

**REQUEST FOR PROPOSAL**  
**DEMANDE DE PROPOSITION**

**RETURN BIDS BY EMAIL TO:**  
**RETOURNER LES SOUMISSIONS PAR**  
**COURRIEL 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

Epost: Please forward an e-mail to  
[TPSGC.DGAreceptiondessoumissionsABBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.DGAreceptiondessoumissionsABBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca)  
in order to inform the Bid Receiving Unit of your  
interest in bidding via Epost.  
Connexion postal: Veuillez envoyer un courriel à  
l'adresse courriel suivante :  
[TPSGC.DGAreceptiondessoumissionsABBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.DGAreceptiondessoumissionsABBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca)  
pour informer l'Unité de réception des  
soumissions de votre intérêt à soumissionner via  
Connexion postal

Or By/Ou par Fax To/A: (819) 997-9776

Proposal To: National Defence Canada

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  
hereto, the goods and services listed herein and on any  
attached sheets at the price(s) set out therefore.

Proposition à : Défense nationale Canada

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  
annexes ci-jointes, les biens et services énumérés ici  
et sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments – Commentaires  
CE DOCUMENT CONTIENT UNE EXIGENCE DE  
SÉCURITÉ.

**Solicitation Closes –**  
**L'invitation prend fin**

At – à : 2:00 pm Eastern Daylight Time (EDT)  
14:00 Heure avancée de l'Est (HAE)

On - le : 4 April 2023  
4 avril 2023

<b>Title – Titre</b> Publication Management	
<b>Solicitation No. – N° de l'invitation</b> W8485-226963/A	<b>Amendment No. - N° modif.</b> 005
<b>Client Reference No. - N° de référence du client</b> N/A	<b>Date</b> 27 March 2023
<b>Address Enquiries to: – Adresser toutes questions à :</b>  National Defence Headquarters Ottawa, ON K1A 0K2 Attn: Dany Lebel, DAP 2-2-7 <a href="mailto:Dany.lebel2@forces.gc.ca">Dany.lebel2@forces.gc.ca</a>	
<b>Telephone No. – N° de telephone</b>	<b>FAX No. – N° de fax</b> 819-939-5042
<b>Destination</b>  455 Blvd de la Carrière Gatineau, Quebec K1A 0K2	

**Instructions: Municipal taxes are not applicable. Unless otherwise specified herein all prices quoted must include all applicable Canadian customs duties, GST/HST, excise taxes and are to be delivered Delivery Duty Paid including all delivery charges to destination(s) as indicated. The amount of the Goods and Services Tax/Harmonized Sales Tax is to be shown as a separate item.**

**Instructions : Les taxes municipales ne s'appliquent pas. Sauf indication contraire, les prix indiqués doivent comprendre les droits de douane canadiens, la TPS/TVH et la taxe d'accise. Les biens doivent être livrés « rendu droits acquittés », tous frais de livraison compris, à la ou aux destinations indiquées. Le montant de la taxe sur les produits et services/taxe de vente harmonisée doit être indiqué séparément.**

<b>Delivery Required – Livraison exigée</b> N/A	<b>Delivery Offered – Livraison proposée</b> N/A
<b>Vendor Name and Address – Raison sociale et adresse du fournisseur</b>	
<b>Name and title of person authorized to sign on behalf of vendor (type or print) – Nom et titre de la personne autorisée à signer au nom du fournisseur (caractère d'imprimerie)</b>	
<b>Name – Nom</b>	
<b>Title – Titre</b>	
<b>Signature</b> _____	<b>Date</b> _____

## Amendment 005

This purpose of Amendment 005 is for the following:

1. Respond to potential bidder's questions
2. Amend the point rated technical criteria
3. Amend Part 7 at article 1.1

### 1. Responding to potential bidder's questions

**Question 17:** If we as an organization are currently at the level of enhanced reliability clearance, can we apply for Secret at the time of the Bid Submission, because it's now a requirement for a bid? if this is a venue where we can apply for Secret through the bid submission process.

**Response 17:** Unfortunately, this is not a venue for applying for Secret clearance. Please consult the link below regarding the federal government security screening process.

[About organization security screening – Organization security screening – Security requirements for contracting with the Government of Canada – Canada.ca \(tpsgc-pwgsc.gc.ca\)](#); or

[Organization security clearances – Organization and personnel security screening – Security requirements for contracting with the Government of Canada – Canada.ca \(tpsgc-pwgsc.gc.ca\)](#); or

[Security clearance request process - Personal security screening process - Personnel security screening - Security requirements for contracting with the Government of Canada - Canada.ca \(tpsgc-pwgsc.gc.ca\)](#)

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**Question 16:** Newly introduce Attachment to Annex C, Paragraph 1.1 (Definition of In-house) defines "In-house" as "*Carried out by the Bidder, at the Bidder's facility, by the Contractors Mobile Repair Party (MRP) at Department of National Defence (DND) facilities, without sub-contracting.*" This paragraph structure is confusing and appears to contradict itself. How is in-house at the DND facility? Who is the bidder vs. the Contractors Mobile Repair Party? This does not make sense. Please clarify.

**Response 16:** Attachment to Annex C, Paragraph 1.1 (Definition of In-house) has been changed to better define In-house: Carried out by the **Bidder**, at the **Bidder's** facility, by the **bidders** Mobile Repair Party (MRP) **at** Department of National Defence (DND) facilities, without sub-contracting.

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**Question 15:** Paragraph 1.3 (IETM) of the same attachment, defines IETM as "*The core services that comprise the hosting of Interactive Electronic Technical Manuals online.*" This is incorrect. The proper definition of IETM is closer to "*A set of information needed for the description, operation and maintenance of the Product, optimally arranged and formatted for interactive screen presentation to the end user on an electronic display system.*" In fact, the hosting parameters are independent of, and not pertinent to the IETM itself. Furthermore, the term "IETM Hosting" does not appear in the present or the previous RFP and SOW, thus making any experience gained by the incumbent during the present contract (W8485-163512) inadmissible. We request that the reference to "IETM Hosting Experience" be removed from the Point Rated Technical Criteria.

**Response 15:** Please refer to the SOW for the definition to IETM, ref. SOW section 1.4.12. Furthermore, SOW section 3.2.7 and on identifies the requirement with regard to IETM.

In the point rated criteria, the term IETM refers to a overall description in DAEPM(FT), which outlines what is required to implement the IETM.

Attachment to Annex C, Paragraph 1.3 Changed to:

1.3 The term IETM: The core services that comprise the Implementation of Interactive Electronic Technical Manuals online.

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**Question 14:** The “Supporting Evidence Required” Column in the Point Rated Technical Criteria list in opening paragraph 1)

“The Bidder must demonstrate their contracted, recent, in-house publication management and IETM hosting experience for:

- a. The management, authoring and display of Canadian Forces Technical Orders; or
- b. The management, authoring and display of similar technical publications; or
- c. Maintenance and hosting of a IETM system.

Sub-paragraph “c.” is listed as “or”, but is also included in opening paragraph 1). We request that opening paragraph 1) excludes the term “IETM hosting”, and therefore read: “The Bidder must demonstrate their contracted, recent, in-house publication management experience for.”

**Response 14:** Attachment to Annex C, The “Supporting Evidence Required” Column in the Point Rated Technical Criteria list in opening paragraph 1)

Changed to:

- 1) The Bidder must demonstrate their contracted, recent, in-house publication management and IETM experience for:
  - a. The management, authoring and display of Canadian Forces Technical Orders; or
  - b. The management, authoring and display of similar technical publications.

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**Question 13:** Is it possible to know if the current contractor was also an ‘as needed’ contract, similar to the current solicitation. If so, can you advise yearly hours of work for the last 6 years.

**Response 13:** Yes, the contract was on an “as needed “basis. The annual hours is dependant on the requirement for the year. There was a larger scope in the previous contract that would not pertain to the accuracy of this future contract. For the future contract, a normal year will consist of ~3000 hours but may go up depending on the scope of work.

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**Question 12:** Are we to assume a similar (or greater) work load as current contract in place with L3 TECHNOLOGIES MAS Inc.?

**Response 12:** Please refer to the response to question 1. The future contract would be a lower workload as the previous contract included multiple (over 600) conversions of PDF to S1000D over and above the normal number of amendments. There is still a need for some conversion but as of now no more than 20 publications are anticipated. If a big change to the business rules is made mandatory by DSCO then there will be a requirement for all of our 660 S1000D publication to be updated to the new standard which would bring the workload up considerably.

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**Question 11:** Can Canada provide an example of a compliant document to MT-7(PB)

**Response 11:** Canada cannot provide an example of a compliant document to MT-7(PB) as the bidder must provide an example of how they satisfy the mandatory criteria. Please note: the current incumbent is the OEM of the viewer, thus, we cannot provide an example. Anyone who has access must have access to DND DWAN, controlled goods and have an account for the current IETM.

- **Q11a:** Specifically, we would like to see how Canada's document interacts with images, graphs and charts when font is made smaller or larger.
- **R11a:** Unfortunately, that will not be possible as this refers to MT-7(PB) and MT-8(PB). When submitting a proposal, please provide adequate examples.
- **Q11b:** Is there a font size adjustment range that is required? Would Canada consider allowing a limit – Example smallest is font size 8 and largest is font size 20.
- **R11b:** The current range is from 25% to 500% of the original.

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**Question 10:** Is there any requirement for this work to be done in Canada? Is there any requirement for this work to be done inside a NATO country?

**Response 10:** As per the Information Technology Security Requirements Document for Contract W8485-226963 para 2.2.3 Proprietary Information Outside of Canada. Storage / processing / creation of Proprietary Information outside of Canada is not authorized under this contract.

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**Question 9:** Is there any software registration restrictions or limitations when incorporating new programs that will function on the DIN – such as a new IETM portal / program. Can DND advise what program for IETM viewing is currently in use?

**Response 9:** Currently the viewer used is proprietary to the current contractor. It is up to the contractor to decide which viewer for S1000D (IETM) is used but as per SOW 3.2.4.4 when the DATA is returned to DND it must be usable by DND with commercial off-the-shelf viewers therefore, if any modification to the S1000D is required for the viewer used during the contract affects its use with an off-the-shelf viewers it must be modified to be usable with said off the shelf viewer before returned to DND. Please note: In the beginning phase of the contract the contractor will be establishing a test server with National Baseline Integration Services (NBIS) to ensure of the compatibility and that there are no security issues with the DIN.

#### AMENDMENT 004

Respond to potential bidder's questions.

**Question 8:** If we as an organization are currently at the level of enhanced reliability clearance, can we apply for Secret at the time of the Bid Submission, because it's now a requirement for a bid?

**Response 8:** The organization must possess the valid security requirement identified at Section 6.1 at the time of contract award. If the bidder does not have the valid security requirement at the time of contract award or an agreed upon date, then the contract will be awarded to the next compliant bidder with the valid security requirement.

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**Question 7:** Please confirm if bids must be submitted to Public Services and Procurement Canada (PSPC) Bid Receiving as per para 2.2, OR by e-mail to [DapServicesBidReceiving-DoaServicesReceptionDesSoumissions@forces.gc.ca](mailto:DapServicesBidReceiving-DoaServicesReceptionDesSoumissions@forces.gc.ca) as per the cover page of RFP.

**Response 7:** All bids and associated hardware / hard copies are to be submitted to Public Services and Procurement Canada (PSPC) Bid Receiving Unit. An amendment will be posted to Canadabuy within the next 24 hrs providing details.

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**Question 6:** In order to demonstrate compliance with ANNEX C (Technical Evaluation Plan), it is our intention to deliver our sample IETM on a standalone laptop system. "Where" and "How" is this to be arranged?

**Response 6:** Similar to A1. Bids and all associated hardware / hardcopies are to be submitted to Public Services and Procurement Canada (PSPC) Bid Receiving Unit. An amendment will be posted to Canadabuy within the next 24 hrs providing details.

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**Question 5:** Please confirm that it is permitted to deliver bids BOTH in soft copy format via PSPC or DAP (refer to question 1), and in hard copy along with laptop via arrangement from question 2.

**Response 5:** DAP BRU will not be accepting bids of any kind for this solicitation. All bids and associated hardware / hard copies are to be submitted to Public Services and Procurement Canada (PSPC) Bid Receiving Unit.

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**Question 4:** Would Canada allow a 10 day extension? We are working on our proposal and would appreciate some extra time due to complexity & internal review process.

**Response 4:** We will be extending the solicitation close to April 04, 2023. An amendment will be added to the Canadabuy website in the next 24 hrs.

### AMENDMENT 003

The purpose of Amendment 003 is to respond to bidder's question

**Question 3:** Is there an incumbent for this work and if so can you provide standard details such as term, amount, and name of incumbent?

**Response 3:** Yes, there is an incumbent currently performing similar work. The Contract number is W8485-163512/001/BQ. The incumbent is L3 TECHNOLOGIES MAS Inc. and the contract period of performance is 6 years.

**Question 2:** how are we to submit the bid if we cannot submit through email or through epost Connect? does this have any other effects on the overall bid?

**Response 2:** Please refer to Article 2.2.1 & 2.2.2 against W8485-226963/A RFP amendment 001.

**Question 1:** Please confirm if we must be registered in the Controlled Goods program to submit a proposal or if registration prior to award is acceptable?

**Response 1:** As the bid solicitation does not include controlled goods, the successful Bidder must be registered, exempt or excluded under the CGP at the time of contract award. Please refer to SACC Clause [A9130T](#) (2019-11-28) 1.b.

### **AMENDMENT 002**

The purpose of Amendment 002 is to respond to bidder's question

**Question 1:** Please confirm if we must be registered in the Controlled Goods program to submit a proposal or if registration prior to award is acceptable?

**Response 1:** As the bid solicitation does not include controlled goods, the successful Bidder must be registered, exempt or excluded under the CGP at the time of contract award. Please refer to SACC Clause [A9130T](#) (2019-11-28) 1.b

=== End of Questions & Responses ===

## 2. AT Attachment to Annex C

**DELETE:** In its entirety

**INSERT:**

### **PUBLICATION MANAGEMENT SERVICES AND INTERACTIVE ELECTRONIC MANUAL SERVICES POINT RATED TECHNICAL CRITERIA**

#### 1.0 DEFINITIONS

For the purpose of this Point Rated Technical Criteria Evaluation, the following definitions apply:

- 1.1 **In-house:** Carried out by the Bidder, at the Bidder's facility, by the bidders Mobile Repair Party (MRP) at Department of National Defence (DND) facilities, without sub-contracting.
- 1.2 **Publication management:** The core services that comprise the management of technical publications, amendments and distribution are defined as:
  - i) Configuration management of publication versions;
  - ii) Technical writing;
  - iii) S1000D authoring;
- 1.3 **The term IETM:** The core services that comprise the Implementation of Interactive Electronic Technical Manuals online.
- 1.4 **Recent:** Within Ten years of bid closing date.

# RT 1	Rated Technical Criteria	Supporting Evidence Required	Points Awarded	Points per Item	Evaluation/ Comment(s)
	<p>The Bidder must demonstrate their contracted, <b>recent, in-house</b> experience in publication management and Interactive Electronic Technical Manuals:</p> <p>A) Experience can be demonstrated for a maximum of Five contracts.</p>	<p>1) The Bidder must demonstrate their contracted, recent, in-house publication management and IETM experience for:</p> <ul style="list-style-type: none"> <li>a. The management, authoring and display of Canadian Forces Technical Orders; or</li> <li>b. The management, authoring and display of similar technical publications.</li> </ul> <p>2) The Bidder must provide the following information:</p> <ul style="list-style-type: none"> <li>a. Name(s) of the client organization(s);</li> <li>b. Contract(s) start and end date(s) (month/year to month/year);</li> <li>c. A summary of how the services provided for the items listed above align with the core services that constitute publication management.</li> </ul>	<p>Points will be awarded for each item based on contract duration and in accordance with the following scale:</p> <p>1 to 11 months: 10 point 12 to 23 months: 20 point 24 to 35 months: 30 points 36 to 47 months: 40 points 48 to 59 months: 50 points</p> <p>The cumulative score for all items will result in the final score for this rated criterion.</p> <p>Maximum awardable points for this criterion is 250.</p>	<p>contract 1: Contract 2: Contract 3: Contract 4: Contract 5:  Total:</p>	



**TOTAL SCORE FOR POINT RATED CRITERIA – SUMMARY TABLE**  
(This table is to be completed by the Evaluation Team composed of Representatives of Canada)

<b>Name of Bidder:</b>		
<b>Criterion #</b>	<b>Total Points Awarded</b>	<b>Evaluator Comment(s)</b>
RT 1	___ / 250	
Total Points	___ / 250	
<b>Minimum Points Overall required</b>	<b>50 / 250</b>	<b>Met / Not met</b>
Name of the Evaluator:		Signature: Date:

**3. At Part 7 at article 1.1**

**DELETE:** In its entirety

**INSERT:**

Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include:

Annex A – Statement of Work

Annex B – Basis of Payment

Annex C – Technical Evaluation Plan

Annex D – Financial Evaluation

Annex E – Security Requirements Check List

Annex F – to Part 3 of the Bid Solicitation – Electronic Payment Instruments

Annex G – to Part 5 of the Bid Solicitation - Federal Contractors Program for Employment Equity – certification

Appendix 1 to Annex A, Flow of work

Appendix 2 to Annex A, Distribution List

Appendix 3 to Annex A, DVD Label Format

Appendix 4 to Annex A, List of CAEP Publications

Appendix 5 to Annex A, Business Rules

Appendix 6 to Annex A, OPI Contact Information

Appendix 7 to Annex A, Contract Data Requirements List and Data Item Descriptions

Appendix 8 to Annex A, Department of National Defence Task Authorization Form (DND 626)

Attachment to Annex C - Point Rated Technical Criteria

**ALL OTHER TERMS AND CONDITION REMAIN UNCHANGED**