



National Defence

Défense nationale

National Defence Headquarters  
Ottawa, Ontario  
K1A 0K2

Quartier général de la Défense nationale  
Ottawa (Ontario)  
K1A 0K2

## SOLICITATION AMENDMENT / MODIFICATION DE L'INVITATION

### RETURN BIDS TO / RETOURNER LES SOUMISSIONS À:

Director Services Contracting 3 (D Svcs C 3) /  
Direction des contrats de service 3 (DC Svc 3)  
Attention: Binh Duong  
By e-mail to / Par courriel :  
[binh.duong@forces.gc.ca](mailto:binh.duong@forces.gc.ca)

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

<p><b>Solicitation Closes / L'invitation prend fin:</b></p> <p>At / à:</p> <p>02:00 PM Eastern Standard Time (EST)</p> <p>On / le:</p> <p>26 January 2024</p>
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<b>Title / Titre</b> First Aid Program	
<b>Solicitation No. / N° de l'invitation</b> W6369-23-A012	<b>Amendment No. / N° de la modification</b> 001
<b>Date of Amendment / Date de la modification</b> 09 January 2024	
<b>Address Enquiries to / Adresser toutes questions à:</b> Att: Binh Duong Department of National Defence Director Services Contracting (D Svcs C) 3 101 Colonel By Drive Ottawa ON K1A 0K2 Email: <a href="mailto:binh.duong@forces.gc.ca">binh.duong@forces.gc.ca</a>	
<b>Telephone No. / N° de téléphone</b>	<b>FAX No. / N° de fax</b>
<b>Destination</b> See herein.	

**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>	<b>Delivery Offered / Livraison proposée</b>
<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>	
Name – Nom _____	Title – Titre _____
Signature _____	Date _____



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**AMENDMENT 001 TO SOLICITATION NUMBER W6369-23-A012 IS RAISED TO:**

1. Provide clarification and answers to questions from potential suppliers.
2. Update Attachment 1 to Part 4 – Evaluation Criteria;
3. Update sub-section 6.1.2.2 Task Authorization Limit; and
4. Extend the solicitation closing date by seven (7) days from 19 Jan 2024 to 26 Jan 2024.

**QUESTIONS AND ANSWERS:**

<b>Question 1</b>	M1 lists Heart and Stroke of Canada (HSFC) guidelines that we must meet and demonstrate that we meet there guidelines; however, the HSFC is not a governing approval body in Canada. The HSFC submits their programs for approvals similar to all other first aid agencies. We are to be approved by provincial regulators for first aid, which also requires us to follow the ILCOR recommend guidelines. The provincial regulator bodies approve first aid program, not the HFSC. HSFC is also not approved nationally for first aid, as stated on their own website as well ( <a href="https://cpr.heartandstroke.ca/s/article/First-Aid-Course-Workplace-Regulatory-Approval?language=en_US">https://cpr.heartandstroke.ca/s/article/First-Aid-Course-Workplace-Regulatory-Approval?language=en_US</a> ). We are asking for the referencing the HSFC to be removed in this tender
<b>Answer 1</b>	M1 amended as per below.

<b>Question 2</b>	M3 – are you requesting ALL course materials to be sent at the time of the submission? If so, can electronic dropbox for all the materials be sent?
<b>Answer 2</b>	Yes, all course materials must be submitted before bid closing date. Dropbox will <u>not</u> be accepted.

<b>Question 3</b>	M4 – Similar to M1, we are requesting that the AED and CPR programs are aligned to the provincial regulator standards which are based on ILCOR guidelines
<b>Answer 3</b>	M4 amended as per below.

<b>Question 4</b>	M8 – Can you confirm that the PLA requested is not a “grandfathering” certificate where the training agency accept the current FA Instructor certificate without any training under the new provider. That the PLA is really a bridging program under the new provider.
<b>Answer 4</b>	It’s not “grandfathering” certification from other agency/company. Transition training will be required to qualify current DND/CAF instructors/instructor trainers.

<b>Question 5</b>	Table A: Attestation to Provincial & Territorial Standards: Would this be for all levels of training within the region ie. Basic, Intermediate and Advanced, as some regions do not have all levels of training under their provincial regulations.
<b>Answer 5</b>	The Bidder must Attest to the level of training they provide that is recognized under the Provincial/Territorial regulations.



