



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

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>Solicitation Closes / L'invitation prend fin:</p> <p>At / à:</p> <p>02:00 PM Eastern Standard Time (EST)</p> <p>On / le:</p> <p>07 February 2024</p>

Title / Titre Emergency Medical Responder Program	
Solicitation No. / N° de l'invitation W6369-23-A051	Amendment No. / N° de la modification 001
Date of Amendment / Date de la modification 16 January 2024	
Address Enquiries to / Adresser toutes questions à: Att: Binh Duong Department of National Defence Director Services Contracting (D Svcs C) 3 101 Colonel By Drive Ottawa ON K1A 0K2 Email: binh.duong@forces.gc.ca	
Telephone No. / N° de téléphone	FAX No. / N° de fax
Destination 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.

Delivery Required / Livraison exigée	Delivery Offered / Livraison proposée
Vendor Name and Address / Raison sociale et adresse du fournisseur	
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)	
Name – Nom _____	Title – Titre _____
Signature _____	Date _____



AMENDMENT 001 TO SOLICITATION NUMBER W6369-23-A051 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 5.2.3 – Status and Availability; and
4. Extend the solicitation closing date by sixteen (16) days from 22 Jan 2024 to 07 Feb 2024.

QUESTIONS AND ANSWERS:

Question 1	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 7, 2024? This will also allow Bidders to consider the responses to the questions submitted.
Answer 1	The solicitation closing date will be extended by sixteen (16) days from 22 Jan 2024 to 07 Feb 2024.
Question 2	RFP Page Number 27, Article Number M2 What does cross referencing in the bid referencing in the context of the digital materials?
Answer 2	“Training materials must cross reference the Bidder’s bid.” Delete M2 amended as per below.
Question 3	RFP Page Number 29-30, Article Number M5 Why are there two technical criteria listed as M5?
Answer 3	Mandatory Technical Criteria amended as per below.
Question 4	RFP Page Number 30, Article Number M5 It is not common for large organizations to use EMR training. Can the requirement for experience be changed to several organizations as opposed to large/major organizations?
Answer 4	No.
Question 5	RFP Page Number 29, Article Number M5 Could the term Autonomous Authorized Provider be further defined? Will autonomous authorized providers still fall under the successful Bidder’s program guidelines?
Answer 5	DND/CAF requires to be self-sufficient to deliver training in accordance with the Contractor’s EMR program standards. Yes.
Question 6	RFP Page Number 31, Article Number M7 Can DND provide the competencies and materials to which the Bidder can build the PLA process?
Answer 6	The pertinent competency for this RFP is instructional technics.



Question 7	Point Rated Criteria: R1, R2, R3, R4 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?
Answer 7	Yes, R2, R3 and R4 amended as per below.
Question 8	RFP Page Number 34, Article Number 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 personal data for longer than reasonable on our database.
Answer 8	R1 amended as per below.
Question 9	RFP Page Number 55, Annex A 5.4.4 vii The minimum is stated at 1:6, will the maximum instructor to participant ratio follow the guidelines of the Contractor?
Answer 9	No amendment to the RFP. i. Deliver Instructor and IT training with the <u>minimum</u> instructor to participant ratio of 1 to 6;
Question 10	RFP Page Number 55, Article Number 5.4.3 Five business day for changes in French and English to transitional plan is short, can this be extended to 10 business days?
Answer 10	No.
Question 11	RFP Page Number 55, Article Number 5.3.2 Can DND provide the competencies and content of the instructor program(s) that the Contractor must recognize as equivalent.
Answer 11	The Primary Leadership Qualification (PLQ) pertinent competency for this RFP is instructional technics.
Question 12	RFP Page Number 55, Article Number 5.3.2 Could we get the competencies of these programs?
Answer 12	The Primary Leadership Qualification (PLQ) pertinent competency for this RFP is instructional technics.
Question 13	RFP Page Number 55, Article Number 5.4 Regarding transition training, would the Technical Authority allow for some self-directed or 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?
Answer 13	No virtual transition training.



Question 14	RFP Page Number 51, Article Number 5.4.11 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.
Answer 14	No.

Question 15	RFP Page Number 58, Article Number 6.2 Soft copies of course materials are required, as such will the TA still require a NDID number as identifiers? These electronic copies of materials will be accessed by the Contractor's web platform.
Answer 15	No NDID required for soft copies.

Question 16	RFP Page Number 58, Article Number 6.6 Can DND provide clarification - product maintenance is a routine activity, and all updated guidance and standards are implemented through this process. a) How will variation be determined by DND? b) What type of materials will be used as the basis for determination?
Answer 16	This only pertains to the hard copy of the French and English EMR student textbook.

Question 17	RFP page number 56, article 5.4.5 Transition for Instructional personnel will also require guidance on new systems, tools, and administration processes. The Bidder proposed to focus additional training solely on systems orientation. This could be complete before, during or after transition training to maximize flexibility. Where should this information be address in the RFP?
Answer 17	This administrative digital orientation can be included in the Transition Training plan which will be discussed at the start up meeting. (RFP page numbers 56 and 60, Articles 5.4.1, 5.4.3, 10.2 ii)

Question 18	RFP Page Number 40, Article Number 5.2.3 Can the wording be changed to employee or volunteer?
Answer 18	Yes, amended as per below.

