

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 2023-03-28
AMENDMENT 002	
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 2023-03-31	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 002

Title: Online Training Program Development

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

Question 1

It looks like you have 1 module completed. How was that developed?

Answer 1

Module 1 was developed using rapid eLearning tools.

Question 2

What is the deadline date for questions?

Answer 2

As outlined in 2.4 (page 5-6), Bidders can submit questions up to 3 days before the bid closing date. Questions received after that time may not be answered.

Question 3

Can you clarify how you wish/expect the modules to be developed?

1. Using a rapid eLearning tools – such as Articulate StoryLine or RISE?
2. Custom build – direct programming in HTML5, Java, or other programming language.

Answer 3

We anticipate that the modules would be developed using rapid eLearning tools.

Question 4

Will you revise the volumetric days or can you explain where these volumetric days came from? Were these meant to be hours versus days?

Answer 4

Attachment 1 to Part 3, Pricing Schedule has been revised to amend the number of days per resource category. The volumetric data are meant to be days per resource category.

Bidders must provide a per diem rate for each resource category.

The volumetric data included in this pricing schedule are provided for bid evaluated price determination purposes only. They are not to be considered as a contractual guarantee. Their inclusion in this pricing schedule does not represent a commitment by Canada that Canada's future usage of the services described in the bid solicitation will be consistent with this data.

Please see updated ATTACHMENT 1 to PART 3, Pricing Schedule, Amendment 002

Question 5

We are asking for clarification on a few points on the pricing schedule, Attachment 1 to Part 3 on page 9. In general, our questions pertain to the volumetric data column.

- (a) Is there a spend limit/budget cap for this project?
- (b) Please confirm that volumetric data is in fact in days not hours.
- (c) In the A Contract Period, we are concerned that there are volumetric data values that exceed the calendar days between the closing date of March 27 and March 31, 2023. Can you explain how 11 days are expected for the Learning Designer/Technical Writer/Sr Rapid eLearning Programmer please?
- (d) In the B Contract Period and in the C Contract Period, we are concerned that the volumetric data provided is an over-estimate of time needed. Are we permitted to change the estimated days in that column for our bid?
- (e) If the days are not changeable in the volumetric data column – can you advise on how we might show an alternative rate?

Answer 5

- (a) No, a limit or budget cap has not been included for this RFP.
- (b) Attachment 1 to Part 3, Volumetric Data indicates the estimated total level of effort per resource category is in days. Bidders must provide a per diem rate for each resource category.
- (c) Please see updated ATTACHMENT 1 to PART 3, Pricing Schedule, Amendment 002.
- (d) No, bidders are not permitted to change the estimated days in the volumetric data column.

The Bidder must complete this pricing schedule and include it in its financial bid, as instructed in Attachment 1 to Part 3.

The volumetric data included in this pricing schedule are provided for bid evaluated price determination purposes only. They are not to be considered as a contractual guarantee. Their inclusion in this pricing schedule does not represent a commitment by Canada that Canada's future usage of the services described in the bid solicitation will be consistent with this data.

Please see updated ATTACHMENT 1 to PART 3, Pricing Schedule, Amendment 002.

- (e) The Bidder must complete this pricing schedule and include it in its financial bid, as instructed in Attachment 1 to Part 3.

The volumetric data included in this pricing schedule are provided for bid evaluated price determination purposes only. They are not to be considered as a contractual guarantee. Their inclusion in this pricing schedule does not represent a commitment by Canada that Canada's future usage of the services described in the bid solicitation will be consistent with this data.

Please see updated ATTACHMENT 1 to PART 3, Pricing Schedule, Amendment 002.

Question 6

I would like to know all the information about the RFP.

Answer 6

All information on the RFP requirements can be found within the RFP document.

Question 7

Part 3, section 3.1 : RFP documents are available in French and in English. However, there is no indication of the language used to write the bid (on the contrary of some other RFP for the government of Canada). Could we submit a bid written in French?

Answer 7

Please see 2.1 Standard Instruction, Clauses and Conditions. The [2003](#) (2022-03-29) Stand Instructions – Good or Services – Competitive Requirement, are incorporated by reference into and form part of the bid solicitation.

