Vendor Questions – English

1. Is there a registration process to become a bidder?

If you are registered with Buy and Sell through PWGSC there is no other registration required to become a bidder

2. There is a [Procure 2 Pay (P2P) Portal](#) for the SSC. Do we have to register there as a new supplier?

All vendors who do business with Shared Services Canada must be registered with P2P. The Portal provides the steps to register.

3. What is the time duration of the selection process and what is the estimated date when the results will be announced?

The Request for Proposal is posted on Buy and Sell for 40 calendar days. The date when results will be announced depends on the number of bidders since all proposals will be evaluated against the evaluation criteria included in the RFP.

4. Are there any other prerequisites before submitting a bid? E.g. Non-disclosure agreement, questionnaires.

All of the prerequisites for this solicitation are included in the Request for Proposal.

5. Exclusive Page 5 **–** (Part 2) 2.6 : we can propose to you an international certification (exclusively in French for the moment) valid for 2 years, at the end of the training for each of the learners. This is not included in the criteria, so we wanted to know if it could be of interest to you.

No, an international certification is not useful to us.

6. Page 9 (Section II: Financial bid) 1.0 to complete the financial bid and include it in the financial offer, can you tell us the approximate hourly volume for each type and category of service (except section "subscription"), as well as the breakdown of the target language (TL) by group of learners (eg Full-time individual Tele-tutoring (virtual classroom): TL 25% English, 75% French)? Ideally with a linguistic level (A, B, C) mentioned for each category. These specifications will not, of course, constitute a commitment by Canada to the future use of the services described in the bid solicitation, but would greatly enhance the financial offer.

Full time consists of 7.5 hours of learning per day, 5 days per week. The hourly volume - both full-time and part-time - depends on the supplier's methodology. It is up to the supplier to tell us what the ratio is between online self-learning and tele-tutoring sessions. The hourly volume depends on this ratio.
The target language is French in 90% of the cases. In 80% of cases, full-time individual language training is aimed at reaching the CBC level. The targeted levels are variable when language training occurs on a part-time basis, whether in a group or individually.

7. Page 14 Mandatory Technical Criteria - M1 (as well as M2 page 15) Paragraph: "To be accessible via an Internet link. The web program and the portal must be hosted on a server based in Canada;" Can you foresee setting up videoconferencing sessions (called Web Conference on page 47) (for oral production) via external applications to the program whose servers are in the United States, knowing that no confidentiality is then at stake?

The web program and the portal must be hosted on a server based in Canada. Tutors could be based in the US without this constituting a security breach.

8. Page 20 RT1.5: What do you mean by "Phonetic activities"? Is it an exercise of pronunciation and corrections of pronunciation?

Yes, these are exercises of pronunciation and corrections of pronunciation.

9. Page 21 RT1.6 and RT1.7 are identical in the French version of the Request for Proposal. Is this normal?

An error has occurred in C1.7. It should read: "Provides motivational and encouragement emails during training".

10. Page 41 3.1.1 in the paragraph "Provides the learner translations in their native tongue (French or English) of explanations and new vocabulary;": Must we provide a systematic translation for each statement and each exercise sentence or at specific times, which are essential for the learner to pursue the tasks?

Each theoretical explanation and instructions for completing practical exercises must be available in both official languages of Canada. The objectives of the lesson, the grammar rules, the rules of syntax, the explanations relating to the conjugations and the instructions must be translated. Similarly, all new words must be translated.

11. Page 41 3.1.1 in the paragraph "Is accessible from a computer at work or at home;". Concerning accessibility in the workplace, the diversity of the directions of targeted employees by this distance training forces us to ask you to guarantee the accessibility and uniformity of multimedia tools (flash player etc.), headphone jacks, microphone, etc.) to ensure the quality of the training.

Multimedia tools available at work are standardized for all ministry employees.

12. Page 41, 3.1.1 Can you confirm that "includes maintenance infrastructure services (updates)" applies exclusively to the learning platform and not to the technical and software components of the host computers?

We confirm that the contractor is solely responsible for the maintenance of his learning platform.

13. Page 44 (3.3.1 (5) " Include an end-of-module test conducted by a dedicated evaluator; " Do you mean by "end of module" the end of training (before reaching the target level) or each stage of learning?

A module is understood in the sense of a stage of learning.

14.   Page 44 - 3.3.2: Do you know the approximate breakdown of linguistic levels sought by the target population (100 individuals)? You also mention that Second Language Evaluation (SLE) preparation sessions will be offered in the virtual classroom "individually or as a group". Can you then specify "individually", "group" and "virtual class" or do we understand that they will be exclusively "groups of two (2) to six (6) learners" as previously mentioned?

Approximately 60% of learners target the BBB level and 40% the CBC level. However the number of courses offered to reach the CBC level is constantly increasing. The Second Language Evaluation preparation sessions will be offered individually or in groups of two (2) to six (6) learners.

15. Page 46 4.2.2: " groups of homogeneous level " are indeed preferable but the constraint of time zones is not mentioned ("homogeneous level and time groups") would be preferable.

Indeed, the hours of work of the employees placed in groups of homogeneous level must be compatible. It would have been necessary to write: "The contractor shall ensure the formation of homogenous groups on the basis of the results of the initial assessment. It will also take employees' schedules into account when forming groups. "

16. Page 47 -: "A teaching resource will then proceed with an initial oral evaluation": is this a teaching resource of the entrepreneur, an pedagogical advisor of the entrepreneur or a resource of a ministry chosen by Canada according to the Second Language Evaluation (SLE) candidate?

It is a teaching resource or a pedagogical advisor of the entrepreneur.

17. Pages 59 to page 63: Reading error from "<iframe title =" Google Tag Manager "src =" // www.googletagmanager.com/ns.html?id=GTM-TLGQ9K"
Height = "0" width = "0" style = "display: none; visibility: hidden"> </ iframe>

We thank you for clarifying this issue.

18.   For M5 (c) - Can the requirement for written test for instructors not be included as this is not a normal hiring policy for language schools.

Since many language teachers have a large variety of educational backgrounds, this test ensures that the teaching resources master the written component of language they teach. Therefore, M5 (c) cannot be dropped.

19.   For RT4.1 - Can this requirement be dropped from consideration as online training is a new service over the past few years and with most courses happening overseas and at odd hours, communication between the language school provider and the learner, is 99% the time between the instructor and learner and the pedagogical advisor is in the back group helping the instructor. The learner would not be able to sign off on the pedagogical adviser as most of the time there is no communication between the two. This is done as with odd hours of instruction most teaching is done from the instructors house and not at the office.

We will drop this requirement.

Point-rated Technical Criteria (RT)		Minimum Number of Points	Maximum Number of Points
RT1	Online training program	90	110
RT2	Learning management system	-	15
RT3	Bidder's experience	25	65
RT4	Teaching Resources' Experience	15	65
Overall Score		130	255

20. 3. For RT 4.2 - Can this requirement be dropped from consideration as well . Again with online training being a new service over the past few years, having 20 instructors that have over 1500 hours of online training each is impossible.

The requirement has been modified as follows:

A) For tutoring services experience, per Teaching Resource:
- **500 – 1,000 hours of tutoring – 10 points**
- **1,001 – 2000 hours of tutoring – 30 points**
- **Over 2,000 hours of tutoring – 50 points**

21. We believe the signed documentation asked M3 and R3 should be sufficient that we are able to provide the training as requested and have the resources to provide the training and asking our clients to sign and send back 4 different documents for the same language instruction will be difficult to obtain and have them understand the reasoning behind this.

The bidder must provide written confirmation as stated in the Request for Proposal.

21. We ask for the deadline to be moved out 2 weeks as the amount of work that is required and the obtaining the signed documentation will take time.

The deadline remains as originally planned.