



**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.

**Comments - Commentaires**

THIS DOCUMENT CONTAINS A SECURITY  
REQUIREMENT.

**Vendor/Firm Name and Address**

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

**Issuing Office - Bureau de distribution**

Shared Systems Division (XL)/Division des systèmes  
partagés (XL)

Terrasses de la Chaudière

4th Floor, 10 Wellington Street

4th etage, 10, rue Wellington

Gatineau

Québec

K1A 0S5

<b>Title - Sujet</b> Learning Management Solution Learning Management Solution (LMS)	
<b>Solicitation No. - N° de l'invitation</b> T8086-192304/A	<b>Amendment No. - N° modif.</b> 004
<b>Client Reference No. - N° de référence du client</b> T8086-192304	<b>Date</b> 2021-03-23
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XL-107-38969	
<b>File No. - N° de dossier</b> 107xl.T8086-192304	<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> Eastern Daylight Saving Time EDT <b>on - le 2021-04-14</b> Heure Avancée de l'Est HAE	
<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> Conn-Harbinson, Margo	<b>Buyer Id - Id de l'acheteur</b> 107xl
<b>Telephone No. - N° de téléphone</b> (613) 858-8108 ( )	<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</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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**QUESTIONS FROM BIDDERS**  
**Dated 23 March 2021**

**PURPOSE:**

**The Solicitation Amendment is issued:**

- A) Extend the Closing Date of the Bid Solicitation.**
- B) To respond to questions regarding the Bid Solicitation.**

**A) EXTEND THE CLOSING DATE OF THE BID SOLICITATION:**

- 1) THE PURPOSE OF THIS AMENDMENT IS TO EXTEND THE CLOSING DATE OF THE BID SOLICITATION **FROM 7 APRIL 2021, 2:00 PM EDST, TO 14 APRIL 2021, 2:00 PM EDST.** NO FURTHER EXTENSIONS WILL BE GRANTED.

**B) QUESTIONS:**

**The following questions were received from bidders. To ensure consistency and quality of information provided to Bidders, significant enquiries received and the replies to such enquiries will be provided simultaneously to all Bidders to whom the bid solicitation has been sent.**

**Question 22:**

Section 11.3 of the RFP "Learning Management Solution Support" refers to email and hotline support between 7:30am and 5:30pm. Requirements M64 and R62 refer to email and phone support between 5:30am and 8pm EST. Could you please confirm the support availability hours you are seeking?

**Response 22:**

Section 11.3 should be amended to read: 5:30 am and 8:00 pm EST to match M64 and R62.

**Question 23:**

Regarding section 3.23 Technical Requirements, can you confirm that requirements 3.23.1 and 3.23.2 are requirements of the LMS Cloud Service Provider (e.g. AWS) and not of the LMS vendor themselves? If you require certification information about the underlying LMS Cloud Service Provider that LMS is using, then would supporting documentation in the form of a letter from the CSP in our proposal confirming our Cloud provider's compliance meet these requirements?

**Response 23:**

3.23.1 means the Solution, Not the Cloud Service Provider

(M) The Solution must provide security according to the Protected B / Medium Integrity / Medium Availability Security Control Profile within ITSG-33 standards ref: [https://www.cseccst.gc.ca/en/system/files/pdf\\_documents/itg33-overview-apercu-eng\\_1.pdf](https://www.cseccst.gc.ca/en/system/files/pdf_documents/itg33-overview-apercu-eng_1.pdf)

3.23.2 clearly refers to the Cloud Service Provider.

(M) The SaaS must be hosted by a qualified Cloud Service Provider. A "qualified" Cloud Service Provider

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has completed the CCCS (Canadian Centre for Cyber Security) Assessment Program <https://cyber.gc.ca/en/guidance/cloud-service-provider-information-technology-security-assessmentprocess-itsm50100> and has met all of the requirements of Shared Services Canada's Invitation to Qualify for Government of Canada Cloud Service Procurement Vehicle (GC Cloud) (<https://buyandsell.gc.ca/procurement-data/tender-notice/PW-18-00841719>).

3.23.3

Yes, the crown will accept a letter confirming compliance.

**Question 24:**

Respecting to 1.1.2 "a) granting to Canada a non-exclusive, Entity wide, Subscription License to use the Subscription Services..." on page 25 and 3.3 "The Contractor grants to Canada the entity wide subscription license right to access and use the Learning Management Solution..." on page 29 can you clarify if you mean an enterprise or site license?

**Response 24:**

Enterprise License.

**Question 25:**

Can the Contracting Authority please replace 10.0 "...Where the Contractor has reduced or eliminated functionality in the Learning Management Solution" on page 31 with "Where the Contractor has materially reduced or eliminated functionality in the Learning Management Solution"?