05 [\(2018-05-22\) Submission of bids](#)

5. Bid documents and supporting information may be submitted in either English or French.

Bidders are invited to submit their proposals in English or French.

Question 8

Part 4, section 4.2 : On Services achats Canada (SAP Ariba), this bid is called as “price only”. However, there are also mandatory technical criteria to fill to be considered as a responsive bid. Should we understand Veterans Affairs Canada will make a first review to determine which bid are responsive based on the mandatory criteria, then the award will be given to the lowest price bid from this final “responsive bidder list”?

Answer 8:

The CanadaBuys (SAP Ariba) notice has been updated to reflect the Basis of Selection.

2. This solicitation is hereby amended as follows:

DELETE

ATTACHMENT 1 TO PART 3, PRICING SCHEDULE

INSERT

ATTACHMENT 1 to PART 3

PRICING SCHEDULE

The Bidder must complete this pricing schedule and include it in its financial bid.

The volumetric data included in this pricing schedule are provided for bid evaluated price determination purposes only. They are not to be considered as a contractual guarantee. Their inclusion in this pricing schedule does not represent a commitment by Canada that Canada's future usage of the services described in the bid solicitation will be consistent with this data.

	RESOURCE CATEGORIES	QUOTED ALL-INCLUSIVE PER DIEM RATE (in CAD \$)	VOLUMETRIC DATA (Estimated Total Level of Effort per Resource Category in days)	TOTAL (In CAD)
B - Contract Period: April 1, 2023 to March 31, 2024				
1	Senior Learning Advisor		14	
2	Learning Designer		28	
3	Technical Writer		28	
4	Senior Custom eLearning Programmer		11	
5	Senior Rapid eLearning Programmer		28	
6	Senior Quality Assurance (QA) Specialist		9	
7	Senior Graphic Designer		14	
			Subtotal	
C - Contract Period: April 1, 2024 to March 31, 2025				
1	Senior Learning Advisor		14	
2	Learning Designer		28	
3	Technical Writer		28	
4	Senior Custom eLearning Programmer		11	
5	Senior Rapid eLearning Programmer		28	
6	Senior Quality Assurance (QA) Specialist		9	
7	Senior Graphic Designer		14	
			Subtotal	
			Applicable Taxes	
			Total	

Note: It is at the bidder's discretion to determine the appropriate number of resources per consultant category to complete all the work. The per diem rate for each type of consultant category will be as indicated above.

Example: Bidder reviews the requirement and determines that they will need two Learning Designers. This means that all Learning Designer consultants will be paid at the Learning Designer rate.

Any mathematical errors will be corrected by the Contracting Authority and the unit price(s) submitted will prevail.

3. This solicitation is hereby amended as follows:

DELETE

ATTACHMENT 1 TO PART 4, TECHNICAL AND FINANCIAL CRITERIA

INSERT

ATTACHMENT 1 TO PART 4, TECHNICAL AND FINANCIAL CRITERIA

The Bidder must provide the necessary documentation to support compliance with these requirements.

- a. The Bidder is advised that only listing experience without providing any supporting data to describe where and how such experience was obtained will not constitute “demonstrated” for the purpose of the evaluation.
- b. The Bidder must clearly demonstrate in the proposal how the experience was gained or knowledge was attained, supported by résumés and any necessary supporting documentation.
- c. The Bidder must provide complete details as to where, when and how (through which activities/responsibilities) the stated qualifications/experience were obtained. In order to demonstrate when experience was obtained, the bidder must indicate the duration of such experience, specifying the start and end dates (month and year at a minimum). For experience requirements where a minimum duration of time is required to be demonstrated (e.g. “*must have a minimum of eight (8) cumulative years of audit experience...*”), in the case where the timelines of two or more projects or experience overlap, the duration of time common to each project/experience will not be counted more than once.
- d. It is recommended that the Bidder include a grid in their proposals, cross-referencing statements of compliance with the supporting data and résumé evidence contained in their proposals. Note: the compliance grid, by and of itself, DOES NOT constitute demonstrated evidence. As stated in b. above, the résumés and supporting documentation will be accepted as evidence.