<b>Question 6</b>	Table A: Attestation to Provincial & Territorial Standards: CNESST courses are the only workplace approved courses in Quebec. No other provincial first aid courses are approved, nor does the CNESST follow the CSA regulations from the M1 requirement. Are we to state we can teach there federally but not provincially if CNESST is a requirement?
<b>Answer 6</b>	As First Aid training will be delivered to DND/CAF members on Bases/Wings. For the province of Quebec, the Bidder must attest that they can provide First Aid Training on Federal land.
<b>Question 7</b>	R6 – request for online access to Psychological FA or Law Enforcement FA. For psychological FA, are you referencing Mental Health Awareness, which is a requirement within the CSA programs? Law Enforcement FA, can you please expand of the qualifications needed to provide this module.
<b>Answer 7</b>	No it's not the requirement within CSA programs. Law Enforcement FA instructor have experience/knowledge in law enforcement and FA.
<b>Question 8</b>	RFP Page Number 7, Article Number 2.2 Given the level of complexity, and the fact that there are several statutory holidays over the bid period, could the bid due date be extended to February 2, 2024? This will also allow Bidders to consider the responses to the questions submitted.
<b>Answer 8</b>	The solicitation closing date will be extended by seven (7) days from 19 Jan 2024 to 26 Jan 2024.
<b>Question 9</b>	RFP Page Number 52, Article Number 5.5 Regarding transition training, would the Technical Authority allow for some virtual, instructor-led delivery to support learning and knowledge transfer for instructional personnel? If yes, are there any criteria for how this can be implemented and what platform can be used?
<b>Answer 9</b>	No virtual transition training.
<b>Question 10</b>	RFP Page Number 52, Article Number 5.5 Could DND provide the background on the level of expertise of qualifications for current FA and AFA Instructor Trainers? Can the Bidder review the training records?
<b>Answer 10</b>	Our FA and AFA Instructor Trainers deliver Instructor Course in accordance to the First Aid Program of the current contract/company.  No, the bidder cannot review DND/CAF FA & AFA Instructor Trainers training records.
<b>Question 11</b>	RFP Page Number 51, Article Number 5.1.1.xi Wilderness first aid training varies widely across the country, could DND provide details on the content required or competencies developed in Wilderness First Aid Training? Could DND offer what level of instructor or instructor trainer is currently conducting this program?
<b>Answer 11</b>	Course content should include but not limited to: planning, scene management, severe bleeding, fractures, environmental injuries, holding a casualty for several hours, preparing for evacuation, etc.  AFA instructors who are qualified Wilderness FA.



<b>Question 12</b>	Can the required reports for criteria R1, R2, R3, and R4 be dated from December 31, 2023 (36-months ending December 31,2023, 60-months ending December 31,2023, etc.) to meet the period requirements vs to the bid submission date?
<b>Answer 12</b>	R2, R3 and R4 amended as per below.

<b>Question 13</b>	RFP Page Number 48, Annex A 1.1.5 DND identifies a number of personnel who would be taking courses: a. What group is the main audience for CPR-B? b. Can the Bidder gain some additional insights on who they are and what the typical learning environment would be?
<b>Answer 13</b>	Cadets may be trained at the CPR level B but the majority of the DND/CAF will get trained at the CPR level C.

<b>Question 14</b>	RFP Page Number 48, Annex A 1.1.9 a. How and when will the Military First Aid content/resources created by DND/CAF be made available to the Contractor? b. Is the MFA content compliant with the most recent national and international guidelines? c. Does the Contractor have the right to review and make changes based on legislation and guidelines in consultation with DND? d. When will the Contractor know the amount of content that is required to be taught? This information would inform how the content can be integrated in the program and consider how to provide support to instructors.
<b>Answer 14</b>	For a, b, c, d. The Military First Aid content will not be disclosed as they are no longer required to be included in the Bidders First Aid reference book.

<b>Question 15</b>	RFP Page Number 55, Annex A 6.2 The RFP indicates that the Contractor must not modify the generic FA course materials to contain MFA chapters.  a. Is the expectation that the materials are provided digitally as a supplement? b. If the MFA material is digital, will it be housed by the Contractor or DND?
<b>Answer 15</b>	Military contents are no longer required.

<b>Question 16</b>	RFP Page Number 25, M5 Could the term Autonomous Authorized Provider be further defined? Will autonomous authorized providers still fall under the successful Bidder's program guidelines?
<b>Answer 16</b>	DND/CAF requires to be self-sufficient to deliver training in accordance with the Contractor's FA program standards. Yes.

<b>Question 17</b>	RFP Page Number 43, Article Number 6.7.1(c)
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	If there is a need to add DND content to the successful Bidders digital content, can this expenditure be billed after the bid? The extent of the content is not known at this time.
<b>Answer 17</b>	No, Inclusion of Military specific content is no longer required.
<b>Question 18</b>	RFP Page Number 51, Article Number 5.1.1(ii) Are hemostatic dressings currently part of MFA? If yes, will content on hemostatic dressings be provided?
<b>Answer 18</b>	No.
<b>Question 19</b>	RFP Page Number 53, Article Number 5.5.4(vii) Based on the Bidder's program guidelines, the instructor to learner ratio is 1:8, the RFP outlines 1:12. Can the RFP be adjusted to align to program guidelines of a 1:8 ratio?
<b>Answer 19</b>	No amendment to the RFP.  viii. Deliver instructor and IT training with the <u>minimum</u> instructor to participant ratio of 1 to 12;
<b>Question 20</b>	RFP Page Number 53, Article Number 5.5.5(i) The Instructor and IT training maximum of 7.5 hours does not align with our current program guidelines for training similar instructors. The current guidelines have been deemed to be successful and support full integration. The Bidder would like to ensure a successful transition, can the 7.5 hours maximum be adjusted?
<b>Answer 20</b>	No.
<b>Question 21</b>	RFP Page Number 55, Article Number 5.5.12 and 5.6.2 The RFP indicates that completed individual evaluation forms are required within 10 business days. Can this be increased to 15 business days? This would allow for the necessary follow-ups for those who would undergo transitional training.
<b>Answer 21</b>	No.
<b>Question 22</b>	RFP Page Number 55, Article Number 6.1 and 6.6 Soft copies of all course materials, training aid and forms have been requested. How will DND ensure version control for the materials made available to DND personnel? Typically, all materials are available on portal managed by the Contractor to provide for a smooth delivery of any updates made during routine product maintenance cycles.
<b>Answer 22</b>	6.1 is a deliverable to the Technical Authority (TA) only, and not to DND personnel.
<b>Question 23</b>	RFP Page Number 31, R1 A report with training of 84 months will be an extremely large file. We are requesting that the size of training reports cover at maximum 60 months. A report longer than 60 months will also contradict our data retention policy where certification data is not kept beyond 60 months to ensure we are not holding on to any personal information for longer than reasonable on our database.



<b>Answer 23</b>	No, max points for R1 remains at 84 months.
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**SOLICITATION NUMBER W6369-23-A012 IS HEREBY AMENDED AS FOLLOWS:**

- DELETE** Attachment 1 to Part 4 – Evaluation Criteria M1, M4, R2, R3 and R4 in its entirety, and **REPLACE** with the following:

#	MANDATORY TECHNICAL CRITERIA	BIDDER SUBSTANTIATION (INCLUDES LOCATION WITHIN PROPOSAL; TITLE, PAGE, ETC.)
<b>First Aid Program Content</b>		
<b>M1</b>	<p><b>Approved First Aid Program Organization</b></p> <p>The Bidder must demonstrate that their proposed First Aid Program meets the standards and guidelines set by the relevant Canadian authorities, including but not limited to:</p> <ul style="list-style-type: none"> <li>• Canadian Standards Association (CSA)</li> <li>• International Liaison Committee on Resuscitation (ILCOR)</li> <li>• Canada Labour Code, Part II, Occupational Health and Safety Regulations (OHSR)</li> </ul> <p>The Bidder must demonstrate accreditation or recognition of their First Aid Program by relevant provincial, national, or international medical associations or organizations. This accreditation should ensure compliance with the aforementioned standards and guidelines. The Bidder must attest to the Provincial &amp; Territorial standards by completing Table A: Attestation to Provincial &amp; Territorial Standards.</p>	
<b>M4</b>	<p><b>AED and CPR Program Contents</b></p> <p>The Bidder must demonstrate that their proposed AED and CPR program contents are accredited and how they meet the Cardiopulmonary Resuscitation (CPR) and Automated External Defibrillator (AED) guidelines as set out by International Liaison Committee on Resuscitation (ILCOR).</p> <p>Therefore, the Bidder must provide evidence of aligning their CPR and AED training with these guidelines, as well as any relevant updates to the guidelines. This document must be signed by a member of senior management who has the authority to commit the Bidder to this requirement as per Table B: Attestation to CPR &amp; AED guidelines.</p>	