**Response 25:**

No

**Question 26:**

The RFP is specific that any software bid to meet this requirement must be "off-the-shelf" or commercially available (COTS) and repeats the COTS statement throughout the solicitation. So, concerning "11.1 Learning Management Solution Warranty: The Contractor warrants and represents that the Learning Management Solution will meet or exceed all the Specifications set out in the Contract and the Statement of Requirements during the entire Contract Period" on page 32 and 11.6 (a) "...the Contractor warrants that the Learning Management Solution will meet the functional and performance criteria set out in the Specifications" on page 33, most, if not all, COTS software publishers warrant against their own software documentation, in other words, they warrant that the software will work the way they say it works. Will the Contracting Authority either remove the current warranty language or re-word it accordingly?

**Response 26:**

The warranty language will not be removed or re-worded.

**Question 27:**

COTS software publisher SLA response times are based on degree of severity of the case so can the Contracting Authority please remove the blanket response time stipulations in 11.3 (i) "The Contractor must answer all e-mails (automatically generated e-mails will not be considered to meet this requirement) within 1 business day of the initial

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time of the Client's initial e-mail" and (ii) "The Contractor must answer or return all calls (with a live service agent) within 60 minutes of the initial time of the Client or User's initial call" on page 32?

**Response 27:**

Actually the stipulations ARE based on severity, by virtue to sending an email or making a telephone call. Nobody requiring emergency technical support will email their request. Also, the answer could simply be to issue a ticket number. The requirement is for a human being to answer email or phone call; there is no suggestion that the problem will be resolved in that time.

Stipulations will NOT be removed.

**Question 28:**

Regarding to 14.8 Backup and Recovery of Canada's Data on page 38, most bidders' Recovery Point Objective (RPO) is 24 hours which means that there will be no more than 24 hours of data lost in the event of a disaster so can the Contracting Authority please replace "The Contractor must maintain a backup of Canada's Data that can be recovered within two (2) hours at any point in time" with "The Contractor must maintain a backup of Canada's Data that can be recovered within twenty four (24) hours at any point in time"?

**Response 28:**

Replace the wording "within two (2) hours" with the new wording "within twenty-four (24) hours".

**Question 29:**

If software bid must be COTS, will the Contracting Authority please remove the requirement for a Programmer/ Software Developer on pages 55-56?

**Response 29:**

The Crown will not remove the requirement.

**Question 30:**

About "3.1.4 (R) The Solution should support integration with Proctoring systems" on page 64, by "Proctoring systems," does the Contracting Authority mean a system that supports either in-person and/or remote proctoring for the purposes of supervising high stakes exams or tests? If so, please confirm that, if the bidder's LMS provides this as a built-in capability then that functionality will suffice for the purposes of providing an answer?

**Response 30:**

If the Solution provides the proctoring function as built-in functionality, then the requirement is met.

**Question 31:**

Many COTS software publishers do not provide online help in languages other than English but do provide job aids and similar information in a format which customers can translate into any language they would like so can the Contracting Authority please replace 3.5.1 (M) "This means users selecting French as their language will not see anything in English in the solution's GUI, including but not limited to help files, reports, tutorials, error messages and

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legal information" on page 65 with "This means users selecting French as their language will not see anything in English in the solution's GUI, including but not limited to reports, tutorials, error messages and legal information"?

**Response 31:**

No Transport Canada will not make this make this change. Help files must be in both English and French.

**Question 32:**

Concerning "3.15.2 (R) The Solution should support the ability for an authorized user to create and edit the Solution/system help content" on page 69, most COTS software publishers do not allow their customers or their end users to modify online help so will the Contracting Authority please remove this requirement?

**Response 32:**

This is a rated requirement. The requirement will not be removed.

**Question 33:**

Regarding "3.16.3 (R) The Solution should be able to support current eLearning industry standards... b) Package Exchange Notification Services [PENS] on page 69, will the Contracting Authority please remove PENS as a requirement because it is no longer commonly used in the industry as organizations have readily adopted alternatives such as SCORM, AICC and OLSA?

**Response 33:**

This is a rated requirement. If vendors don't meet this requirement, they will not get points for it. The requirement will not be removed.

**Question 34:**

Respecting "3.21.6 (R) The Solution should be able to print all information and pages with the appropriate headers and security information" on page 72, what does the Contracting Authority mean? Is this to indicate whether data or information displayed on the page is "Protected" or not? If software bid must be COTS, will the Contracting Authority please remove the requirement?

**Response 34:**

This is a rated requirement. If information is Protected B, printing the page will result in headers reflecting this. If the vendor doesn't meet this requirement, they will not get points for it. The requirement will not be removed.