SOLICITATION NUMBER W6369-23-A051 IS HEREBY AMENDED AS FOLLOWS:

- DELETE** Attachment 1 to Part 4 – Evaluation Criteria M1 to M8, R1 to R4 and Maximum Points Available in its entirety, and
REPLACE with the following:



#	MANDATORY TECHNICAL CRITERIA	BIDDER SUBSTANTIATION (INCLUDES LOCATION WITHIN PROPOSAL; TITLE, PAGE, ETC.)
Approved EMR Organization		
M1	<p>EMR Program Contents – Paramedic Association of Canada (PAC) National Occupational competency Profile (NOCP) guidelines</p> <p>The Bidder must demonstrate that their proposed EMR Program meets PAC NOCP profiles listed in link below; and the Bidder must demonstrate accreditation, or recognition of their program, by a provincial or national medical association/ organization.</p> <p>https://paramedic.ca/competencies/nocp/</p> <p>The Bidder must identify the methodology and format of their EMR training course. The Bidder must provide a cross referenced competency checklist comparing their EMR program curriculum to the PAC NOCP's. This must demonstrate that the student has acquired the necessary knowledge and skill sets required for EMR in accordance with PAC NOCP's.</p> <p>PAC NOCP's are comprised of 8 General Competencies, further broken down into 37 Specific Competencies with 161 Sub Competencies. The Bidder cross-referenced document must ensure that all Sub Competencies are addressed by identifying location in instructional and student reference material.</p>	
M2	<p>The Bidder must provide digital (soft copies) of all training materials, manuals, textbooks, examinations, workbooks and any other materials proposed for use in CPR/AED, EMR, EMR instructor training, EMR instructor trainer training and MIT training or equivalent.</p> <p>The Bidder must deliver all training materials at no charge to Canada and must ensure that they are received with the bid at the time of bid closing.</p> <p>The training materials will be reviewed or quality and contents.</p>	



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#	MANDATORY TECHNICAL CRITERIA	BIDDER SUBSTANTIATION (INCLUDES LOCATION WITHIN PROPOSAL; TITLE, PAGE, ETC.)
M3	<p>EMR Program Contents – Provincial & Territorial Standards</p> <p>To ensure credentials are transferrable across Canada, the Bidder must demonstrate that their proposed EMR Program meets the standards of at least three (3) of the following five (5) provinces where EMR is provincially licensed: British Columbia (BC), Alberta (AB), Saskatchewan (SK), Manitoba (MB) and Newfoundland (NL);</p> <p>Bidder must attest to the Provincial & Territorial Standards by completing Table A: Attestation to Provincial & Territorial Standards. This document must be signed by a member of senior management who has the authority to commit the Bidder to this requirement.</p>	



#	MANDATORY TECHNICAL CRITERIA	BIDDER SUBSTANTIATION (INCLUDES LOCATION WITHIN PROPOSAL; TITLE, PAGE, ETC.)
M4	<p>AED and CPR Program Contents</p> <p>The Heart and Stroke Foundation of Canada (HSFC) sets the Canadian Guidelines for CPR, defibrillation and other aspects of emergency cardiovascular care in Canada. HSFC is a founding member of the International Liaison Committee on Resuscitation (ILCOR). ILCOR is the international body that reviews emerging resuscitation research and summarizes the latest findings, giving direction on guideline changes when new scientific evidence emerges. HSFC, in collaboration with the American Heart Association, uses ILCOR's information to continuously update guidelines for North America.</p> <p>The “2019 Guidelines for CPR and Emergency Cardiovascular Care” are the most current guidelines, which are the foundation for all HSFC CPR courses in Canada. All HSFC courses incorporate the latest evidence in resuscitation science and training. All CPR training agencies in Canada should refer to these guidelines when developing their own training programs.</p> <p>Therefore, the Bidder must demonstrate accreditation in how they meet the Cardiopulmonary Resuscitation and Automated External Defibrillator guidelines as set out by the HFSC. 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 & AED guidelines.</p> <p>https://www.heartandstroke.ca/-/media/pdf-files/cpr/cpr-guideline-11132019/2019-guidelines-update-final-en.pdf?rev=342253576c7a41ffb580362751aa3770</p>	
M5	<p>Authorization Provider</p> <p>The Bidder must recognize DND and CF as an autonomous, Authorized Provider, to deliver training and certification in accordance with the Bidder's EMR, CPR and AED standards.</p> <p>The Bidder must provide a written confirmation stipulating DND and CF will be an autonomous, Authorized Provider on successful contract award. This document must be signed by a member of senior management who has the authority to commit the Bidder to this requirement.</p>	



