



**RETURN BIDS TO:**

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11 Laurier St. / 11, rue Laurier

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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

<b>Title - Sujet</b> Facilitation Services	
<b>Solicitation No. - N° de l'invitation</b> 08B62-190370/A	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> 20190370	<b>Date</b> 2019-12-30
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZH-150-37091	
<b>File No. - N° de dossier</b> 150zh.08B62-190370	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2020-01-28</b>	<b>Time Zone</b> <b>Fuseau horaire</b> 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> Hall, Mark	<b>Buyer Id - Id de l'acheteur</b> 150zh
<b>Telephone No. - N° de téléphone</b> (613) 858-8626 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> See herein	

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</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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### Solicitation Amendment 001

This amendment is raised to:

- A) respond to questions submitted by Industry; and
- B) make any changes to the RFP document as a result of the questions submitted.

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#### A. Questions and Answers:

- Q1. Can an Event, Learning Event, Organizational Development Event, Coaching Services assignments, Consultation Services, Mentoring Services, Self-Assessment Services, Facilitation Services and Facilitation Design and Development as defined in the RFP Glossary of acronyms and definitions of the RFP can be used to meet more than one mandatory MT1 to MT7 and/or rated requirements from R1 to R7?**

**Example 1:** Contract 1 included services for a completed Event, Completed Learning Event and Completed Organizational Event to an outside client that included event management, facilitation and/or OD design and development, and facilitation which included as well a presentation by a Subject Matter Expert can be used to meet Mandatory requirements such as MT1, MT2, MT3, MT5, MT6 and MT7.

**Example 2:** Contract 2 included the provision of resources to perform facilitation and the design and development of completed Learning Events, facilitation and the design and development of a completed OD event and the provision of a subject matter expert in the context of a learning service in an international context can be used to meet Mandatory requirements such as R1, R2, R4, R5, R6 and R7.

- A1. Canada is not able to respond to this question as written. Please clarify and resubmit.

- Q2. Part 3 – Bid Preparation Instructions - section I Technical Bid on page 7 of the RFP, specify that:**

**“In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability in a thorough, concise and clear manner for carrying out the work.”**

**The RFP does not provide evaluation criteria or points for this part of the bid response requirements. It is also not mentioned in any of the calculation to qualify for the Technical evaluation of Section I Technical bid, Section II Financial Bid or Section III Certification and Additional Information. Could you specify how this part of the RFP will be evaluated if evaluated as part of the minimum score for the technical bid?**

- A2. This part is not evaluated as part of the minimum score for the technical bid.

- Q3. Can an incomplete contract for an outside client that contains completed series of Event, Learning Event, Organizational Development Event, Coaching Services assignments, Consultation Services, Mentoring Services, Self-Assessment Services, Facilitation Services and Facilitation Design and Development be acceptable to meet and/or justify any related Mandatory or Rated requirements as part of this RFP.**

- A3. The evaluation criteria asks for "Completed Events" or "completed individualized sessions", as applicable, not contracts.
- Q4. Is there any limitation as to a minimum to the duration of a completed Event, Learning Event, Organizational Development Event, Coaching Services assignments, Consultation Services, Mentoring Services, Self-Assessment Services, Facilitation Services and Facilitation Design and Development, i.e. 1 hours, 2 hours, 1 day, 2 days etc..**
- A4. No, Canada has not stated a minimum duration for an Event in any of the evaluation criteria. Please see the definition for a Completed Event provided to Bidders in each of the criteria. Also, the term "assignments" is not used anywhere in this RFP.
- Q5. Mandatory requirement MT1 requires that "Through \*Completed Events, the Bidder must demonstrate they have billed a minimum cumulative value of \$250,000 (in Canadian dollars, Applicable Taxes excluded) and been in business for a minimum of three years prior to the bid solicitation publication date providing Facilitators to \*\*Outside Clients."**
- In accordance with the RFP glossary of acronyms and definitions page 47, Facilitator is defined as "An individual who performs the act of facilitation". In most cases, an event includes several costs including the cost facilitators and in other cases as well, it is fixed fee including facilitation,
- Does it mean that the cost to an outside client of a specific completed event cannot be use to justified MT1 meaning that only the cost related to the individual delivering the facilitation during the completed event can be used to demonstrate MT1. The calculation for the number of events would be equal to \$250,000 divided by the number of days or hours of Facilitation. As an example, with an average Individual Facilitator cost of \$1500 per day, it would require the demonstration of  $\$250,000/\$1500 = 167$  events as a minimum.
- A5. Incomplete question. Please rephrase and resubmit.
- Q6. Is there any definition or documentation not included in this RFP that will be used to evaluate, score or fail any of the Mandatory or Rated requirements of this RFP?**
- A6. No.
- Q7. Is there an incumbent providing these or similar services to Global Affairs Canada (or any entity of GAC) for this purpose and if so, will the Crown provide the contract value and duration of the incumbents contract?**
- A7. There are some similar services being provided to Global Affairs Canada.
- As-and-when requested Contract.  
Estimated Contract Value: \$2,300,000.00  
Contract Period: May 7, 2019 to May 6, 2020
- Q8. Is there any requirement to provide resume or CV of resources in response to this RFP?**
- A8. No. As per the RFP, resume's ("CV's") are only required under Part 7 Resulting Contract Clauses, sub-article 7.1.1 TA Process.
- Q9. Is there any Certification that the Government of looking for related specifically for Organizational Development (OD) Design and Development and/or Facilitation of Organizational Development (OD) events as part of this RFP?**
- A9. No. As detailed in the RFP, Certifications are related to Coaching and Self-assessments.

**Q10. Mandatory Requirement MT4: it is requested that “The Bidder must provide details of at least (20) twenty \*completed individualized sessions where it has provided Resources who are certified in various psychometric tools for Leadership Coaching and Psychometric Assessments (such as, but not limited to: EQi, MBTI, Insights etc.) as well as resources for Mentoring services for multiple \*\*Outside Clients within the last (2) two years prior to the Bid Closing Date”.**

**Although we know and have certified resources for Leadership Coaching and Psychometric Assessments, we are unaware of any known certification for Mentoring Services. If the Government is looking for specific certification for Mentoring Services, could you specify an example of what you are going to base your evaluation for this Mandatory requirement wrt Mentoring Services?**

A10. As per MT4 certification is sought for various psychometric tools for Leadership Coaching and Psychometric Assessments (such as, but not limited to: EQi, MBTI, Insights etc.). As per MT4, no certification is required for mentoring.

Canada has removed the “\*” from MT4.

**Q11. Annex A - Statement of Work, page 44, section 1.3.3 D) and E): the RFP identifies a different requirement for education that in order to meet for TA requirements for Organization Development (OD) Event Facilitator and Organizational Development (OD) Design and Development Event Facilitator that the proposed resources will be required to have “a graduate degree from a recognized Canadian university or the equivalent as established by a recognized Canadian academic credentials assessment service in Organizational Development or related discipline. Could you specify as it is not mentioned in the RFP, what defines and qualifies exactly for this requirement?**

A11. Although this question is not clear, please see Canada’s response.

A graduate degree is required for article 1.3.3 D) and E) of Annex A Statement of Work as stated.

Canada has removed, “in Organizational Development or related discipline” from 1.3.3 D) and E) of Annex A Statement of Work.

**Q12. RFP Rated requirement R8: what is the definition and limitation of a Federal Government Initiatives to meet this requirement.**

A12. Federal Government Initiatives can include, but are not limited to, projects, programs, symposiums, conferences, special events, workshops, training and or OD events, etc.

**Q13. The RFP Glossary for acronyms and definitions, define an Organization Development (OD) from Cummings, T., & Worley C., (1993), Organizational Development and Change 5th edition, St-Paul. MN: West Publishing.**

**A) In our research for the definition of OD, we have found over 27 published definitions of OD from very credible writers. Is the definition from Cummings, T., & Worley C., (1993), Organizational Development and Change 5th edition, St-Paul, MN: West Publishing only define the requirements of the RFP;**

**B) Does it mean that only OD events that meet the criteria established in this publication and be used to demonstrates Mandatory and Rated Criteria for OD Events; or**

**C) We can use other publications defining OD in order to enhanced Organization performance.**

A13. A) Unclear question.

B) Unclear question. We recognize that there are many definitions of OD. For the purposes of this RFP, the definition provided in the glossary is most closely aligned with Global Affairs Canada's organizational needs in OD.

C) This is not a question. See response to B) above.

**Q14. The RFP Glossary for acronyms and definitions, define a Subject Matter Expert as “expert in the field who is a non-trainer”.**

**Does this mean that an SME cannot be used to demonstrate Mandatory and Rated Criteria such as MT7 and R6 if this SME has provided any type training services in any area of expertise during the last 2 years prior to this RFP issue date (3 Dec 2019) to any client in Canada or outside Canada.**

A14. A Subject Matter Expert can be used if and when an SME has served in a dual capacity as an expert and Facilitator.

**B. Changes to the RFP Document:**

1. In Attachment 1 to Part 4 Technical Evaluation Criteria, MT4:
  - a) Canada has removed the “\*” before the phrase “...completed individualized sessions...”.
  - b) For clarity, Canada has also removed the definition: “\*A completed event is defined as an event where the outcome or actual results were achieved and all deliverables have been submitted to the Outside Client.” from MT4 as it does not apply.
2. At Annex A Statement of Work article 1.3.3, sub-articles D) and E) are deleted in their entirety and replaced with:

**D) Organizational Development (OD) Event Facilitation**

The Facilitator for Organizational Development (OD) Event Facilitation must have:

- i) a graduate degree from a recognized Canadian university or the equivalent as established by a recognized Canadian academic credentials assessment service; and
- ii) experience delivering a minimum of 10 Organizational Development events in the past 5 years. Delivered to employees involved in international work in the public service.

**E) Organizational Development (OD) Event Design and Development**

The Facilitator for Organizational Development (OD) Event Design and Development must have:

- i) a graduate degree from a recognized Canadian university or the equivalent as established by a recognized Canadian academic credentials assessment service; and
- ii) experience designing and developing a minimum of 10 Organizational Development events to public service employees involved in international work.

3. At Annex A Statement of Work, article 7. Glossary of Acronyms and Definitions, the following definition has been added:

Federal Government Initiatives:	Federal Government Initiatives can include, but are not limited to, projects, programs, symposiums, conferences, special events, workshops, training and or OD events, etc.
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