**Question 35:**

For Attachment 4.1, Table A – Mandatory Requirements starting on page 5, in lieu of providing a user guide with page number(s) to demonstrate compliance, will a screen shot from the online help system or a cross-reference to a Job Aid (i.e. "How-to") included in the bidder's attachments also suffice as compliance or substantiation?

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**Response 35:**

In lieu of a User Guide, please generate a PDF version of the online help citing the topic and provide sufficient references to allow an evaluator to quickly determine compliance. Screen shots with a narrative and references to Job Aids (provided with the bid) are also acceptable.

**Question 36:**

For Attachment 4.1, Table B – Rated Requirements starting on page 37, since these are rated requirements and there are 161 separate instances in the RFP where substantiation is required, will the Contracting Authority please remove the requirement for instructional videos, screen captures or user guide page references to demonstrate compliance and just require a description of how the solution supports the function or a narrative answer?

**Response 36:**

No. Transport Canada's Evaluators require concise references to substantiating material to demonstrate compliance. Simply providing a narrative is insufficient and zero points will be awarded in these cases.

**Question 37:**

I am looking into the instructions for bidding electronically (in accordance with section 08 of the 2003 standard instructions--ePost Connect service). Would you be able to point me in the right direction? I've looked for both ePost Connect and the section/standard instructions references but have only found archived references and websites that I do not believe work any longer.

**Response 37:**

<https://www.canadapost.ca/cpc/en/business/postal-services/digital-mail/epost-connect.page>

See Below for the English

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**ELECTRONIC TRANSMISSION  
OF BIDS**

## Submit Bids Electronically through *epost Connect™*

### What is *epost Connect™*?

*epost Connect™* is a digital delivery platform with bank-grade encryption. If the solicitation documents allow for the submission of bids through *epost Connect™*, bidders can submit bids electronically through *epost Connect™* to Public Services and Procurement Canada (PSPC).

### How do I bid using *epost Connect™*?

If the solicitation allows for the submission of bids through *epost Connect™*, you can submit a bid with or without having an *epost Connect™* license. Canada Post provides support ([canadapost.ca/cpc/en/business/postal-services/digital-mail/epost-connect.page](http://canadapost.ca/cpc/en/business/postal-services/digital-mail/epost-connect.page)) to transfer documents using an *epost Connect™* license.

Follow the steps below to submit a bid without an *epost Connect™* license. Note that these instructions are not a substitute for information contained in the solicitation. Information in the solicitation takes precedence. *epost Connect™* instructions may change over time.

- 1** Create a free Canada Post account: [canadapost.ca/cpc/en/business.page](http://canadapost.ca/cpc/en/business.page). Click *My Account* and follow the steps.
- 2** Find the solicitation on [Buyandsell.gc.ca](http://Buyandsell.gc.ca) that you want to bid on and open the solicitation document. Review the solicitation to determine if the submission of bids is permitted by *epost Connect™*.
- 3** Send an email to the acceptable email address to use with *epost Connect™* which is referenced in the solicitation. In the email, quote the bid solicitation number (found in the page header) and indicate that you wish to open an *epost Connect™* conversation.
  - Ensure you send this email from the email address linked to your Canada Post account.
  - Do not attach your bid to this email.
  - In order to ensure a response, send the email at least six business days prior to the solicitation closing date and time.
- 4** You will receive an email from PSPC's Bid Receiving Unit via *epost Connect™*, inviting you to participate in an *epost Connect™* conversation. Check your junk email folder if you don't receive an email in your inbox.
  - In the email, click on *Access the Message*.
  - Click on *Use epost Connect™* and log into your Canada Post account.
  - Click on the link under the NAME title.
  - Click on *Open* to open the conversation.
  - Click on *Post Message*. In the Message box, enter the solicitation number. Click *Browse* to locate your completed bid on your computer. Select your bid file(s) and click on *Open*. You will notice your file has been added below File Name.
  - Click on *Submit*.
- 5** A text box will appear in *epost Connect™*, indicating the date and time your bid was submitted.

You will also receive an email from PSPC's Bid Receiving Unit via *epost Connect™*, inviting you to open the same *epost Connect™* conversation. Click on *Access the Message* in the email and log into your Canada Post account to view the message that the Bid Receiving Unit has received your bid.

If you do not see this text box and are redirected to the Canada Post sign-in page, your session expired and your bid *was not* submitted. You will need to sign in again and resubmit your bid.

*epost Connect™* SUPPORT  
TECHNICAL SUPPORT IS AVAILABLE 24 HOURS A DAY, EVERY DAY, AT: 1-877-376-1212

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**ALL OTHER TERMS AND CONDITIONS OF THE BID SOLICIATION REMAIN UNCHANGED.**