

## Offeror's conference – December 20 2013

### Questions & Answers

	Question	Answer
1	Can the date for delivery be postponed later than January 14, 2014, since it is just before Christmas?	We are not considering postponing the closing date at this time.
2	Can we please have by location and stream the number of participants for each of them?	<p>The annual estimate of the number of learners by location and by work stream is indicated in column E of each table of Attachment 2 to Part 3 of the RFSO.</p> <p>As indicated in paragraph 2 of Attachment 1 to Part 3, please keep in mind that “the volumetric data included in the electronic file on the annual estimates of the number of learners are provided solely for evaluation purposes (to calculate the price of each offer). They are not to be considered a contract guarantee.”</p>
3	Training in Area 5 (CFB Valcartier) is only done at a federal institution. Do we have to provide classrooms (mandatory criterion MTO1) and do the RT3 and RT4 rated criteria still apply?	<p>In the Request for Standing Offer, the first paragraph of Section 1.1.2 of the Attachment to Part 4 will be amended as follows:</p> <p>“Point-rated technical criteria RT3 and RT4 do not apply in geographic areas where training will be given only at federal institutions. The maximum number of points for the point-rated technical criteria will thus be reduced from 262 to 197 only in these geographic areas.”</p>
4	For groups, could an hourly rate not be set by group rather than by learner, because the number of learners per group varies from single to double (4 to 8 learners for part time, and 2 to 5 learners for full time)? Or could we have a more precise estimate of the number of learners per group?	<p>The number of learners per group for part-time and full-time training is based on the Government of Canada's current needs and can thus not be changed.</p> <p>Since the number of learners per group can vary considerably with</p>

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		<p>the needs of one client to another, it is not possible to have a more precise estimate of the number of learners per group.</p> <p>In addition, as indicated in Article 1 of Part 3 of the Request for Standing Offer, the volumetric data included in the electronic file on the annual estimates of the number of learners are provided solely for evaluation purposes (to calculate the price of each offer). They are not to be considered a contract guarantee.</p> <p>The Offeror's proposal should thus take these elements into account.</p>
5	<p>Seeking clarification on annual estimates Here is an example of a table presented for the financial evaluation. Period 1 is 24 months long, and the number of students is estimated at 20. Can you confirm that the annual estimate (12 months) is thus 10 students (so 2 groups) [for work stream 4].</p>	<p>The annual estimate (12 months) is 10 students. The number of groups will depend on the number of students per group (between 4 and 8).</p>
6	<p>Can you confirm that the estimate of the needs for Area 5 is correct? (see the table on the last page of this document*)</p>	<p>The number of pedagogical advisors required for Area 5 is three senior pedagogical advisors and one backup adviser.</p> <p>Please note that the learners will have to be grouped together according to their learning level, which could create variations in the division of the groups.</p>
7	<p>With reference to page 6/63, Geographic Area 2: Greater Montreal, the Internet link that you provide is not accessible. See below. We are waiting for the list of cities that this area includes or an accessible link. Thank you in advance,</p>	<p>The link for Geographic Area 2 in Article 2.2.1 of Part 1 of the Request for Standing Offer will be updated as follows: <a href="http://cmm.qc.ca/fileadmin/user_upload/carte/cmm_general_24x36.pdf">http://cmm.qc.ca/fileadmin/user_upload/carte/cmm_general_24x36.pdf</a></p>

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8	<p>You are giving potential bidders too little time to prepare their documents, right in the middle of the Christmas holidays, when our staff can take a well-deserved holiday. The call for tenders was published on December 4 on buyandsell.gc.ca.</p> <p>You are granting 27 days, whereas normally periods for requests of a similar complexity give at least 40 days.</p> <p>We would like to ask you to postpone the closing date to January 28, 2014.</p>	<p>The closing date will be changed to January 30, 2014.</p>
9	<p>Paragraph 8.3 of Part 7 (Allocation of Work) describes the right of first refusal and specifies that the highest-ranked Offeror will receive all the work requests. This is regarding the Montreal area, where three RFSOs will be launched.</p> <p>We believe that this procedure puts the other two qualified bidders at a disadvantage, and that it does not offer Canada an opportunity to diversify its contracts, thereby causing injury to the other two bidders and their instructors. These same bidders will have also invested in facilities and human resources in order to offer and manage services.</p> <p>This way of working was previously used in the NCR and was not repeated in recent contracts because it was considered unfair.</p> <p>Could you revise this clause in order to allocate the work on a rotating basis among the suppliers that qualify?</p>	<p>The option to allocate work on a rotating basis among the qualified suppliers, as used in the NCR, was considered in the regions but not retained because this approach would not be well adapted to regional needs.</p> <p>However, for requirements of \$25,000 and under and for geographical reasons (Offeror's proximity), clients may issue a call-up to one of the three Offerors, regardless of their ranking.</p>
10	<p>We believe that obliging bidders to offer services for each stream in a geographic region puts small businesses at a</p>	<p>Offerors have to submit an inclusive fixed hourly rate (\$) per learner for each field of work covering a Standing Offer (geographic</p>

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	<p>disadvantage and gives an unfair advantage to the largest suppliers or universities and colleges, which also receive government grants that enable them to offer lower rates than private industry.</p> <p>Could you try to group together certain types of training in order to create new separate fields and thereby allow potential bidders to submit a bid for certain fields only?</p> <p>For example, group together streams for part-time training at federal institutions in the Greater Montreal geographic area when it is obvious that distances and traffic problems will make it impossible or very difficult to travel for one- or two-hour courses.</p>	<p>area). This obligation is due to the fact that there is a need in all the work streams, and an approach that allows Offerors to choose the work stream for which they would like to submit an offer might not meet this need, especially since the need is very small in certain work streams.</p> <p>Note that the evaluation criteria require that Offerors demonstrate experience in supervising teaching resources or in delivering language training courses in English <u>or</u> in French, not in both languages. An Offeror with no experience in the field in English may still be considered for the award of a Standing Offer. Article 10.0 of Section II of Annexes A1, A2 and A3, Education and Experience Requirements – Resources, provides details on the minimum qualifications required for pedagogical advisors and teaching resources.</p> <p>In addition, please note that, as indicated in Article 1 of Part 3 of the Standing Offer, the Offeror may present an offer as a joint venture.</p> <p>Finally, note that, as stipulated in Article 1 of Part 2, Offerors that submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).</p>
11	<p>Concerning criterion TO2.</p> <p>Given the number of work streams for one sole geographic area, can you provide us with some scenarios of acceptable combinations and allocations of tasks for a pedagogical advisor?</p>	<p>A number of scenarios of acceptable combinations and allocations of tasks are possible, provided that the ratios identified in Attachment 1 of Part 4 and Article 8.1 of Section II of Statements of Work A1, A2 and A3 are met.</p>

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	For example, since a bid has to be submitted for each work stream, how would you allocate the work of one pedagogical advisor?	
12	<p>Annex A2 - SOW – Part-time group training (fields 3-4-5-6) Annex A3 - SOW – Individual part-time training (fields 9A-9B-10A-10B)</p> <p>In paragraph 5 of both of these annexes, you require Offerors to provide materials (electronic or hard-copy format) for part-time courses. This requirement seems excessive and very costly for part-time training. We would instead propose the following: <i>The Offeror must provide CSPA training program materials in original hard-copy format for the teaching resources and pedagogical advisors. The Offeror must provide learners with photocopies of the classroom activity materials, as required in the Call for Tenders for part-time training, No. EN578-093429 ZF for the NCR.</i></p>	<p>Paragraph 5 of Section II of Annexes A2 and A3 will be modified as follows:</p> <p><b>DELETE</b> Should the Offeror elect to provide CSPA training program materials in hard copy format, it must distribute all original material to the teaching resources, pedagogical advisors and learners. Materials given to learners must be their property. The Offeror may provide photocopies only if the original material is not available from Government of Canada Publications and only by obtaining prior authorization from the TA.</p> <p><b>ADD</b> The Offeror must provide CSPA training program materials in original hard-copy format for the teaching resources and pedagogical advisors. The Offeror must provide learners with photocopies of the classroom activity materials.</p>
13	Can you send us the various documents in Attachment 2 of Part 4 in Word format so we can complete the required tables?	Attachment 2 of Part 4 will be included in Word format in the next amendment to the Call for Tenders.
14	<p>Page 5/63:        2.2.1 Geographic areas identified (7)</p> <p>- Are we to understand that the geographic areas outside those identified in your RFSO will have little or no need for language training?</p> <p>- Does that mean that if an Offeror wants to submit an offer for</p>	<p>- It is expected that language training needs for the geographic areas outside those identified in the Request for Standing Offers are low.</p> <p>- That is correct. Offerors must submit an all-inclusive fixed hourly</p>

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	<p>Geographic Area 1, for example, it will have to submit an offer for each of the 14 work streams identified in the said area and that it will not be possible for this Offeror to submit an offer for only some of the work streams in the area?</p>	<p>rate (\$) per learner for each work stream covering a Standing Offer (geographic area). This obligation is due to the fact that there is a need in all the work streams, and an approach that allows Offerors to choose the work stream for which they would like to submit an offer might not meet this need, especially since the need is very small in certain work streams.</p> <p>Note that the evaluation criteria require that Offerors demonstrate experience in supervising teaching resources or in delivering language training courses in English <u>or</u> in French, not in both languages. An Offeror with no experience in the field in English may still be considered for the award of a Standing Offer. Article 10.0 of Section II of Annexes A1, A2 and A3, Education and Experience Requirements – Resources, provides details on the minimum qualifications required for pedagogical advisors and teaching resources.</p> <p>In addition, please note that, as indicated in Article 1 of Part 3 of the Standing Offer, an Offeror may submit an offer as a joint venture.</p> <p>Finally, note that, as stipulated in Article 1 of Part 2, Offerors that submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).</p>
15	<p>Page 8/58      2.2.2 Predefined Area – Work Streams on the Offeror's Premises</p> <p>-If a need arises outside the geographic areas specified in your RFSO and there are no Offerors having received a Standing</p>	<p>Since language training is not one of the commodities for which the use of PWGSC procurement vehicles is mandatory, clients may meet their needs through other procurement vehicles issued under their own delegation to any supplier if this Standing Offer does not meet their specific needs.</p>

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	Offer able to respond, how will you proceed to meet the needs in such a case?	
16	The Excel file for the <u>financial evaluation for the Greater Montreal area</u> includes grey cells in which it is impossible to enter amounts. Is that intentional? Should Offerors not fill in all the price boxes?	As indicated in Article 1.2 of Part 4, the all-inclusive hourly rate per learner mentioned for the initial period and for the two (2) extension periods of the Standing Offer must be indicated in <u>Column C</u> of each table of Attachment 2 to Part 3 entitled "Financial evaluation for the Quebec region" for each geographic area in question. The calculation method indicated in the relevant table will be used.
17	<p><b>Pedagogical adviser – Education Requirements in Annexes A1-A2-A3 Paragraph 10 (10.1.1) of Section II</b></p> <p><b>And</b></p> <p><b>TC2.1 and TC 2.2</b></p> <p>It is clearly specified in point 10.1.1 that in addition to a bachelor's degree, the adviser must <b>have one <u>or</u> the other</b> of the following qualifications:</p> <ul style="list-style-type: none"> <li>• Experience in supervising teaching resources</li> <li>• Experience in teaching as a teaching resource</li> </ul> <p>However, when allocating points, you give points for <b>both qualifications</b> (15 points each) for the above-mentioned criteria.</p> <p>We believe that this unfairly penalizes pedagogical advisers with extensive experience supervising teachers by removing from the Offeror the possibility of being awarded these 15 points and gives an advantage to a new adviser who has much less experience and who was teaching until recently. We believe that the degree of expertise that every pedagogical adviser should</p>	<p>The mandatory technical criteria identify the minimum mandatory qualifications that pedagogical advisers require. An Offeror would not be disqualified if the person proposed had only one of the two types of experience listed.</p> <p>The rated technical criteria represent value added for Canada up to the maximum score identified. Canada is not prepared to pay a potential cost supplement for a higher qualification in any of the fields.</p> <p>For these reasons, the scoring will stay the same.</p>

