



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des  
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**Gatineau**

**Québec**

**K1A 0S5**

**Bid Fax: (819) 997-9776**

**LETTER OF INTEREST**

**LETTRE D'INTÉRÊT**

**Comments - Commentaires**

**Vendor/Firm Name and Address**

**Raison sociale et adresse du**

**fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Linguistic Services Division / Division des services  
linguistiques

Les Terrasses de la Chaudière

10, rue Wellington, 5ième étage

Gatineau

Québec

K1A 0S5

<b>Title - Sujet</b> Second language training services	
<b>Solicitation No. - N° de l'invitation</b> EN578-191887/A	<b>Date</b> 2018-10-24
<b>Client Reference No. - N° de référence du client</b> 20191887	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$ZF-521-33983
<b>File No. - N° de dossier</b> 521zf.EN578-191887	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-11-13</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Courteau, Josianne	<b>Buyer Id - Id de l'acheteur</b> 521zf
<b>Telephone No. - N° de téléphone</b> (613) 720-9517 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA PORTAGE III 11 LAURIER ST Gatineau Quebec K1A0S5 Canada	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b> See Herein	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

## Request for Information (RFI)

### 1. Intent of this RFI

This is not a bid solicitation. This RFI will not result in the award of any contract. As a result potential suppliers of any goods or services described in this RFI should not reserve stock, or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. Also, the procurement of any goods and services described in this RFI will not necessarily follow this RFI. This RFI is intended to solicit feedback from industry with respect to the matters described herein.

Public Works and Government Services Canada (PWGSC) is asking you to provide comments on potential Standing Offers (SO) for language training services in the National Capital Region (NCR). The purpose of this RFI is to provide the industry with an early opportunity to assess and comment on the needs and distribution of proposed work for these SOs, while reducing potential questions that may be asked when the Requests for Standing Offer (RFSOs) are posted.

### 2. Background Information

It is expected that the Canada School of Public Service (CSPS) will no longer have the mandate to update and maintain second language training programs as of April 2019. In response to this change, the Government of Canada is currently developing a national strategy for second language training. This strategy is designed to meet the current and future needs of all public service employees. Future procurement tools will include distance and online training, customized training, as well as training outside regular working hours.

These procurement tools will be phased in over a few years.

Until the national strategy for second language training is implemented, the Government of Canada will introduce temporary tools to address these immediate second language training needs.

### 3. The Requirement

PWGSC is planning a scope of work that would include the following service work streams in the NCR:

1. Full-time group training in English or French
  - a. On the supplier's premises
2. Part-time group training in English or French
  - a. On the supplier's premises
  - b. On Government of Canada premises
3. Full-time individual training in English or French
  - a. On the supplier's premises
4. Part-time individual training in English or French
  - a. On the supplier's premises
  - b. On Government of Canada premises

### 4. Request for Standing Offer Process

A Request for Standing Offers (RFSO) will be posted in December 2018. The RFSO should include an assessment of mandatory requirements and point rated criteria. Offerors are required to meet all mandatory evaluation criteria in order to be evaluated against the point rated criteria. It is anticipated that more than one standing offer will be issued.

The RFSO process should include the following steps:

- 1. Evaluation phase:** PWGSC will evaluate the offers. The PWGSC team will evaluate the offers through a fair and objective process using the criteria outlined in the RFSO.
- 2. SO contracting phase:** Once the offerors have been selected and identified, PWGSC will award the SOs.
- 3. Transition:** Transition from existing to new SOs to ensure continuity of service.

The SOs should be for a period of two years and three optional periods of 12 months each.

### 5. Security Requirements

There are no security requirements associated with responding to this RFI.

### 6. Response Costs

Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

## 7. Treatment of Responses

### **Use of Responses**

Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies.

### **Review Team**

A review team consisting of representatives of Canada will review the responses. Canada reserves the right to hire any independent consultant or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.

### **Confidentiality**

The confidentiality of each respondents' response will be respected and maintained.

## 8. Official languages

Responses to this RFI may be submitted in either of Canada's official languages.

## 9. Survey

### **Submission of Responses**

Canada is providing a questionnaire that includes specific questions to which suppliers can respond. Suppliers wishing to provide comments may complete the questionnaire in Annex A and send it directly to the Request for Information Authority.

