

Part 1 - Introduction

This Request for Information (RFI) is issued solely for information and planning purposes and does not constitute a solicitation or obligation on the part of the National Energy Board of Canada (NEB). Neither unsolicited proposals nor any other kind of offers will be considered in response to this RFI. Vendors will not be reimbursed any costs associated with developing responses and/or providing information in response to this RFI and/or any follow-up information requests.

Any information submitted in response to this RFI will become the property of the NEB and will not be returned. Any/all information received in response to this RFI that is marked Proprietary will be handled accordingly. Such restrictions should be clearly indicated on each sheet containing such information.

A Request for Information (RFI) is used when detailed information and feedback are required. Responses are used to assist the NEB in finalizing their plans for the requirement and in developing achievable objectives and deliverables.

The main objectives of this RFI are to:

1. Refine the requirement;
2. Ensure that the expectations are reasonable;
3. Determine whether qualified resources are available in Calgary, Alberta, or elsewhere to meet NEB expectations

This is not a bid solicitation. A contract will not result from this activity.

This RFI will not necessarily result in any procurement action. This RFI is for informational purposes only and does not constitute a commitment by the NEB. Responses to this RFI will not constitute a commitment from the industry provider. The NEB will not reimburse any expenses incurred for the preparation of responses to this RFI.

CONFIDENTIALITY

All information contained in this RFI must be treated as confidential. All information obtained with this RFI is treated as confidential. Any/all information received in response to this RFI that is marked Proprietary will be handled accordingly. Such restrictions should be clearly indicated on each sheet containing such information.

Part 2 Respondent Instructions

1. Responses are to be submitted electronically to the following address:

84084-150330 -Technical French Language Course Design and Delivery of Part-time Training –
National Energy Board, Calgary AB

Nafissa.Diop@neb-one.gc.ca

2. It is requested that responses are not submitted by facsimile (fax) or physical mail, but rather only in softcopy format, submitted to the electronic mailing address above.

3. Any response submitted will become the sole property of the National Energy Board and will not be returned to the Respondent. The response will be used to assist the NEB in further analysing the presented requirement and, as such, may be used in the development of a future solicitation process.

4. The RFI document is available on <https://buyandsell.gc.ca>.

5. Response required by: 14:00 MT on February 26, 2016

6. Inquiries

Please address all inquiries about this RFI to the Contracting Authority:

Nafissa Diop

Procurement Officer

The National Energy Board

517 10th Ave SW

Calgary AB, T2R 0A8

Telephone: 403-390-3773

E-mail: Nafissa.Diop@neb-one.gc.ca

To ensure the equality of information among bidders, answers to enquiries will be forwarded through Buy and Sell simultaneously to every bidder without revealing the sources of the inquiry.

Part 3 – Statement of Work

Title

Technical French Language Course Design and Delivery of Part-time Training – National Energy Board, Calgary AB

Background

The National Energy Board is an active, effective and knowledgeable partner in the responsible development of Canada's energy sector for the benefit of Canadians. Established in 1959, the Board is an independent federal agency whose purpose is to promote safety and security, environmental protection and efficient energy infrastructure and markets in the Canadian public interest within the mandate set by Parliament in the regulation of pipelines, energy development and trade. For more information see the Board's web site www.neb-one.gc.ca

Objective

The objective of the RFI is to gather information from respondents to provide advanced French Language training to professional staff, to equip them with both oral and written communication skills that will enable them to communicate with members of the Canadian public whose first language is French. The instruction must include technical language and concepts relating to the NEB Act and Regulations, environmental issues, finance, energy markets, and aboriginal issues. All professionals participating in the training have an intermediate or higher level, either BBB or CCC, French language proficiency. Descriptions of levels can be found at [Qualification Standards in Relation to Official Languages](#).

Requirement and Scope

NEB is committed to communicating with and delivering quality services to the Canadian public. As a result of increasing pipeline activity and pipeline applications in Eastern Canada, there is a business need to increase the French language skills of our professional and technical staff, including Engineers, Inspectors, Environmental Specialists, and Economists. NEB professional and technical employees must communicate in French with members of the Canadian public in regions where French is the primary language. As well, as pipeline projects progress through the regulatory process, there will be an increased need for bilingual professionals to assist with application assessment and, if approved, to conduct inspections and audits.