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	<p>demonstrate to properly offer the services required should be reflected in the allocation of points.</p> <p>Can you revise this criterion and change the maximum number of points to 25 for criteria TC2.1 and TC 2.2?</p>	
18	<p><b>Paragraph 8 of Annexes A1-A2-A3-Section I – Requirements</b></p> <p>Should we conclude, as specified in paragraph 8, that it will be mandatory for all federal government departments to use the Standing Offer and the suppliers chosen?</p> <p>This situation seems to us to justify a better distribution of work between qualified suppliers on a rotating basis.</p>	<p>Since language training is not one of the commodities for which the use of PWGSC procurement vehicles is mandatory, clients may meet their needs through other procurement vehicles issued under their own delegation to any supplier if this Standing Offer does not meet their specific needs.</p> <p>The option of allocating work on a rotating basis among qualified suppliers, as used in the NCR, was studied in the regions, but was not retained because this approach would not be well adapted to regional needs.</p> <p>However, for requirements of \$25,000 and under and for geographical reasons (Offeror's proximity), clients may issue a call-up to one of the three Offerors, regardless of their ranking.</p>

Q6 Quebec

\*Please confirm that the estimate made for the needs in Area 5 is correct.



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Work Streams		Maximum Number of Standing Offers to Put in Place	Estimate of Needs for Each 12-Month Period		
			No. of Students	Number of Learners per Group	Number of Groups
4	Part-time group training in French at a federal institution	1	10	4 to 8	2
6	Part-time group training in English at a federal institution		35	4 to 8	5
7B	Full-time group training in French at a federal institution		10		
8B	Individual full-time training in English at a federal institution		35		
9B	Individual part-time training in French at a federal institution		10		
10B	Individual part-time training in English at a federal institution		35		

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Groups, full-time	0
Individuals, full-time	45
Groups, part-time	7
Individuals, part-time	45
Pedagogical adviser	2.09

Please confirm that the number of pedagogical advisors required for Area 5 is three pedagogical advisors and one backup adviser.

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<b>QUESTIONS ASKED DURING THE OFFEROR'S CONFERENCE</b>		
<b>Q1</b>	Regarding the security requirements, is it the Offeror or the proposed individuals that require a security clearance?	<b>A1</b> Please see article 1 of Part 6 and article 2 of Part 7 A for more information.
<b>Q2</b>	Training in areas 8 (Shediac) and 4 (Oromocto) is only done at federal institutions. Do we have to provide classrooms (mandatory criterion MTO1) and do the RT4 rated criteria still apply?	<b>A2</b> In the Request for Standing Offer, the first paragraph of Section 1.1.2 of the Attachment to Part 4 will be amended as follows:  "Point-rated technical criteria RT3 and RT4 do not apply in geographic areas where training will be given only at federal institutions. The maximum number of points for the point-rated technical criteria will thus be reduced from 262 to 197 only in these geographic areas."
<b>QUESTIONS ASKED <u>AFTER</u> THE OFFEROR'S CONFERENCE</b>		
<b>Q1</b>	I see that required cities where we will need to have training rooms are the region of the greater Montreal, Quebec region, St-Jean sur Richelieu, the Saguenay region and the Shawinigan region). If we have rooms available in the region of Montréal and Québec, but instead of having rooms in other regions, we offer them it in virtual format (i.e. with a live trainer where the virtual rooms can accommodate many learners via a webcam and a	<b>A1.</b> Training in virtual format is not part of the scope of work of this tender notice. Training in virtual format is planned for a subsequent phase through a national supply arrangement.

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	headset), can we still bid for these cities?	
<b>Q2</b>	If you are not open for virtual classrooms in the city regions, can we still bid only for the cities where we have rooms?	<b>A2.</b> Offeror must submit a separate offer for each geographical area and must be able to provide language training services in all applicable work streams of a geographical area.
<b>Q3</b>	Can we bid with another school jointly?	<b>A3.</b> Yes. For more information, see article 1 of Part 3 of the Request for Standing Offer, point rated technical criteria 1 and article 17 of the 2006 (2013-06-01) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements.