



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions -
TPSGC

Place du Portage, Phase III
Core 0B2 / Noyau 0B2
11 Laurier St./11, rue Laurier
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.

Title - Sujet Learning Platform		
Solicitation No. - N° de l'invitation 0X001-190594/B		Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client 0X001-190594		Date 2019-11-15
GETS Reference No. - N° de référence de SEAG PW-\$\$XL-108-36755		
File No. - N° de dossier 108xl.0X001-190594	CCC No./N° CCC - FMS No./N° VME	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-11-27		Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B.		
Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>		
Address Enquiries to: - Adresser toutes questions à: Fenwick, Wesley		Buyer Id - Id de l'acheteur 108xl
Telephone No. - N° de téléphone (613) 720-7443 ()		FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:		

Comments - Commentaires

Vendor/Firm Name and Address
Raison sociale et adresse du fournisseur/de l'entrepreneur

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

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This Solicitation Amendment #003 is raised to:

1. Amend the Closing Date of the Bid Solicitation
 2. Update Appendix A – Capability and Usability Assessment to Annex A – Statement of Work
 3. Update Annex H – Bidder's Forms - Form 9 – Financial Bid Presentation Sheet
 4. Post Questions and Answers
 5. Post Bidder's Conference Presentation Deck
-

The Solicitation is amended as follows:

The Closing Date of the Bid Solicitation is hereby EXTENDED from November 20th 2019 at 2:00 PM EST to November 27th 2019 at 2:00 PM EST.

Annex A – Statement of Work – Appendix A – Capability and Usability Assessment preamble is hereby DELETED in its entirety and REPLACED by the following:

APPENDIX A TO ANNEX A – CAPABILITY AND USABILITY ASSESSMENT

GENERAL

Purpose

This document outlines the Capability, Usability, Accessibility and Official Languages Assessment process.

Instructions

Upon the award of up to three Contracts, the Contractor must develop and submit a cloud-based Prototype Solution for Canada's assessment.

The Contractor must provide both support for and unrestricted access to the Prototype Solution, including all Prototype Solution usage rights grants, software documentation, warranty, hosting, storage, and Maintenance and Support (excluding training), waivers, non-disclosure agreements, CUA scenario test scripts and other releases to Canada for purposes of conducting the CUA assessment. Access by Canada to the Capability and Usability Assessment (CUA) and licensed access for 200 Authorized Users to test the Prototype Solution is required to conduct the CUA during the Initial Contract Period. These designated hands-on capability/usability assessment testers may include faculty, staff, administrators, course designers, data analysts, individuals with disabilities, technology professionals, and learners from various public service departments and agencies. Their structured feedback will be included in the CUA score.

The Contractor must provide Canada with unrestricted Prototype Solution access, which includes all usage rights grants, software documentation, warranty, hosting, maintenance and support (excluding training), waivers, non-disclosure agreements and other releases. Access by Canada to the Prototype Solution is required to conduct the CUA during the Initial Contract Period.

SELECTION OF CONTRACTOR'S PROTOTYPE SOLUTION

The CUA Prototype Solution deliverables provided under the Contract will be assessed by Canada against the criteria detailed in this Appendix A to Annex A – Capability and Usability Assessment.

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The CUA will comprise five individual assessment categories. Note that CUA Part Two and CUA Part Five are associated accessibility assessments, which cumulatively comprise 20% of the weighting of the Overall Maximum Weighted CUA Assessment Score.

These categories are as follows:

Part One: Capability Scenarios Assessment: Measures the functional technical ability of the Prototype Solution to perform and meet the specified requirements under Annex A – Statement of Work.

Part Two: Web Content Accessibility Guidelines (WCAG) Assessment: Technically assesses the Prototype Solution using assistive technologies such as ZOOM, JAWS, NVDA, A11Y and various Web browsers, such as Internet Explorer, Firefox, Chrome, Safari and Edge, to assess the Prototype Solution against the WCAG criteria. WCAG Assessment testing will limited to Scenarios #1-7 as listed under Part One: Capability Scenarios Assessment.

Part Three: *Official Languages Act* Assessment: Assesses the Prototype Solution against *Official Languages Act* obligations.

Part Four: System Usability Scale Assessment: Measures user ease-of-use within the Prototype Solution, including overall user experience and satisfaction with the Prototype Solution.