#	MANDATORY TECHNICAL CRITERIA	BIDDER SUBSTANTIATION (INCLUDES LOCATION WITHIN PROPOSAL; TITLE, PAGE, ETC.)
Corporate Experience		
M6	<p>Experience delivering EMR training to major organizations.</p> <p>The Bidder must demonstrate its experience in delivering EMR program to major organization. Specifically:</p> <p>The Bidder must have provided Emergency Medical Responder Programs to at least (2) major organizations in the last thirty-six (36) months from bid closing. These courses must have been delivered nationwide and trained at least 250 students total.</p> <p>For the purposes of this Solicitation:</p> <ul style="list-style-type: none"> • Major organizations are defined as having a minimum of 2,500 people and can be either private or public (i.e. Public organization: Department of National Defence). • Nationwide delivery is defined as courses conducted in at least 4 of the 6 Canadian time zones. <p>To demonstrate compliance, the Bidder must complete the Table C: Example table, and provide the following information for all EMR programs delivered:</p> <ul style="list-style-type: none"> • Name of the client organization; • Number of employees at the client organization; • Name, title and telephone number of the contact person; • Address where the training was provided (include city and province); • Type of training (EMR, and Instructor or Instructor Trainer); • Number of courses given; • Dates of courses given; • Number of students trained; and • Language of courses delivered. 	
M7	<p>The Bidder must demonstrate that they can deliver the EMR program in both official languages of Canada (English and French).</p> <p>To demonstrate compliance, the Bidder must complete Table C: Example table. The completed table must contain at least one (1) English and one (1) French course.</p>	
Prior Learning Assessment (PLA) of Instructors		



#	MANDATORY TECHNICAL CRITERIA	BIDDER SUBSTANTIATION (INCLUDES LOCATION WITHIN PROPOSAL; TITLE, PAGE, ETC.)
M8	<p>The Bidder must demonstrate that their EMR program has a PLA process to recognize previous Instructor and Instructor Trainer training by other instructional agencies including Canadian Forces instructional training.</p> <p>The Bidder must provide the PLA process that include a matrix that identifies the criteria necessary to grant such equivalencies and also, must include a method to determine any instructor-training deficiencies.</p>	

#	POINT RATED TECHNICAL CRITERIA	SCORING GUIDELINES	MAX SCORE	BIDDER SUBSTANTIATION (INCLUDES LOCATION WITHIN PROPOSAL; TITLE, PAGE, ETC.)
Corporate Experience				
R1	<p>The Bidder should demonstrate how many months of experience they have as a EMR or an equivalent Training Institution. A training Institution will be considered equivalent if its standards are in accordance with the PAC NOCP standards for EMR.</p> <p>https://paramedic.ca/competencies/nocp/</p> <p>In order to score points, the Bidder must provide a table or spreadsheet which provides history for sixty (60) months or more of the bidder's corporate experience in the delivery of EMR training.</p>	<p>Months of experience</p> <p>0-11 months = 0 points 12-47 months = 100 points 48-59 months = 150 points 60 months or more = 200 points</p>	200 points	
R2	<p>The Bidder should demonstrate how many EMR or equivalent courses, and higher-level courses the Bidder has taught to the Public Sector and/or Private</p>	<p>Number of EMR or equivalent courses</p> <p>0-3 courses = 0 points 4-10 courses = 50 points</p>	400 points	



	<p>Sector in the last sixty (60) months from 31 December 2024.</p> <p>A course will be considered equivalent to EMR if it meets the standards of the PAC NOCP for EMR.</p> <p>Higher level of training is defined as the competencies of courses delivered which exceeds the EMR competencies as set out in the PAC NOCP for EMR (ex: Primary Care Paramedic, Advance Care Paramedic, Critical Care Paramedic).</p> <p>In order to score points, the Bidder must provide a list or spreadsheet of all EMR and higher level of training courses taught in the Public and/or Private sector in the last sixty (60) months from 31 December 2024.</p>	<p>11-20 courses = 100 points 21-30 courses = 150 points 31-40 courses = 200 points 41 courses or more = 250 points</p> <p>Number of higher-level courses</p> <p>1-5 courses = 50 points 6-10 courses = 100 points 11 courses or more = 150 points</p>		
R3	<p>The Bidder should provide with substantiation the total number of EMR I and EMR IT (Combined total) courses taught to either the Public Sector or the Private Sector in the last thirty-six (36) months from 31 December 2024.</p> <p>In order to score points, the Bidder must provide a list or spreadsheet of all EMR instructor, and EMR instructor trainer courses taught in the Public and/or Private sector in the last thirty-six (36) months from 31 December 2024.</p>	<p>Number of Courses</p> <p>1-10 courses = 50 points 11-20 courses = 100 points 21 or more courses = 150 points</p>	150 points	
R4	<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</p>	<p>Number of Courses</p> <p>1-10 courses = 50 points 11-20 courses = 100 points 21 or more courses = 150 points</p>	150 points	



	<p>last sixty (60) months from 31 December 2024.</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 2024.</p>			
MAXIMUM POINTS AVAILABLE:			2400 points	

2. DELETE sub-section 5.2.3 – Status and Availability of Resources in its entirety, and **REPLACE** with the following:

5.2.3 Status and Availability of Resources

- A. The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.
- B. If the Bidder has proposed any individual who is not an employee or volunteer of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.