarded for Billable day experience accumulated by Bidder in excess of the following minimum billing days: 1) Senior Technical Writer 2) Intermediate Technical Writer. Can the Crown please confirm that multiple projects can be used to demonstrate each resource category?

A.19 Yes, multiple projects can be used to demonstrate each resource category.

Q.20 Please refer to Annex E, Mandatory & Point-Rated Criteria R1.2, R2.3, R2.4, R2.5 states: The Bidder will be awarded points as follows where it provides an example, in 500 words or less, of their previous work delivered within 5 years prior to bid closing that demonstrates delivery of services which included the following technology and/or environment."

- a. Can the Crown please confirm that 500 words or less are for one resource category
- b. To demonstrate the requirement, can multiple contracts be used to demonstrate the requirement?

A.20 a. Clarification: 500 words or less per resource, not per resource category.

- b. Yes, multiple contracts can be used to demonstrate the requirement.

1. At Annex E, MANDATORY & POINT-RATED CRITERIA, in the technical point column of CR9 of the Corporate Rated criteria

DELETE: Up to 21 points.

INSERT: Up to 20 points.

2. Annex E, MANDATORY & POINT-RATED CRITERIA, 2. Point Rated Technical Criteria

DELETE:

Category		Maximum Technical Points Available	Required Pass Mark (60%)
1	Corporate Ratings	335	201
2	Instructional Design & Development Services	45	27
3	Custom and Rapid eLearning Product Programming	238	143
4	Multi-Media Design & Development	142	85
5	Project Management	40	24
		800	480

INSERT:

Category		Maximum Technical Points Available	Required Pass Mark (60%)
1	Corporate Ratings	334	200
2	Instructional Design & Development Services	45	27
3	Custom and Rapid eLearning Product Programming	238	143
4	Multi-Media Design & Development	142	85
5	Project Management	40	24
		800	480

3. Annex A SOW, Article 5.0 Scope of Tasks, sub-articles b, d and e, are deleted in their entirety and replaced with:

- b. Design: storyboarding, prototyping;
- d. Course Support Material: student guides, instructor guides and maintenance guides;
- e. Intentionally left blank;

4. Annex B, Basis of Payment,

DELETE A 2.2 Other Direct Expenses, in its entirety; and

DELETE A 3.0 Total Estimated Cost- Cost Reimbursable Expenses Contract Period: (amount to be inserted at Contract award), in its entirety.

All Other Terms and Conditions Remain Unchanged