Part Five: Accessibility Usability Scale Assessment: Measures Prototype Solution user ease-of-use through the utilization of individual assistive technologies for accessibility and accommodation needs, including assessing overall user experience and satisfaction with the Prototype Solution.

The maximum amount of points that can be assessed is listed in the table below:

Table One – Capability and Usability Assessment Scoring

CUA Assessment Category	Maximum Pre-Weighted Score	CUA Weighting Value	Multiplier	Maximum Weighted Assessment Score (rounded to nearest full point)
Part One: Capability Scenarios Assessment	920 Points	30%	1.00000	920 Points
Part Two: Web Content Accessibility Guidelines Assessment	108 Points	10%	2.84259	307 Points
Part Three: <i>Official Languages Act</i> Assessment	85 Points	20%	7.22352	614 Points
Part Four: System Usability Scale Assessment	100 Points	30%	9.20000	920 Points
Part Five: Accessibility Usability Scale Assessment	100 Points	10%	3.07000	307 Points
Overall Maximum Weighted CUA Assessment Score:				3068 Points

The sum of the scores for each individual assessment category will be calculated in accordance with the assessment criteria and maximum points listed in each category of this Appendix A. The Pre-Weighted

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Score for each of the five respective CUA Assessment Categories is then multiplied by its associated Multiplier to result in an Overall Maximum Weighted CUA Assessment Score. The Overall Maximum Weighted Assessment Score for the Prototype Solution will be determined by adding each of the Overall Maximum Weighted CUA Assessment Score from all five respective CUA Assessment Categories.

The top-ranked Prototype Solution will be determined based on the highest responsive combined rating of technical merit, price and CUA. 30% weighting will be given to the Technical Evaluation Score. 20% weighting will be given to the Financial Evaluation Score. 50% weighting will be given to the CUA Score, as per the following table:

Assessment	Weighting
Technical Evaluation Score	30%
Financial Evaluation Score	20%
Capability and Usability Assessment Score	50%

In the event of a tie, the Overall Maximum Weighted Score will be used to rank the Contractors from highest to lowest score. If there are further ties, the lowest Financial Score will be used to rank the Contractor.

Canada will, at its discretion, exercise its irrevocable option to select a Contractor to perform all or a portion of the Work under article 3. Phase 2 - Solution of Annex A – Statement of Work. Canada may also, at its discretion, exercise its irrevocable option with other Contractors who participated in the CUA for all or a portion of the Work if it is determined that this would best meet the needs of Canada.

At Annex H – Bidders Forms – Form 9 – Financial Bid Presentation Sheet Table 3 the following is hereby DELETED:

“Total Evaluated Bid Price = Sum of each of the AVG of columns C to K = C3”

and REPLACED with:

“Total Evaluated Bid Price = Sum of each of the AVG of columns C to L = C3”

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QUESTIONS AND ANSWERS

Number	Question	Response
030	In the Request for Proposal document, at Price Table # 3: Access to Authorized User Solution: Could you confirm our understanding, you say that the average, which will be indicated in the table as well as in the table of the Total Price to be indicated also in C3, is calculated by averaging all the digits divided by 4, so you want to first, average each line including columns D to L and divide by 10 to average each line. Then we add all the (4) averages of each line and divide by 4 to get the average of the whole table and that's the figure that will be reported in C3, is that it? If not specify?	At Annex H – Bidder's Forms – Form 9, Table 3 Total evaluated bid price (C3) is the sum of the averages of Column C to Column L (column average calculated as: (Item 1 Price + Item 2 Price + Item 3 Price + Item 4 Price) / 4).
031	In Part 6 - Security and Financial Requirement, 6.1 Canadian Suppliers and 6.2 Foreign Suppliers: If we are a Canadian Supplier and met the requirements as per 6.1, as long as the Canadian Supplier meets the requirements of PROTECTED information, assets, or work sites in Part 7 - Resulting contract clauses, Can Canada confirm that Canadian Supplier can leverage resources from Countries outside of the 6.2 Foreign Supplier (a) list of countries? (NATO, EU, international bilateral security instruments Countries).	Canada confirms that the Canadian Supplier cannot leverage resources from countries outside of the 6.2 Foreign Supplier (a) list of countries.
032	Further to Canada's answer to Question 24, we are respectfully asking Canada to reconsider its answer to this question and replace the limitation of liability included in Article 7.27 with the limitation of liability that was negotiated between the Information Technology Association of Canada (ITAC) and the Government of Canada (SACC Manual clause no. N0000C (2013-04-25) https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/5/N/0000C/4). As a result, the standard SACC	Canada will not be amending Part 7 – Resulting Contract Clause Article 7.27 Limitation of Liability at this time.

	Manual limitation of liability clause no. N0000C should be included in Article 7.27 of the Resulting Contract Clauses. This limitation of liability clause reflects for the most part, a commercially reasonable allocation of risk between Canada and the Contractor in keeping with Treasury Board policy regarding Contractor's liability in Crown procurements.	Yes, please refer to Section 1.4 Security Requirements.
033	Regarding the security clearance requirement on page 7 (and elsewhere in the RFP) that "the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive worksites," can you confirm that the provision of such names is not required for the purposes of answering the RFP?	For information purposes.
034	Is a specific response required to Annex C, Security Requirement Check List on page 79 of the RFP for the purposes of answering the RFP, or is that just information only?	For information purposes.
035	Similarly, is a specific response required to Appendix A to Annex F, Certifications at the Task Authorization Stage on pages 102 – 103 of the RFP, or is that just informational?	For information purposes.
036	Similarly, is a specific response required to Appendix I Security Control Profile on pages 142 – 181 of the RFP, or is that just informational?	For information purposes.
037	What forms need to be filled out as per the Basis of Payment?	Please refer to Annex H – Bidder's Forms – Form 9 in its entirety, including Appendix A to Form 9, if applicable.
038	Will the deck presented at the bidders conference be posted to BuyandSell?	Please refer to Solicitation Amendment #003 posted to BuyandSell
039	Given the Next Hr to Pay looking for an LMS, is there a view as to why is there this duplicative procurement that is potentially happening in parallel? Does the school plan on integrating with the HR system, or vice a versa?	The Next Generation Digital Learning Environment Solution is an initiative specifically raised to meet the CSPS's business needs. The intent is for the Solution to eventually integrate within, but not replaced by, the Next Generation HR to Pay solution.
040	Has CSPS considered using a learning pilot with Next Gen HR to Pay?	Yes, the CSPS has expressed interest in piloting the Next Generation HR to Pay solution.
041	Is the Capability and Usability Assessment an assessment of existing functionality or is it for additional development of functionality?	Please refer to Annex A – Statement of Work Appendix A – Capability and Usability Assessment.

		No. Please refer to Annex A – Statement of Work, Section 2.3
042	Is it a 9 month prototype development phase?	
043	Are there clear instructions on how to apply for the necessary security clearances?	Please refer to the information on the PSPC Industrial Security Sector available at the following web address: https://www.tpsgc-pwgsc.gc.ca/esc-src/enquete-screening-eng.html
044	How does the Industry submit their final bids?	Please refer to Part 2 Section 2.2 Submission of Bids, and Part 3 Section 3.1 – Bid Preparation Instructions.
045	With regards to Scenario #1, what is the number of content authors that need to be licensed for the Prototype (vs. learners)?	Scenario #1 is geared to Content Authors, and it is anticipated there would be up to 25 assessors accessing the Prototype Solution in the role of Content Authors for Scenario #1.
046	Can you confirm the email address to be used when transmitting the proposal please?	Please refer to Section 3.1 Bid Preparation Instructions.
047	Could you send us the PPT you used yesterday during the Webex conference call which you said you would send us after the call please?	Please refer to Response #037
048	We also find on page 13 of 203 (original RFP document) that only 1 Go is allowed!! That might end up being a bit too small as far as our proposal is going to be concerned. How can we work things out beside delivering hardcopies?	Please refer to Section 3.1 Bid Preparation Instructions.
049	Table 3: In the table the synthesis at the bottom by columns C to K, while the table contains the columns C to L, can we correct the table for "C to L"?	Yes, please see Solicitation Amendment #003.
050	Table 3: In the line "Evaluated Total Price Bid", is the value you are looking for, tis it the average of each line i.e. the average of line 1 to 4 (sum of C to L divided by 10), then divided by 4 to make the overall average as you have shown in TABLE 4? If yes, can we add a column to indicate the average of each line comprised between C to L? Or if you are looking for the average of the totals of each line (1 to 4), then you want to make the total of each line by adding from C to L for each line (lines 1 to 4) and then we do the total of lines 1 to 4 divided by 4, to give the average of the totals from lines 1 to 4? If yes, then can we add a column to indicate the sum of	At Annex H – Bidder's Forms – Form 9, Table 3 Total evaluated bid price (C3) is the sum of the averages of Column C to Column L (column average calculated as: (Item 1 Price + Item 2 Price + Item 3 Price + Item 4 Price) / 4). No additional columns will be added.

	each line comprised between C to L? What is the correct interpretation please?	
051	Same questions as above mentioned are asked here also cause same interrogations remains with table 6.	At Annex H – Bidder's Forms – Form 9, Table 6 Total evaluated bid price (C6) is the sum of the averages of Column C to Column L (column average calculated as: (Item 1 Price + Item 2 Price + Item 3 Price) / 3). No additional columns will be added.
052	In Section 7.31 Priority of Documents, Section (n) “the Contractor’s bid dated _____ (insert date of bid) not including any software publisher license terms and conditions that may be included in the bid , not including any provisions in the bid with respect to limitations on liability, and not including any terms and conditions incorporated by reference (including by way of a web link) in the bid.”	Please refer to Part 3 – Bid Preparation Instructions, 3.1 (c). Software publisher license terms and conditions can be included under Section IV: Additional Information for Canada’s consideration.
053	The Terms and Conditions included within the RFP document are directed towards providing services. Can Canada please indicate where software publisher license terms and conditions can be provided within the bidder’s response in order to be discussed and negotiated at contract award.	Mandatory 2 requires the solution be 100% bilingual and that at the time of RFP submission, if the solution is not, the bidder is required to demonstrate how the proposed solution will be made bilingual at no additional cost to CSPS. The second paragraph of MC2 says that the bidder must also demonstrate how it regularly provides on-going support and maintenance services as well as help desk support in English and French. Our question is:

054	Users – the CSPS LMS RFP identifies several user counts throughout the document. Could CSPS provide the number of unique users for the past 12 months or previous fiscal year? Could CSPS also provide the average number of courses that each unique user used over that same period?	Please refer to Annex A – Statement of Work, Section 1.5 Current School Learning Ecosystem.
055	Tech Support – Does CSPS have figures to identify how many tech support calls their current LMS provider received over the past year?	No, the CSPS cannot provide those numbers.
056	Tech Support – Is CSPS looking for Tier 1 tech support or Tier 2 tech support or both Tier 1 and 2 Tech support?	Please refer to Section 7.5 Solution Maintenance and Support.
057	Tech Support – Will CSPS have in-house technical support agents in addition to the bidder's technical support team?	Yes.
058	CLOUD subscription pricing is determined by several variables, most notably the number of subscription licenses purchased, the number of solution components in scope and finally the length of the initial commitment. Currently Canada's amended pricing table does not account for an initial contract period but rather treats each year of the contract as optional. While vendors can certainly understand the desire of Canada to limit potential risk associated to lengthy contract commitments this approach also negatively impacts the ability of vendors to provide Canada with the most competitive pricing possible.	No changes will be made to Annex B – Basis of Payment at this time.
059	As such, will Canada consider committing to a 3 year initial contract period with 6 option years to support vendors in their ability to provide Canada with the best possible pricing for the term of the contract.	The Closing Date of the Bid Solicitation has been extended from November 20th 2019 at 2:00 PM EST to November 27th 2019 at 2:00 PM EST.
	In anticipation of the signification amount of questions and responses that will be provided the anticipated Amendment 002, will Canada please consider providing a solicitation bid extension by 2 weeks in Amendment 002 in order for bidders to address all information included in the Amendment?	