NEB expectations:

NEB has developed the following expectations. The questions in part 4 will provide respondents with the opportunity to make suggestions.

Instructional Design

- Proof of French fluency to develop course content

- Significant experience in conducting learning needs analysis, instructional design, development and delivery of lesson plans focusing on oral and written communication of technical language and concepts relating to the NEB Act and Regulations, environmental issues, Finance, energy markets, and aboriginal issues.
- Scenario-based learning activities that reflect real-life situations.
- Learning activities associated with communicating complex documents to francophone members of the public in plain language.
- Learning activities associated with formal and informal responses to email from the public or regulated companies.
- Post-delivery evaluation of learner performance, including identification of areas still in need of development

Course delivery

- Instructor with Bachelor of Education with major in French and a major or minor in the Sciences and significant experience (defined as 3 years or more or multiple examples with different clients) in teaching French to adults
- Proof of French fluency and ability to teach scientific terminology in French
- Classroom based learning delivered at the National Energy Board Office in Calgary, AB, augmented with online and/or virtually facilitated sessions
- Training delivered in fiscal year 2016-2017 (April 1 2016 to March 31 2017)
- Ability to accommodate up to 20 learners per session who have either BBB or CCC French Language proficiency. [Qualification Standards in Relation to Official Languages](#)

Proposed Tasks

Instructional Design:

- Review NEB website to become familiar with terminology and line of business;
- Meet with NEB staff to discuss requirement by telephone or in person;
- Develop course content, outlines, progressive teaching plans;
- Develop training methodologies (e.g. scenarios);
- Develop and provide training materials;

- Develop methodologies for assessing learner progress;

Course Delivery

- Able to delivery course in Calgary on a part time basis;
- Adapt teaching materials to learners needs; this may entail offering and engaging different learning styles;
- Development of tools to assist with learning outcomes;
- Evaluate the progress of learners; and
- Provide suggestions to modify training as required.

Part 4 – Questions for Industry:

	Provide information in response to each of the following questions. Recommend up to two pages per question.
	General:
Q1	Do you have the qualifications to both design and deliver the training? Are these qualifications reasonable? Do you have suggestions for alternate qualifications for course design / instructor qualifications?
Q2	Are the expectations outlined above relating to Instructional Design and Course Delivery the best approach to achieve our goal? Provide other suggestions.
	Instructional Design
Q3	How much time will it take to design and develop this technical French language training?
Q4	What is a budget estimate to design and develop this curriculum in terms of level of effort (days) and cost?
Q5	What learning materials would be included in the curriculum you design? Of the learning materials, what percentage of materials exist already that could be adapted and what percentage would need to be developed?
Q6	What design and instructional methods would you propose so that participants meet the learning objectives and learn the content most effectively?

Q7	Provide details on existing training program that could be modified to meet NEB needs?
Q8	Describe the mechanisms you would use to modify course design and instructional methods to ensure their effectiveness?
Q9	What level of support would you expect from NEB resources in the instructional design phase?
	Course Delivery
Q10	Is the time allocated for the training reasonable to meet the learning objectives? How much time do you suggest?
Q11	What are your suggestions regarding the frequency and scheduling of the training? For example, would weekly sessions over many weeks, block sessions (e.g. 2-3 days once a month), or some other approach be most effective in meeting the learning objectives?
Q12	How will skills maintenance be built into the delivery of this training?
Q13	How will you use resources / materials in the delivery of the training? What types of resources and materials would be used?
Q14	What tools would you propose to measure skill development or student progress?
Q15	What method(s) of delivery do you suggest to meet the learning objectives: classroom, virtual classroom? Online, or blended?
Q16	Do you have resources available in Calgary to deliver the training at NEB headquarters located at 517 10 th Ave SW? If no, what alternatives do you suggest?
Q17	What is a budget estimate to deliver this training (instructor time for preparation and teaching, travel (if required), other)
Q18	Do you have additional comments?