

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
 Veterans Affairs Canada
 Procurement & Contracting –
 Attn: Sine MacAdam
sine.macadam@veterans.gc.ca

AMENDMENT - REQUEST FOR PROPOSAL

MODIFICATION - DEMANDE DE PROPOSITION

Proposal To: Veterans Affairs 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, services, and construction listed herein and on any attached sheets at the price(s) set out thereof.

Proposition aux: Anciens Combattants 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, services et construction énumérés ici sur toute feuille ci-annexées, au(x) prix indiqué(s)

Instructions: See Herein
Instructions : Voir aux présentes

Comments - Commentaires

This requirement contains a security requirement

Vendor/Firm Name and address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Issuing Office – Bureau de distribution
 Veterans Affairs Canada
 Procurement & Contracting

Title – Sujet Online Training Program Development	
Solicitation No. – N° de l'invitation 3000743522	Date 2023-04-24
AMENDMENT 005	
GETS Reference No. – N° de reference de SEAG -	
File No. – N° de dossier	CCC No. / N° CCC - FMS No. / N° VME
Solicitation Closes – L'invitation prend fin at – à 3:00 PM on – le 2023-05-02	Time Zone Fuseau horaire HAE EDT
F.O.B. - F.A.B. <i>Plant-Usine:</i> <input type="checkbox"/> <i>Destination:</i> <input type="checkbox"/> <i>Other-Autre:</i> <input type="checkbox"/>	
Address Inquiries to : - Adresser toutes questions à: Sine MacAdam	Buyer Id – Id de l'acheteur
Telephone No. – N° de téléphone : (902) 626-5288	FAX No. – N° de FAX N/A
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : See Herein	

Delivery required - Livraison exigée See Herein	Delivered Offered – Livraison proposée
Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Facsimile No. – N° de télécopieur Telephone No. – N° 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)	
Signature	Date

Amendment 005

Title: Online Training Program Development

1. This solicitation is hereby amended to extend the Submission of Bids date:

Extend the closing date

From: April 26, 2023

To: May 2, 2023

2. This solicitation is hereby amended to respond to the following questions:

Question 9

We are wondering if we can use our resource experience of over 7 years average instead of that of our organization which is ~ 6 years (May 2017 incorporated)?

Answer 9

No, VRAB will not accept the resource's years of experience as meeting this requirement.

Question 10

Would the evaluator consider changing the MT2 requirement to 5 yrs as that's a long enough duration in our opinion in the eLearning industry to demonstrate one's capability to deliver? I am sure that will help Canadian based companies like our to participate and contribute meaningfully in such Federal programs.

Answer 10

No, the experience requirement for MT2 will remain at 7 years of experience.

Question 11

For RT 1 – is eCampus considered a Provincial Agency?

Answer 11

The mandatory and point rated criteria for MT3 and RT1 have been updated.

Please see updated ATTACHMENT 1 TO PART 4, TECHNICAL AND FINANCIAL CRITERIA, AMENDMENT 002.

Question 12

For RT 5, can you confirm if the examples need to be eLearning or can it include other training services?

Answer 12

No, e-Learning examples are not required to meet the requirements of RT5.

Question 13

Can you clarify RT 2?

Answer 13

The point rated criteria for RT2 has been updated.

Please see updated ATTACHMENT 1 TO PART 4, TECHNICAL AND FINANCIAL CRITERIA, AMENDMENT 002.

Question 14

In MT 4 and RT 2, it states "online learning development", does this refer to eLearning or does it include Virtual Instructor Led Learning, Digital Assets, Videos, etc?

Answer 14

Online learning development refers to eLearning, and can include virtual instructor led learning, digital assets, videos, etc.

The mandatory and point rated criteria for MT4 and RT2 have been updated.

Please see updated ATTACHMENT 1 TO PART 4, TECHNICAL AND FINANCIAL CRITERIA, AMENDMENT 002

Question 15

Will the source files be available for the completed portion to build off.

Answer 15

Yes source files will be available for the work completed to date.

Question 16

Can we see the current look and feel of the completed portion?

Answer 16

Upon contract award, the successful Contractor will be provided with the current look and feel.

Question 17

Will any updates be required for the initially completed training modules?

Answer 17

The essence of online learning is that it is evergreen. Therefore, small changes to initially completed training modules will be required as work flow and work processes become more efficient and streamlined.

Question 18

Has a style guide been developed for the program, and is it available to reference?

Answer 18

Yes, a style guide has been developed and it will be made available to the successful Contractor upon contract award.

Question 19

Mandatory requirements MT3 and MT4 are quite specific and look to lock out a lot of potential vendors. Why? Is there any flexibility on these requirements?

Answer 19

The mandatory criteria for MT3 and MT4 have been updated.

Please see updated ATTACHMENT 1 TO PART 4, TECHNICAL AND FINANCIAL CRITERIA, AMENDMENT 002.

Question 20

Is there a preferred content format for these courses, such as scrolling pages or animated slides?

Answer 20

The developed courseware uses scrolling pages.

Question 21

Is voice-over required?

Answer 21

No, voice-over is not required.

Question 22

Is there a preferred authoring tool or course framework for course development, such as Articulate Storyline or Adapt?

Answer 22

VRAB uses Microsoft Word as the preferred authoring tool. There is no preferred course framework.

Question 23

Can you elaborate on why the RFP was issued halfway through the project? Was the workload too much? Was another vendor not able to complete the work? Some other reason?

Answer 23

In the fall of 2022, VRAB entered into a contract to address an urgent and immediate need for specific e-learning modules. The modules were required to train newly hired VRAB employees. The work VRAB is requesting under this RFP will be to continue building on and creating additional modules for various learners.

Question 24

For the training that still needs to be completed/developed, where are you at with the content? Is it completed, does it require substantial editing from the successful vendor?

Answer 24

There is still a great deal of content that needs to be created. Our in-house Online Learning Project Lead works with our Subject Matter Experts (SME) to create the Content Documents (CD). After the first draft

of a CD is designed, it will be sent to the successful Contractor. Subsequent drafts of the CD will be required to move between VRAB and the successful Contractor before final sign-off is given and it is sent for courseware development. We will follow a review/editing process that will work efficiently between the two parties.

Question 25

Is the majority of course content already available in a sharable format, such as text documents, videos, or slides, or will subject matter experts and the Contractor work together to draft them from scratch during the project?

Answer 25

The already-developed course content is available in a sharable format, such as text documents, or slides. Our in-house Online Learning Project Lead works with our Subject Matter Experts (SME) to create the Content Documents (CD). After the first draft of a CD is designed, it will be sent to the vendor. Subsequent drafts of the CD – typically three drafts – will be required to move between VRAB and the vendor before final sign-off is given and it is sent for courseware development. SMEs and the Contractor will not be working together to draft content from scratch.

Question 26

Is there a preferred vendor to take over the work? Have you had a discussion with one already about completing the work?

Answer 26

No, there is not a preferred vendor to continue this work. No, VRAB has not had any conversations about completing this work.

If your bid has already been forwarded and you wish to revise it, please advise the Contracting Authority.

All other terms and conditions of the solicitation document remain unchanged.

All enquiries concerning this amendment are to be forwarded to:

Name: Sine MacAdam

Email: sine.macadam@veterans.gc.ca