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060	Could you please advise on what is required in order to submit via ePost and how to proceed?	Please refer to Part 3 – Bid Preparation Instructions, Section 3.1 (a).
061	During phase 1 (i.e. the Prototype phase): If the supplier has to make changes or adaptations, can the supplier make more than one delivery of the LMS during the evaluation period (as recommended by the AGILE method)? Which implies that you will evaluate the LMS of the supplier as and when deliveries are received?	No. Please refer to Annex A – Statement of Work Section 2.3 Deliverables.
062	Or if everything must be delivered (LMS) in one delivery (so in 6 weeks by contract award)? Then will you strictly evaluate this version during the evaluation period?	Please refer to Annex A – Statement of Work Section 2.3 Deliverables.

ALL OTHER TERMS AND CONDITIONS OF THE BID SOLICITATION REMAIN UNCHANGED.



Bidder's Conference / Conférence des soumissionnaires

Canada School of Public Service – Next Generation Digital Learning
Environment Solution / L'École de la fonction publique du Canada - une
solution d'environnement d'apprentissage de prochaine génération

WebEx & Teleconference / WebEx et Téléconférence

Date: November 5 2019 / date : 5 novembre 2019

Time: 1:30PM – 3:00PM / heure : 13:30 h – 15:00 h

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Agenda / Ordre du jour

- **Introduction / introduction**
- **Participants / participants**
- **Procedure/ procédure**
- **Part A – Scope Overview / Partie A - aperçu de la portée**
- **Part B – Questions and Answers / Partie B – Questions et réponses**
- **Closing Remarks / mot de la fin**

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Participants / Participants

- **Canada School of Public Service (CSPS) / École de la fonction publique du Canada (EFPC)**

- Nadine Lacelle (Technical Authority / autorité technique)
- Leszek Nowosielski
- Antoine Despres-Bedward
- Rui Ormonde
- Jodi Brouillard
- Valerie Gaudreault (Observer / observateur)
- Ulrich Dorig (Observer / observateur)

- **Public Services and Procurement Canada (PSPC) / Services publics et Approvisionnement Canada (SPAC)**

- Wesley Fenwick (Contracting Authority/ autorité contractante)
- John Penhale
- Shawn Cairns
- Alexander Cornelisse
- Nil Boulet
- Beth Weinberger (Observer / observateur)
- David Martyniuk (Observer / observateur)
- Julie Gauthier (Observer / observateur)
- Conner Higgins (Observer / observateur)

- **Industry / l'industrie**

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Bidder's Conference Procedure/ La procédure de la conférence des soumissionnaires

- PSPC Contracting Authority will chair the conference / L'Autorité contractante de SPAC présidera la conférence
- Conference consists of two parts / La conférence se compose de deux parties
- Part A – Scope Overview / Partie A - aperçu de la portée
 - Scope of the requirement outlined in the bid solicitation will be reviewed / La portée du besoin décrit dans la demande de soumissions sera examinée
 - Please hold any questions regarding Part A until Part B Questions and Answers / SVP Veuillez garder toute question au sujet de la partie A jusqu'à la partie B : questions et réponses

Bidder's Conference Procedure/ La procédure de la conférence des soumissionnaires

- Part B – Questions and Answers / Partie B – Questions et réponses
 - Questions submitted in advance will be addressed first in Part B / *Les questions soumises à l'avance seront abordées en premier dans la Partie B*
 - Any subsequent questions will be addressed thereafter / *Les questions additionnelles seront abordées par la suite*
 - Canada reserves the right to provide responses at a later date / *Le Canada se réserve le droit de fournir les réponses à une date ultérieure*
- Questions and Responses will be published at a later date on BuyandSell through a Solicitation Amendment / *Les questions et les réponses seront publiées à une date ultérieure sur achatsetventes au moyen d'une modification à la demande de soumissions*

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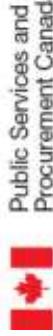
**Part A – Scope Overview /
Partie A - aperçu de la portée**

Part A – Scope Overview / Partie A - aperçu de la portée

- Summary of scope / résumé de la portée
- Agile procurement approach / approche d'approvisionnement souple
- Overview of the project / aperçu du projet