### **Request for Information Authority**

Additional Inquiries can be made to the following email address:

Josianne Courteau

[Josianne.courteau@tpsgc-pwgsc.gc.ca](mailto:Josianne.courteau@tpsgc-pwgsc.gc.ca)

Supply Team Leader

Specialized Professional Services Procurement Directorate

Telephone: 613-720-951

## ANNEX A

### Questionnaire

#### Your company profile

1. Where is your parent company located?

- ☐ NCR (Gatineau/Ottawa)
- ☐ Pacific (British Columbia and Yukon)
- ☐ Western (Alberta, Saskatchewan, Manitoba, Northwest Territories and Nunavut)
- ☐ Ontario (excluding the NCR)
- ☐ Quebec (excluding the NCR)
- ☐ Atlantic (New Brunswick, Nova Scotia, Newfoundland and Labrador, and Prince Edward Island)
- ☐ Comprehensive Land Claim Agreement (CLCA) Area

Please identify which one(s):

2. In which location(s) does your company provide second language training services? Choose all that apply.

- ☐ NCR (Gatineau/Ottawa)
- ☐ Pacific (British Columbia and Yukon)
- ☐ Western (Alberta, Saskatchewan, Manitoba, Northwest Territories and Nunavut)
- ☐ Ontario (excluding the NCR)
- ☐ Quebec (excluding the NCR)

- ☐ Atlantic (New Brunswick, Nova Scotia, Newfoundland and Labrador, and Prince Edward Island)
- ☐ Comprehensive Land Claim Agreement (CLCA) Area

Please identify which one(s):

3. What is the size of your company?

- ☐ Micro company (1 to 4 employees)
- ☐ Small company (5 to 50 employees)
- ☐ Medium company (51 to 499 employees)
- ☐ Large company (500 or more employees)

4. What proportion of your employees (teachers and pedagogical advisers) have a certificate or bachelor's degree in second language education?

- ☐ Less than 20%
- ☐ 20 to 39%
- ☐ 40 to 59%
- ☐ 60% and over

#### Services offered and programs used

5. Has your company ever provided language training services in English and/or French as a second language to federal organizations?

- ☐ Yes
- ☐ No

If yes, please indicate how many years:

6. Does your company provide or will it be able to provide second language training services in English and French by April 2019?

- ☒ Yes
- ☐ No

7. A) What main training program(s) did your company use to teach French as a second language?

Please select all that apply.

- ☐ Programme de Français langue seconde (PFL2) in hard copy
- ☐ Programme de Français langue seconde (PFL2) online
- ☐ Other program: (specify)

- B) Why did you choose to use this/these French as a second language program(s) (advantages and disadvantages)?

8. A) What main training program(s) did your company use to teach English as a second language?

Please select all that apply.

- ☐ Communicative English at Work Program (CEWP) in hard copy
- ☐ Communicative English at Work Program (CEWP) online
- ☐ Other program: (specify)

- B) Why did you choose to use this/these English as a second language program(s) (advantages and disadvantages)?

9. In future procurement tools, the use of PFL2 and CEWP programs will no longer be required. Qualified companies will no longer have access to the online versions of PFL2 and CEWP, nor to any of the other products that are currently available online from the Canada School of Public Service website. However, PDF versions of PFL2, CEWP and some other products will remain available on the [Government of Canada Publications](#) website.

What will the impacts be to your company?

10. Is your company currently (or by April 1, 2019) able to offer a French or English as a second language program based on workplace communication situations?

- A) French as a second language

- ☐ Yes
- ☐ No

- B) English as a second language

- ☐ Yes
- ☐ No

11. If yes (in 11 A and/or 11 B), is your program currently or will it be in line with the [Qualification Standards in Relation to Official Languages](#) and the [Second language evaluation in the public service](#)?

A) French as a second language

☐ Yes

☐ No

B) English as a second language

☐ Yes

☐ No

Comments:

12. For what type of training would your company be interested in providing services to the Government of Canada? Please select all options that apply.

Type of training	On the Offeror's premises	At the federal institution
Full-time individual French and English	<input type="checkbox"/>	
Part-time individual French and English	<input type="checkbox"/>	<input type="checkbox"/>
Full-time group French and English	<input type="checkbox"/>	
Part-time group French and English	<input type="checkbox"/>	<input type="checkbox"/>

13. Is your company ready to train groups with different learning paces?

☐ Yes

☐ No

14. What tools and techniques do you use to measure the quality of your services?

☐ Yes

☐ No

15. A) Would your company be interested in providing language training services at its own premises?

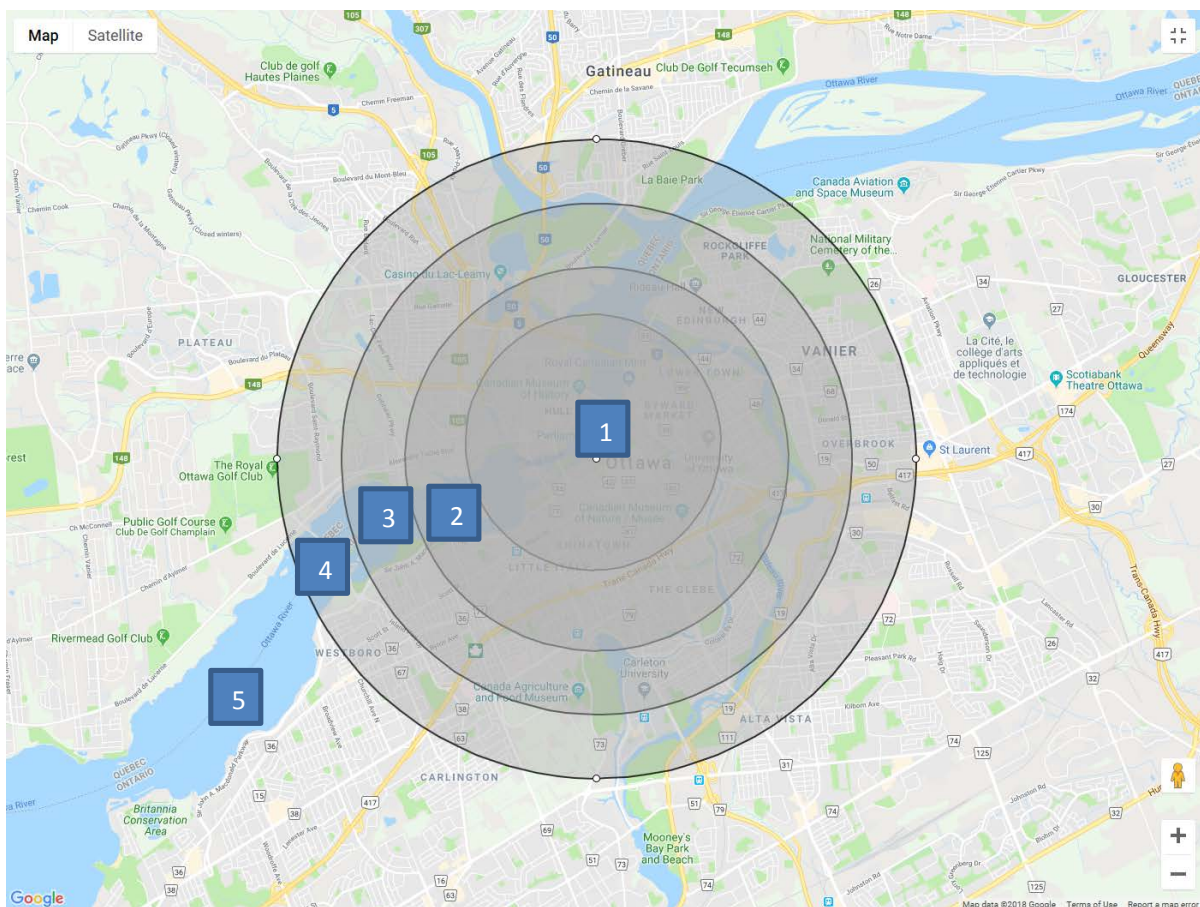
☐ Yes

☐ No



B) If yes, please indicate within which zone of the map below your training facilities are located.  
Please select all zones that apply.

- ☐ Zone 1 (2 km radius from the middle of the Ottawa River behind the Supreme Court building)
- ☐ Zone 2 (3 km radius from the middle of the Ottawa River behind the Supreme Court building)
- ☐ Zone 3 (4 km radius from the middle of the Ottawa River behind the Supreme Court building)
- ☐ Zone 4 (5 km radius from the middle of the Ottawa River behind the Supreme Court building)
- ☐ Zone 5 (radius of more than 5 km from the middle of the Ottawa River behind the Supreme Court building)



### Related services

Future procurement tools include the creation of work streams for related services, such as placement tests and learning plans as well as quality assurance. Service providers qualified in these streams cannot qualify in the language training service streams.

16. Would your company be interested in providing placement testing and leaning plan services?

☐ Yes

☐ No

If not, why not?

17. In your opinion, is it possible to provide placement testing and learning plan services without a common curriculum?

☐ Yes

☐ No

If not, why not?

18. Would your company be interested in providing quality assurance services?

☐ Yes

☐ No

If not, why not?

19. In your opinion, is it possible to provide quality assurance services without a common curriculum?

☐ Yes

☐ No

If not, why not?

## Procurement strategy

20. A) PWSGC plans, in its next procurement tool, to allow designated users to select, based on a best fit strategy, the qualified Offeror who will receive the call-up. According to you, what would be the maximum call-up value for this type of selection methodology?

☐ \$25,000

☐ \$50,000

☐ \$75,000

☐ \$100,000

☐ Other amount (specify) : \_\_\_\_\_

B) For call-ups with a value greater than the maximum allowing the identified user's choice, which of the following selection methodology would be the preferred method for selecting an offeror who would receive the call-up

☐ Right of first refusal

☐ Rotation of Offerors

☐ Only one Offeror receiving those call-ups

☐ Proportional (each Offeror receive a % of those requirements)

☐ Other (specify) : \_\_\_\_\_

Please explain your choice :

21. Please provide any other comments or suggestions: