

**ADDENDUM No. 001**  
**SOLICITATION No. 22-212928**

**RETURN BID TO/ RETOURNER LES SOUMISSIONS**  
**À :**

[receptionsoumission-  
bidsreceiving.spp@international.gc.ca](mailto:receptionsoumission-bidsreceiving.spp@international.gc.ca)

**Department of Foreign Affairs, Trade and  
Development (DFATD)**  
**Ministère des Affaires étrangères, Commerce et  
Développement (MAECD)**

**Request for Proposal**  
**Demande de proposition**

**Proposal to:**

Department of Foreign Affairs, Trade and Development  
We hereby offer to sell to Her Majesty the Queen in right of  
Canada, in accordance with the terms and conditions set  
out herein, referred to herein or attached here to, the  
goods, services, and construction listed herein and on any  
attached sheets at the price(s) set out therefore.

**Proposition à:**

Ministère des Affaires Étrangères, Commerce et  
Développement  
Nous offrons par la présente de vendre à Sa Majesté  
la Reine du chef du Canada, aux conditions énoncées  
ou incluses par référence dans la présente et aux  
appendices ci-jointes, les biens, services et  
construction énumérés ici sur toute feuille ci-annexée,  
au(x) prix indiqué(s).

**Comments — Commentaires :**

**Issuing Office – Bureau de distribution**

Foreign Affairs, Trade and Development Canada  
200 Promenade du Portage,  
Gatineau, Québec, K1A 0G4

Affaires étrangère, Commerce et Développement Canada  
200 Promenade du Portage,  
Gatineau, Québec, K1A 0G4

<b>Title-Sujet:</b> De-escalation Techniques Training (DET)	
<b>Supply Arrangement#</b> N/A	
<b>Sollicitation No. — N° de l'invitation</b> 22-212928	<b>Date:</b> July 15, 2022
<b>Sollicitation Closes — L'invitation prend fin</b>	<b>Time Zone —Fuseau horaire</b>
At /à: <b>2 :00 PM</b>	EDT (Eastern Daylight Time) / HAE (heure avancée de l'Est)
On / le <b>August 08, 2022</b>	
F.O.B. — F.A.B. <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other — Autre:</b> <input type="checkbox"/>	
Address Enquiries to — Addresser les questions à: Assane Ndiaye <a href="mailto:assane.ndiaye@international.gc.ca">assane.ndiaye@international.gc.ca</a>	
Telephone No. – No de téléphone: (613) 791-7185	
Destination of Goods and or Services/ Destination – des biens et ou services : Department of Foreign Affairs, Trade and Development (DFATD) / Ministère des Affaires étrangères, Commerce et Développement (MAECD)	
Vendor/Firm Name and Address — Nom du Vendeur et adresse du fournisseur/de l'entrepreneur:	
Telephone No. – No de téléphone:	
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)	
_____ Name, Title	
_____ Signature	_____ Date

# Addendum n° 001

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Addendum No. 001 is raised for the following:

**A. The following questions have been received, and DFATD hereby answers as follows:**

**Question 1:**

What happened to the tender in February to have to re-launch now with different parameters?

**Answer 1:**

The first solicitation tender did not result in a contract award as none of the bids received were responsive. A second solicitation tender was issued in order to award a contract for this requirement.

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**Question 2:**

The price evaluation is different from February, why is that? Is it because the February submissions exceeded this section's project budget?

**Answer 2:**

The financial proposals for the first solicitation tender were not opened because there were no responsive bids. After the review of the first tender, the technical evaluation criteria and the financial evaluation criteria were alleviated in order to foster competition.

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**Question 3:**

Seems like modifications have been made to better suit a particular company who couldn't qualify with the mandatory requirements, meaning the profile of a company that wouldn't satisfy the February Tender such as the numbers of instructors available, more specifically a bilingual instructor. What tells us that other bidders will have any chance for this tender?

**Answer 3:**

Modifications to the tender documents have been made in order to foster competition. The requirement is not tailored for any specific potential supplier. Bidders who wish to have any chance for this tender must simply submit a responsive bid.

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**Question 4:**

The tender asks for an instructor in each language. Would DFATD accept the proposal of an experienced bilingual instructor who can satisfy all 5 training delivery project in each language?

