



QUESTIONS AND ANSWERS

Title:	Request for Standing Offers (RFSO) - Professional Media Spokesperson Training Services for Indigenous Services Canada (ISC) and Crown-Indigenous Relations and Northern Affairs Canada (CIRNAC).
Solicitation Number:	1000250697
QUESTION 1:	
We do not train in French. Does this exclude my firm on the mandatory requirements?	
ANSWER 1:	
Bidders must meet all mandatory technical criteria stipulated in the RFSO, which states that the Contractor must provide client services in English and French.	
QUESTION 2:	
In Attachment 1 please confirm the averaged firm hourly rate is $D = (A+B+C)/6$ or is it just C that is divided by 6. Similarly at the bottom of Page 12 am I right to assume that the average is $(A+B) /2$.	
ANSWER 2:	
Canada confirms that the Averaged Firm Hourly in Column D of Table 1 and Table B is $D = (A+B+C) /6$, and that the TOTAL AVERAGE OF ALL FIRM HOURLY RATES is $(A+B) /2$. Attachment 1 to Part 3, Pricing Schedule has been updated accordingly. Refer to RFSO Amendment 1.	
QUESTION 3:	
In Annex A - Statement of Work, under SW6 - TASKS/TECHNICAL SPECIFICATIONS, in reference to: 6.1.2 d) this indicates that the training sessions will be delivered: <i>“using one of the following methods of delivery: *virtually (online) or in-person (classroom style)*.”</i> The asterisks refer to the following note: <i>“Training cannot be delivered using a combination of both methods of delivery”</i> .	
3a) People can take “virtual delivery” to mean e-learning (self-directed or “asynchronous”) <u>or</u> by videoconference (synchronous) <u>or</u> both. So, we are asking for clarification. When you say “virtually (online)”, are you referring to videoconference delivery, asynchronous e-learning, or both?	
3b) Specifically, we would like confirmation that a course that asks participants to complete short, asynchronous e-learning modules before participating in a live <u>in-person</u> session is acceptable.	
3c) Similarly, we would like confirmation that a course that asks participants to complete short, asynchronous e-learning modules before participating in a live <u>videoconference</u> session is also acceptable.	



ANSWER 3:

3a) "Virtual delivery" refers to videoconference (synchronous).

3b) Training must be offered live/synchronous in person.

3c) Training must be offered live/synchronous via videoconference.

Statement of Work 6.1.2 d) has been revised accordingly. Refer to RFSO Amendment 1.

QUESTION 4:

In reference to Mandatory Technical Criteria MT2 - Bidder's Experience - Project Summaries and References:

4a) This section says the "Bidder must have a minimum of 60 months experience in the last 84 months". Could you clarify what you mean by a "month" of experience? Does a single course delivered in a particular month by our company constitute a "month" of experience? This question also applies to #1 under MT3 on page 16 of 49.

4b) This section also says the experience cited must be for Government Departments and/or Agencies. Are you referring only to the federal government or is provincial/territorial experience also acceptable?

ANSWER 4:

4a) MT2 has been revised to reflect projects.

4b) Provincial, territorial and municipal government experience is accepted.

MT2 has been revised. Refer to RFSO Amendment 1.

QUESTION 5:

In reference to Mandatory Technical Criteria MT3 - Proposed Resources: #2 states that at a minimum, the Bidder must propose: a) one resource who can provide services in English; b) one resource who can provide French services; and c) one resource who can provide bilingual services (English and French).

Since it is possible to have a single resource who can deliver in English, French and both, can you confirm that you are looking for a minimum of three resources? Or can a single resource be put forward that meets the requirements of a), b), and c)?

ANSWER 5:

The Bidder must provide services in both English and French.

At a minimum, the Bidder must propose either 1 resource or 2 resources as follows:

a) One (1) resource who can provide *bilingual services (English and French); OR

b) One (1) resource who can provide *English services AND One (1) resource who can provide *French services.

Bidders may submit additional resources beyond the number identified above under a) or b) to a maximum of 4. The Bidder must include a section entitled 'Additional Resources'

MT3 has been revised accordingly. Refer to RFP Amendment 1.



QUESTION 6:

As we understand the RFSO document, your evaluation approach consists of the following:

- MT1 and MT3 that are assessed only according to a binary assessment of whether or not the mandatory is present/met (“yes or no”).
- MT2 is also a “yes or no” as a mandatory, but it is also rated under point-rated under RT1. The points for RT1 will only awarded with regards to a demonstrated understanding of the “media environment” as described. There is no point-rated assessment of any other dimension to MT2 (e.g., similarity to services required by ISC, quality of approach, etc.), or any other component of the RFSO (e.g., quality of resources, etc.). As such, the understanding of the media environment as demonstrated in MT2 will determine all 70% of the technical merit score.
- Cost is 30% and calculated as described in the RFSO.

Could you confirm this understanding is correct? It seems to provide evaluators with little means to assess the quality of the training services other than a general understanding of the media environment.

ANSWER 6:

Mandatory Technical Criteria (including Project Summaries and References, which would include training information) are assessed first. Bids which meet all the mandatory technical criteria will then be scored on the rated criteria (knowledge of the media environment, including the differences between print, broadcast and social media, and an understanding media trends and dealing with media).