Bidders should provide any required references in the Technical Proposal of their bid.

The references provided by the Bidders are subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to validate the references before award of a contract. The bid will be declared non-responsive if any references given by the Bidder are untrue, whether made knowingly or unknowingly. Failure to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

For Mandatory Technical Criteria and Point Rated Technical Criteria listed below requiring/requesting Project Summaries, the Bidder must/should provide:

- Name and description of client organization;
- Name, phone, email of client ;
- Scope, objective, size in dollars and resources, project timeframe (from-to dates month/year);
- Outcomes of the project; and/or
- Description of the Consultant roles and responsibilities of the organization or resource, as applicable.

1.1 Mandatory Technical Criteria

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Bids which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

Number	Mandatory Technical Criteria	Met / Not Met	Cross Reference to Proposal
MT1	The Bidder must submit detailed CVs for each of the proposed resources, demonstrating that they meet the minimum mandatory requirements (education and work experience) for each applicable resource category as described in Annex A, Statement of Work, Provider Qualifications - Section 4		
MT2	The Bidder must have at least 7 years of experience working with learning content providers to develop e-learning courses.		
MT3	The Bidder must have significant (i.e., depth and breadth of at least one long-term (one year) initiative and recent (within the last 2 years) experience providing e-learning services.		
MT4	The Bidder must have recent (within the last 2 years) experience supporting the full online learning development needs of an organization to train staff to build cases, gather pertinent evidence and/or process compensation or disability services and benefits.		
MT5	The Bidder must have at least 6 months experience in designing, developing, and implementing a single e-learning program to be used on the Moodle platform.		

1.2 Point Rated Technical Criteria

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Bidders should ensure that the rated requirements are addressed in sufficient depth yet concisely to enable a thorough assessment. Bids which fail to obtain the required minimum number of points overall in the point rating will be declared non-responsive. Each point rated technical criterion should be addressed separately.

Number	Point Rated Technical Criteria	Points
RT1	For each additional long-term (one year) initiative providing e-learning services, and each year of experience that exceeds the Bidder's mandatory 2 years of recent experience providing e-learning services (MT3), the Bidder will be awarded 1 point per initiative, and 1 point per year, up to a maximum of 2 points.	____/2
RT2	For each year of experience that exceeds the Bidder's mandatory 2 years of experience supporting the full online learning development needs of an organization to train staff to build cases, gather pertinent evidence and/or process compensation or disability services and benefits, (MT4), the Bidder will be awarded 1 point per year, up to a maximum of 2 points.	____/2
RT3	For each additional e-learning program that meets the requirement of MT5, the Bidder will be awarded 1 point per e-learning program, up to a maximum of 2 points.	____/2

	<p>Example: e-Learning Program #1 (duration 6 months) = MT3, e-Learning Program #2 (duration 10 months) = RT3 – 1 point, e-Learning Program #3 (duration 6 months) = RT3 – 1 point.</p>	
RT4	<p>The Bidder should demonstrate that they have current employees who are *Veterans working within their organization.</p> <p>*For the purposes of the rated requirement – Veteran is defined as any former member of the Canadian Armed Forces, who successfully underwent basic training and is honourably released.</p> <p>For further clarification please visit: https://www.veterans.gc.ca/eng/about-vac/what-we-do/mandate#definition</p> <p>No resources who are Veterans = 0 points 1 or more resources who are Veterans = 2 points</p>	____/2
RT5	<p>The Bidder should demonstrate that the organization, or one of their proposed resources, has experience working on an initiative for an accessibility solution to assist individuals with a disability or to remove/reduce barriers.</p> <p>THE ACCESSIBLE CANADA ACT DEFINES: Disability: As any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment — or a functional limitation — whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.</p> <p>Barrier: As including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice, that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.</p> <p>No experience working on an initiative for an accessibility solution = 0 points Experience working on an initiative for an accessibility solution = 2 points</p>	____/2
Minimum Point		____ 3/10

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