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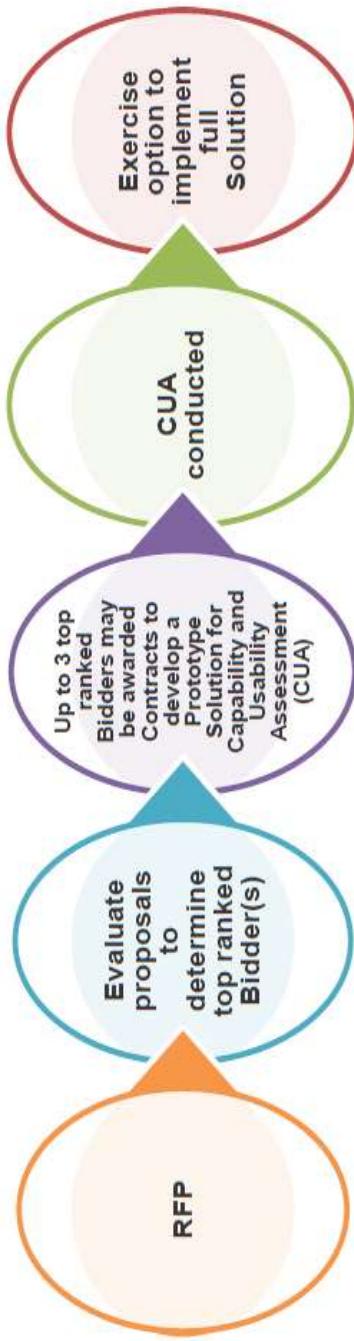


Services publics et
Approvisionnement Canada

Canada

Part A – Scope Overview / Partie A - aperçu de la portée

The anticipated multi-phase agile procurement process will be conducted as per the following phases:



Le processus d'approvisionnement prévu se déroulera selon les multiples phases suivantes :



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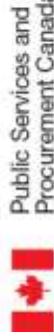
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Bidder's Conference / Conférence des soumissionnaires

Part B – Questions and Answers / Partie B – Questions et réponses

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Services publics et
Approvisionnement Canada

Canada

Part B – Questions and Answers / Partie B – Questions et réponses

Question # 030: In the Request for Proposal document, at Price Table # 3: Access to Authorized User Solution:

Could you confirm our understanding, you say that the average, which will be indicated in the table as well as in the table of the Total Price to be indicated also in C3, is calculated by averaging all the digits divided by 4, so you want to first, average each line including columns D to L and divide by 10 to average each line. Then we add all the (4) averages of each line and divide by 4 to get the average of the whole table and that's the figure that will be reported in C3, is that it? If not specify?

Question # 030 : Dans le document de Demande de proposition, au Tableau de prix no.3 : Accès à la solution de l'utilisateur autorisé :

Pourriez-vous confirmer notre compréhension, vous dites que la moyenne, qui sera indiquée dans le tableau ainsi que dans le tableau du Prix Total à indiquer aussi en C3, se calcule en faisant la moyenne de tous les chiffres divisé par 4, donc vous voulez que l'on fasse d'abord la moyenne de chaque ligne incluant les colonnes D à L et divisé par 10 pour faire la moyenne de chaque ligne. Ensuite on additionne toutes les (4) moyennes de chaque ligne et on divise par 4 pour avoir la moyenne de tout le tableau et c'est le chiffre qui sera reporté en C3, est-ce bien cela ? Si non préciser?

Part B – Questions and Answers / Partie B – Questions et réponses

Response # 030: At Annex H – Bidder's Forms – Form 9, Table 3 Total evaluated bid price (C3) is the sum of the averages of Column C to Column L (column average calculated as: (Item 1 Price + Item 2 Price + Item 3 Price + Item 4 Price) / 4)

Réponse # 030 : À l'annexe H – Formulaires du soumissionnaire - Formulaire 9, tableau 3, le prix total évalué de la soumission (C3) est la somme des moyennes de la colonne C à la colonne L (la somme moyenne d'une colonne se calcule comme suit : (*Prix de l'article 1 + Prix de l'article 2 + Prix de l'article 3 + Prix de l'article 4*) / 4)

Part B – Questions and Answers / Partie B – Questions et réponses

- Additional Questions / questions supplémentaires

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Closing Remarks / mot de la fin

Address Enquiries to Wesley Fenwick, PSPC
Contracting Authority:

Email: Wesley.Fenwick@tpsgc-pwgsc.gc.ca

Telephone: 613-720-7743

/

*Adresser toute question à Wesley Fenwick, autorité
contractante de SPAC*

Courriel : Wesley.Fenwick@tpsgc-pwgsc.gc.ca

Téléphone : 613-720-7743