**Answer 4:**

DFATD accepts the proposal of either one bilingual instructor or one English instructor and one French instructor. This change is reflected in the new updated evaluation criteria table below.

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**Question 5:**

Is there a difference between R1 and R6? If yes, could you clarify the intent and difference. If not, would the crown remove one of the two criteria?

**Answer 5:**

R6 has been removed and only R1 remains in the evaluation criteria. Additionally, M2 has been changed to require de-escalation training experience for each proposed instructor. This change is reflected in the new updated evaluation criteria table below.

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In order to reflect all the changes in the RFP, ***ATTACHMENT 1 TO PART 4, TECHNICAL CRITERIA*** is deleted entirely and replaced with the one below.

**\*\*\*All other terms and conditions of the RFP remain unchanged\*\*\***

## ATTACHMENT 1 TO PART 4, TECHNICAL CRITERIA

The Bidder must provide the necessary documentation to support compliance with this requirement.

The references provided by the Bidders are subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to validate the references before award of a contract. The bid will be declared non-responsive if any references given by the Bidder are untrue, whether made knowingly or unknowingly. Failure to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

The month(s) of experience listed for a project whose time frame overlaps that of another referenced project, will only be counted once.

### **Mandatory Technical Criteria**

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Bids which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

Item	Mandatory Criteria	Met	Not Met
<b>M1</b>	<p>The Bidder must demonstrate that one of the proposed instructors has acquired a minimum of 12 months' experience, <b>developing</b> de-escalation training for organizations.</p> <p>To demonstrate the criterion, the Bidder must submit as of bid closing date, project descriptions with start and end dates evidencing required experience.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Demonstration:</u></b>			
<b>M2</b>	<p>The Bidder must demonstrate that <b>each</b> of the proposed instructors has acquired a minimum of 12 months' experience, <b>delivering</b> de-escalation training to organizations.</p> <p>To demonstrate the criterion, the Bidder must submit as of bid closing date, project descriptions with start and end dates evidencing required experience.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Demonstration:</u></b>			

Item	Mandatory Criteria	Met	Not Met
<b>M3</b>	<p>The bidder must demonstrate that one of the proposed instructors has experience providing de-escalation training:</p> <ol style="list-style-type: none"> <li>1. using a minimum of two actors</li> <li>2. using scenario-based training.</li> </ol> <p>To demonstrate the criterion, the Bidder must submit as of bid closing date, project descriptions evidencing required experience.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Demonstration:</u></b>			
<b>M4</b>	<p>The Bidder must propose one of the following options:</p> <p>a) Either:</p> <ul style="list-style-type: none"> <li>• One (1) bilingual instructor fluent in both English and French to lead all of the training sessions with a minimum experience of delivering 5 trainings in English and 5 trainings in French.</li> </ul> <p>b) Or</p> <ul style="list-style-type: none"> <li>• One (1) instructor fluent in English to lead the English sessions with a minimum experience of delivering 5 trainings in English, and;</li> <li>• One (1) instructor fluent in French to lead the French sessions with a minimum experience of delivering 5 trainings in French.</li> </ul> <p>To demonstrate the criterion, the bidder must submit as of bid closing date, descriptions of at least 5 training sessions delivered in English by the English or bilingual instructor and at least 5 training sessions delivered in French by the French or bilingual instructor. The language of training must be specified for each training provided.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Demonstration:</u></b>			

**Point Rated Technical Criteria**

Bids will be evaluated and scored as specified in the tables inserted below.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive. Each point rated technical criterion should be addressed separately.

Requirements	Points allocation
<p><b>R1</b>            The Bidder should demonstrate that one of the proposed instructors has more than 12 months' experience, <b>delivering</b> de-escalation training to organizations.</p> <p>To demonstrate the criterion, the Bidder should submit as of bid closing date, project descriptions with start and end dates evidencing required experience.</p>	<p>49 months or more = 15 points            25 - 48 months = 10 points            13 - 24 months = 5 points</p> <p><b>Maximum of 15 points</b></p>
<p><b><u>Demonstration:</u></b></p>	<p><b>Score: /15</b></p>
<p><b>R2</b>            The Bidder should demonstrate that one of the proposed instructors has more than 12 months' experience, <b>developing</b> de-escalation training for organizations.</p> <p>To demonstrate the criterion, the Bidder should submit as of bid closing date, project descriptions with start and end dates evidencing required experience.</p>	<p>49 months or more = 15 points            25 - 48 months = 10 points            13 - 24 months = 5 points</p> <p><b>Maximum of 15 points</b></p>
<p><b><u>Demonstration:</u></b></p>	<p><b>Score: /15</b></p>
<p><b>R3</b>            The bidder should demonstrate that one of the proposed instructors has acquired the experience of delivering evidence-based de-escalation content that were developed using:</p> <ol style="list-style-type: none"> <li>1. Psychological or psychiatric research</li> <li>2. Expert consultation (ex. psychiatrists, social workers, frontline workers, etc.).</li> </ol> <p>To demonstrate the criterion, the Bidder should submit as of bid closing date, project descriptions evidencing required experience.</p>	<p>De-escalation content developed with Psychological/psychiatric research = 5 points</p> <p>De-escalation content developed with Front-line expert consultation(s) = 5 points</p> <p><b>Maximum of 10 points</b></p>
<p><b><u>Demonstration:</u></b></p>	<p><b>Score: /10</b></p>

<p><b>R4</b>          The bidder should demonstrate that one of the proposed instructors has experience delivering de-escalation training to the following groups:</p> <ul style="list-style-type: none"> <li>• Security Personnel (ex. guards)</li> <li>• International organizations or embassies</li> </ul> <p>To demonstrate the criterion, the Bidder should submit as of bid closing date, project descriptions evidencing required experience.</p>	<p>Security Personnel = 5 points          International organizations or embassies = 5 points</p> <p><b>Maximum of 10 points</b></p>
<p><b>Demonstration:</b></p>	<p><b>Score: /10</b></p>
<p><b>R5</b>          The bidder should demonstrate that one of the proposed instructors has experience providing de-escalation training to organizations that cover the following materials:</p> <ul style="list-style-type: none"> <li>• Mental Health Issues</li> <li>• Cultural Sensitivity Training</li> </ul> <p>To demonstrate the criterion, the Bidder should submit as of bid closing date, project descriptions evidencing required experience.</p>	<p>Mental health issues = 5 points          Cultural sensitivity training = 5 points</p> <p><b>Maximum of 10 points</b></p>
<p><b>Demonstration:</b></p>	<p><b>Score: /10</b></p>
<p><b>R6</b>          The bidder must submit a detailed course outline that demonstrates its approach to balancing theory and practice.</p> <p>To demonstrate the criterion, the Bidder should submit as of bid closing date, a detailed course outline and course schedule for a session. Time allocated for theory and practice should be clearly identified.</p> <p><u>Definition of scoring scale:</u></p> <p><b>More than 65%:</b> demonstrates an excellent balance of theory and practice. More than 65% of the course duration is allocated to practice and the type exercise allows the participants to practice the skills.</p> <p><b>Between 56%-65%:</b> demonstrates a very good balance of theory and practice. Between 56%-65% of the course duration is allocated to practice and the type of exercise allows the participants to practice the skills.</p> <p><b>Between 46%-55%:</b> demonstrates a good balance of theory and practice. Between 46%-55% of the course duration is allocated to practice and the type of exercise allows for participants to practice the skills.</p> <p><b>Between 36%-45%:</b> demonstrated a minimum balance of theory and practice. Between 36%-45% are allocated to practice and the type of exercise allow the participants to practice the skills.</p> <p><b>Less than 36%:</b> demonstrates an insufficient balance of theory and practice. Less than 35% of the course duration is allocated to practice and the type of exercise does not allow participants to practice the skills.</p>	<p>More than 65% = 20 points          Between 56%-65% = 15 points          Between 46%-55% = 10points          Between 36%-45% = 5 points          Less than 36% = 0 points</p> <p><b>Maximum of 20 points</b></p>

Solicitation No. - N° de l'invitation  
22-212928  
Client Ref. No. - N° de réf. du client  
22-212928

Amd. No. - N° de la modif.  
001  
File No. - N° du dossier  
22-212928

Buyer ID - Id de l'acheteur  
Assane Ndiaye

<b>Demonstration:</b>		<b>Score: /20</b>
<b>Minimum pass score:</b>	<b>50</b>	<b>Total Score: /80</b>
<b>Maximum Total:</b>	<b>80</b>	