



QUESTIONS AND ANSWERS **BID SOLICITATION AMENDMENT 001**

Please see the following questions and answers regarding Finance Canada Solicitation No. **FIN-992303-2014-07-18**.

IMPORTANT NOTE: The Bid Solicitation Authority's phone number has changed following Finance Canada's move from 140 O'Connor Street to 90 Elgin Street. The new phone number is 613-369-3593.

In addition, the updated versions of the SOW and EC are included in this document. Bidders must use the updated versions of the SOW and EC when responding to this solicitation.

Q1. In criterion 4.2.1, MT7, can you clarify the term "Enhanced Reliability Status"?

A1. The request for Enhanced Reliability Status was an error. The requirement is for Reliability Status. The Statement of Work (SOW) and Evaluation Criteria (EC) have been updated to reflect this requirement.

Q2. With regard to criteria MT5 and MT6:

For the teachers' experience, can you confirm that you do not require any diploma and that only experience will be mandatory?

A2. The experience for Teacher resources is mandatory. No degree, diploma or other certifications are required.

Q3. Could you tell us who your current suppliers are?

A3. Finance Canada has active contracts with the following four suppliers:

1. Knowledge Circle
2. H-KIN Inc.
3. Graybridge Malkam
4. École de Langues Creusot

Q4. On page 39, Program A – Part-time courses on the supplier's premises in Downtown Ottawa, you write "with approximately six employees per group." Can you confirm the maximum number of employees per group?

A4. There will be a maximum of eight (8) employees per group for Program A – Part-Time Program.

Q5. On page 9, section 4.2.1, Mandatory Technical Criteria, MT1, you require use of the Programme de base de français au travail (PBFT): It has not been used by the Canada School of Public Service since June 2006; the Programme de français langue seconde (PFL₂) is used instead. Is that indeed the correct method?

A5. Yes, this is the appropriate method. The EC has been updated to replace references to PBFT with PFL₂.



Q6. Would it be possible for you to send us the request for proposal in Word format or at least the grid for the Mandatory Technical Criteria on pages 9 and 10, section 4.2.1, and the grid in Appendix B – Basis of Payment, on page 45?

A6. Word versions of the updated EC and Annex B – Basis of Payment have been provided as attachments on the GETS solicitation notice.

Q7. Is Finance Canada open to any alternatives to classroom based training, such as e-learning and virtual classroom?

A7. No. Finance Canada requires classroom based training. Finance Canada is not equipped for e-learning solutions at this time.

Q8. In Appendix A – Statement of Work, in point 8.0 (Contractor Facilities) and in point 11.0 (Work Location), could you specify what you mean by “Downtown Ottawa?” Would you agree to having the courses for Program A given at the Department of Finance, like the other programs, or on premises located outside Downtown Ottawa?

A8. For the purposes of this solicitation, Downtown Ottawa is defined as a training classroom location that is within 1 KM walking distance of Finance Canada offices located at 90 Elgin Street.

The Bidder's training classrooms for Program A – Part-Time Training must be located in Downtown Ottawa as per the above definition. This is a mandatory requirement for logistic and operational reasons to allow for Finance Canada employees to be able to travel between Finance Canada offices and the Bidder's training classrooms within a reasonable time, without impacting work obligations or requiring travel arrangements.

Please note that Finance Canada does not have the necessary facilities to provide Program A training on its premises at 90 Elgin.

The SOW and EC have been updated to reflect this requirement.

Q9. Please confirm the location where bids must be dropped off before the August 29, 2014 2:00 pm deadline.

A9. Bids must be dropped off at the location identified on page 1 of the solicitation document:

Department of Finance Canada
Attention: Nicholas Plettenberg-Dussault
Mail and Messenger Services Unit
P3 West Tower, 300 Laurier Ave. West
Ottawa, ON K1A 0G5

Please note that Bidders should include both the hard copy and electronic copies of their technical proposal, financial proposal and certifications in the same bid package when delivering their bids. This will allow for one bid receipt time to be logged in Finance Canada's mail system. Both the electronic copies and hard copies of the technical proposal, financial proposal and certifications must be received prior to the bid deadline in order for the Bidders proposal to be considered further.



Q10. Is it possible to form partnership or joint venture between two companies when responding to this solicitation? If so, what information is required?

A10. Yes. Instructions regarding joint ventures are found within the 2003 (2011-05-16) Standard Instructions – Goods or Services – Competitive Requirements incorporated by reference within the original solicitation under Part 2 – Bidder Instructions.

A link to the detailed Standard Instructions is provided below. Bidders are encouraged to review the information provided in its entirety.

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/11>

Q11. With regards to Mandatory Criteria MT1: Would Finance Canada consider lowering the requirement that the bidder have a minimum of 10 years of experience in providing French and English language training to adults?

A11. Finance Canada has eliminated this requirement. The updated EC is provided below.



THE SOLICITATION IS HEREBY AMENDED AS FOLLOWS:

DELETE:

4.2.1 Mandatory Technical Criteria in its entirety.

INSERT:

4.2.1 Mandatory Technical Criteria

Bidder's Proposals will be reviewed for compliance with the mandatory requirements identified below.

If a Bidder's Proposal is not fully compliant with the mandatory technical requirements, then the Proposal will not receive any further consideration.

Mandatory Technical Criteria	Requirement	Reference within Proposal (indicate page #)
<p>MT1</p>	<p>Bidder Experience</p> <p>The Bidder must have completed a minimum of three (3) projects within the last five (5) years (between July 2009 and July 2014) that involved the provision of beginner, intermediate and advanced level language training to adults in both French and English to Government of Canada clients.</p> <p>Each proposed project must have involved training for a minimum of 50 employees.</p> <p>The Bidder must identify in its technical proposal the teaching methodology that is used when delivering this training.</p> <p>Examples of appropriate training methodologies include:</p> <p><i>Programme de français langue seconde (PFL₂) and Communicative English at Work (CEWP).</i></p> <p>Each project summary by the Bidder must include:</p> <ul style="list-style-type: none"> a) Name, phone number and email address of client; b) Names of the Project Manager and / or proposed teacher resources that were involved in the project. c) Start and end date of the project; d) Name of project and description of the work involved, including how it is relevant to the requirements outlined in the Statement of Work. 	
<p>MT2</p>	<p>Project Manager</p> <p>The Bidder must propose a fluently bilingual (English/French) Project Manager to liaise with the Project Authority throughout the duration of the contract. The Bidder must include a copy of the Project Manager's CV within its technical proposal and must clearly outline and describe their experience as requested in MT3 below.</p>	
<p>MT3</p>	<p>Project Manager</p> <p>The Bidder's proposed Project Manager must have a minimum of five (5) years of experience in managing language training</p>	



	contracts or projects on behalf of Government of Canada clients.	
MT4	Teachers The Bidder must propose six (6) French language training Teachers and two (2) English language training teachers for this requirement. The Bidder must include the CV of each of the proposed Teacher resources within its technical proposal and must clearly outline and describe their experience as requested in MT5 below.	
MT5	Teachers The Bidder's proposed Teacher resources must have a minimum of five (5) years of experience in providing language training services to adults.	
MT6	Work Location The Bidder's training classrooms for Program A – Part-Time Training must be located in Downtown Ottawa, within 1 kilometre (KM) walking distance of 90 Elgin Street.	
MT7	Security Requirement The Bidder's proposed Project Manager and Teacher resources must each hold a valid Government of Canada security clearance at the Reliability Status level at time of bid closing. Bidders are to provide a copy of the Security certificate for the Project Manager and Teacher resources as part of their technical proposal. If a copy of the security certificate is not available, the Bidder must provide the security clearance number, security level, expiry date and the name of the Department at which the clearance is held.	



DELETE – ANNEX A – STATEMENT OF WORK IN ITS ENTIRETY.

REPLACE WITH:

ANNEX A
STATEMENT OF WORK
GROUP LANGUAGE TRAINING FOR FINANCE CANADA

1.0 OBJECTIVE

Finance Canada requires the services of a Contractor to provide group language training services in French and English for Finance Canada employees in the National Capital Region.

This training is required for career development purposes, maintenance purposes and to help Finance Canada employees meet the language requirements of their positions.

2.0 BACKGROUND

Finance Canada currently offers a series of group language training sessions to its employees using multiple service providers. These contracts expire on August 29, 2014. Finance Canada wishes to consolidate its requirements into a single contract beginning on September 15, 2014.

3.0 CONTRACT PERIOD

The initial contract period will be from September 15, 2014 to March 31, 2015. The contract includes two option year periods to be exercised at the discretion of Finance Canada:

Option Year 1: April 1, 2015 – March 31, 2016

Option Year 2: April 1, 2016 – March 31, 2017

4.0 SCOPE OF WORK

The Contractor must provide group language training services in French and English for Finance Canada employees in the National Capital Region. These services will include a part-time group language training program, a language training maintenance program and Second Language Evaluation (SLE) preparation program. These programs are described in further detail in section 5.0 of this Statement of Work.

For the initial contract period, the Contractor must provide two consecutive language training sessions to Finance Canada employees between September 15, 2014 and March 31, 2015. Exact dates and schedules for the sessions will be determined following discussions with the Project Authority.

For Option Year 1, the Contractor must provide four consecutive language training sessions to Finance Canada employees between April 1, 2015 and March 31, 2016. Exact dates and schedules for the sessions will be determined following discussions with the Project Authority.

For Option Year 2, the Contractor must provide four consecutive language training sessions to Finance Canada employees between April 1, 2016 and March 31, 2017. Exact dates and schedules for the sessions will be determined following discussions with the Project Authority.



Typical sessions are twelve weeks each in duration. Please note that short breaks between sessions, typically no longer than two weeks, may occur at the request of Finance Canada due to operational reasons.

These sessions follow closely with the Government of Canada fiscal year quarters, outlined below:

Session 1 – April to June

Session 2 – July to September

Session 3 – October to December

Session 4 – January to March

5.0 PROGRAM DESCRIPTIONS

The Contractor must provide each of the following three programs during each session. The Contractor is responsible for the assessment of employees and to place these employees into the appropriate groups and levels. Before the commencement of each session, the Contractor is to administer a placement test and interview each new employee individually in order to evaluate their linguistic level.

The level of proficiency is based on the standards defined for each of the second language skills (reading, writing and oral interaction) as prescribed by the Public Service Commission (PSC). The levels are ordered from A (lowest) to C (highest).

Please refer to the following link for further information: <http://www.tbs-sct.gc.ca/gui/squn03-eng.asp>

PROGRAM A

Part-time Program: Finance Canada requires on average seven part time language training groups per session (with approximately six employees per group) delivered one full day per week (6 hours) or two half-days per week (3 hours per day) at the beginner, intermediate and advanced levels.

This element of the program is intended to provide exposure to an employee's second official language to enhance their career development opportunities and in some instances provide employees with a statutory requirement to attain language proficiency at levels B or C with a solid base in their second official language. The part-time program may also include specialized courses in English and French, such as writing skills. Some employees may participate in more than one session.

The exact numbers of employees that participate in each session often fluctuate. An estimated number of hours is provided below:



Original Contract Period	Estimated Number of Hours
September 15, 2014 to March 31, 2015	1750

Option Year 1	Estimated Number of Hours
April 1, 2015 to March 31, 2016	3000

Option Year 2	Estimated Number of Hours
April 1, 2016 to March 31, 2017	3000

PROGRAM B

Maintenance Program: Finance Canada offers maintenance classes for employees at various language proficiency levels. Currently, Finance Canada has seven classes running simultaneously the majority of which are in French, but it is estimated there will be a requirement for English classes as well.

The exact number of participants and their levels fluctuate both during each session and between sessions. Courses are typically offered at two hours per week per employee.

An estimated number of hours are provided below:

Original Contract Period	Estimated Number of Hours
September 15, 2014 to March 31, 2015	385

Option Year 1	Estimated Number of Hours
April 1, 2015 to March 31, 2016	780

Option Year 2	Estimated Number of Hours
April 1, 2016 to March 31, 2017	780

PROGRAM C

Second Language Evaluations Preparation Sessions: Second Language Evaluations Preparation Sessions are typically offered in the last month of each session to prepare employees for their SLE examinations. The duration of these preparation sessions is three days for both Reading and Writing Evaluations and Oral Interaction.



The exact number of participants and their levels fluctuate both during each session and between sessions. An estimated number of hours are provided below.

Original Contract Period	Estimated Number of Hours
September 15, 2014 to March 31, 2015	100

Option Year 1	Estimated Number of Hours
April 1, 2015 to March 31, 2016	200

Option Year 2	Estimated Number of Hours
April 1, 2016 to March 31, 2017	200

6.0 CONTRACTOR RESOURCES

The Contractor must ensure that the Project Manager and the Teacher resources are aware of new developments in adult education and in second-language instruction and training, and that Teacher resources have access to up-to-date teaching materials.

PROJECT MANAGER

The Contractor must provide the services of a Project Manager that will be the main point of contact for the Project Authority throughout the duration of the contract. The Project Manager will be required to communicate on an ongoing basis with the Project Authority to report any problems or issues that may arise. The Project Authority and Project Manager will work together to discuss and resolve these issues.

The Project Manager is responsible for the assessment of employees to determine their language training needs and follow-up with written progress reports.

The Project Manager is responsible to monitor and supervise the performance of the teacher resources, including their educational practices and competencies.

The Project Manager is to submit all reports and deliverables to the Project Authority as requested in section 9.0 of this Statement of Work.

The Project Manager must be fluently bilingual and have a minimum of five years of experience in managing language training contracts or projects on behalf of Government of Canada clients.

TEACHER RESOURCES

The Contractor must provide the services of qualified teachers for the instruction of the French and English languages. The Contractor shall provide teachers in accordance with the agreed upon training hours and schedule.

It is estimated that Finance Canada will require approximately six (6) French language training teachers and two (2) English language training teachers throughout the duration of the contract.

Each teacher resource must have a minimum of five years of experience in providing language training services to adults.



The Contractor will ensure that the rotation of teachers is kept to a minimum.

7.0 PROJECT AUTHORITY

The name of the Project Authority will be released at contract award.

8.0 CLIENT SUPPORT & CONTRACTOR RESPONSIBILITIES

CLIENT SUPPORT

Finance Canada will provide the following:

Finance Canada Facilities

Finance Canada will provide training rooms for the delivery of the Program B – Maintenance and Program C – SLE Preparation sessions. These training rooms will be located at Finance Canada's offices at 90 Elgin Street, Ottawa.

CONTRACTOR RESPONSIBILITIES

The Contractor must provide the following:

Contractor Facilities

The work associated with Program A – Part-Time Training will be carried out at the Contractor's premises in Downtown Ottawa. Downtown Ottawa is defined as within 1 kilometre (KM) walking distance of 90 Elgin Street, Ottawa.

Learning material

All learning materials required by both the teachers and Finance Canada employees shall be provided by the Contractor at no additional cost to Finance Canada.

Hours of Work

Training shall be delivered during business hours, Monday to Friday, with the exception of Statutory Holidays. Business hours are defined as between the hours of 8:00 A.M. and 5:00 P.M. Eastern Standard Time or Eastern Daylight Time. A training day will consist of up to six hours of classroom instruction.

Administrative support

The Contractor must have the flexibility to integrate new employees into existing group classes. The Contractor must accept training requests from the Project Authority by telephone. Written confirmation will follow within two business days following the verbal request from the Project Authority.

The Contractor must make every effort to respond, via email, to any and all inquiries by the Project Authority within two working days.

If this is not possible, the Contractor must advise the Project Authority and explain the reason for the delay.



9.0 DELIVERABLES AND REPORTING REQUIREMENTS

In addition to providing the services outlined in this Statement of Work, the Contractor will be expected to produce the following deliverables and reports on an ongoing basis throughout the duration of the contract.

The reports will be prepared and provided electronically in English unless otherwise specified using an application compatible with Windows 7. The method of delivering the report (e.g., e-mail) will be determined following discussions between the Project Manager and Project Authority.

Deliverable	Details	Frequency
Attendance Report	Required for each employee enrolled in the training courses.	Monthly
Progress / Recommendation Report	Notes the strengths and weaknesses of employees and suggests areas for improvement. This report will evaluate an employee's progress against their objectives. This report must include an assessment of the participant's performance as well as language training recommendations based on progress in class and/or the results of the SLE tests. Language of the report will be in the employee's first official language.	Quarterly
Interim Report	A summary report of all training provided, activities and statistics of language training services provided. This report is required at the conclusion of each session.	Quarterly
Final Report	A summary report of all training provided, activities and statistics. This report is required at the conclusion of the initial contract period and any subsequent option years.	Yearly



On Demand Reports	To be discussed with the Project Authority on a case-by-case basis.	To be discussed with Project Authority on a case-by-case basis
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10.0 CONDITIONS

Without restricting any other terms and conditions, any course can be cancelled or rescheduled in whole or in part by the Project Authority by giving written notice to the Contractor of at least two (2) working days. There shall be no charges to the Project Authority for such a cancellation or rescheduling.

The Project Authority may withdraw participants from a course if he/she deems it necessary. The Project Authority will give 48 hours written notice to the Contractor to advise of withdrawals.

The Project Authority may request the replacement of the Project Manager or Teacher resources. If required, the Contractor must propose replacement resources who meet the mandatory requirements as outlined in section 6.0 of this Statement of Work.

The Contractor must identify a qualified replacement resource within ten business days of receiving the request from the Project Authority.

11.0 WORK LOCATION

The work associated with Program A – Part-Time Training will be carried out at the Contractor’s premises in Downtown Ottawa. Downtown Ottawa is defined as within 1 kilometre (KM) walking distance of 90 Elgin Street, Ottawa.

The work associated with Program B – Maintenance Training and Program C – SLE Preparation Sessions will be held at Finance Canada’s premises located at 90 Elgin Street, Ottawa.

12.0 TRAVEL

There will be no reimbursement of travel costs incurred during the performance of the work associated with this contract.

13.0 SECURITY REQUIREMENTS

The Project Manager and Teacher resources must hold valid Government of Canada Security clearances at the Reliability Status level throughout the duration of the contract.