#	POINT RATED TECHNICAL CRITERIA	SCORING GUIDELINES	MAX SCORE	BIDDER SUBSTANTIATION (INCLUDES LOCATION WITHIN PROPOSAL; TITLE, PAGE, ETC.)
<b>Corporate Experience</b>				
R2	<p>The Bidder should demonstrate how many FA or equivalent courses, and Advance FA level courses the bidder has taught to the Public Sector and/or Private Sector in the last sixty (60) months from 31 December 2023.</p> <p>FA Programs must include CPR and AED training in accordance with the following:</p> <ul style="list-style-type: none"> <li>i. Industry best practices.</li> <li>ii. Current International Liaison Committee on Resuscitation (ILCOR) recommendations, including emphasis on the use of tourniquets and hemostatic dressings by first aiders.</li> <li>iii. Current Canadian Consensus Guidelines on First Aid and CPR recommendations.</li> <li>iv. The Canada Labor Code, Part II, Occupational Health and Safety Regulations (OHSR).</li> <li>v. Canadian Standards Association (CSA) guidelines.</li> </ul> <p>In order to score points, the Bidder must provide a list or spreadsheet of all FA and Advance FA courses taught in the Public and/or Private sector</p>	<p><b>Number of FA or equivalent courses</b></p> <p>0-3 courses = 0 points  4-7 courses = 50 points  8-10 courses = 100 points  11 courses or more = 150 points</p> <p><b>Number of Advance FA or equivalent courses</b></p> <p>0-3 courses = 0 points  4-7 courses = 50 points  8-10 courses = 100 points  11 courses or more = 150 points</p>	300 points	



	in the last sixty (60) months from 31 December 2023.			
<b>R3</b>	<p>The Bidder should provide with substantiation the total number of First Aid Instructor and First Aid Instructor Trainer (Combined total) courses taught to either the Public Sector or the Private Sector in the last thirty-six (36) months from 31 December 2023.</p> <p>In order to score points, the Bidder must provide a list or spreadsheet of all FA instructor and FA instructor trainer courses taught in the Public and/or Private sector in the last thirty-six (36) months from 31 December 2023.</p>	<p><b>Number of Courses</b></p> <p>0-5 course = 0 points 6-10 courses = 50 points 11-20 courses = 100 points 21 or more courses = 150 points</p>	150 points	
<b>R4</b>	<p>The Bidder should demonstrate how many MIT/SIT (or equivalent) courses the bidder has taught to the Public Sector and/or to Private Sector in the last sixty (60) months from 31 December 2023.</p> <p>In order to score points, the Bidder must provide a list or spreadsheet of all MIT/SIT or equivalent courses taught in the Public and/or Private sector in the last sixty (60) months from 31 December 2023.</p>	<p><b>Number of Courses</b></p> <p>0-5 courses = 0 points 6-10 courses = 50 points 11-20 courses = 100 points 21 or more courses = 150 points</p>	150 points	

**2. DELETE** sub-section 6.1.2.2 – Task Authorization Limits in its entirety, and **REPLACE** with the following:

**6.1.2.2 Task Authorization Limit**

- A. The Technical Authority may authorize individual task authorizations up to a limit of \$ **[amount to be detailed in the resulting contract]**, Applicable Taxes included, inclusive of any revisions.





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- B. Any task authorization to be issued in excess of that limit must be authorized by the Contracting Authority before issuance.

**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**