



Royal Canadian Gendarmerie royale  
Mounted Police du Canada

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Bid Receiving/Réception des soumissions  
Procurement & Contracting Services  
c/o Commissionaires, F Division  
6101 Dewdney Ave  
Regina, SK S4P 3K7

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(306) 780-5232

**SOLICITATION AMENDMENT**

**MODIFICATION DE L'INVITATION**

The referenced document is hereby revised;  
unless otherwise indicated, all other terms and  
conditions of the Solicitation remain the same.

Ce document est par la présente révisé;  
sauf indication contraire, les modalités de  
l'invitation demeurent les mêmes.

Comments: - Commentaries :

THIS DOCUMENT CONTAINS A SECURITY  
REQUIREMENT

LE PRÉSENT DOCUMENT COMPORTE  
UNE EXIGENCE EN MATIÈRE DE  
SÉCURITÉ

<b>Title – Sujet:</b> French and English Language Training, Regina, SK		<b>Date</b> November 23, 2018
<b>Solicitation No. – N° de l'invitation</b> M9424-18-2557/A – PW-18-00849676		<b>Amendment No. – N° de la modification</b> 003
<b>Client Reference No. - No. De Référence du Client</b> 201802557		
<b>Solicitation Closes – L'invitation prend fin</b>		
<b>At / à :</b>	2 :00 pm	CST (Central Standard Time) HNC (Heure Normale du Centre)
<b>On / le :</b>	December 13, 2018	
<b>Incoterms 2010 "DDP Delivered Duty Paid"</b> See herein — Voir aux présentes	<b>GST – TPS</b> See herein — Voir aux présentes	<b>Duty – Droits</b> See herein — Voir aux présentes
<b>Destination of Goods and Services – Destinations des biens et services</b> See herein — Voir aux présentes		
<b>Instructions</b> See herein — Voir aux présentes		
<b>Address Inquiries to – Adresser toute demande de renseignements à</b> Tania Sentes		
<b>Telephone No. – No. de téléphone</b> 639-625-3463		<b>Facsimile No. – No. de télécopieur</b> 306-780-5232
<b>Delivery Required – Livraison exigée</b> N/A		<b>Delivery Offered – Livraison proposée</b> N/A
<b>Vendor/Firm Name, Address and Representative – Raison sociale, adresse et représentant du fournisseur/de l'entrepreneur:</b>		
<b>Telephone No. – No. de téléphone</b>		<b>Facsimile No. – No. de télécopieur</b>
<b>Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) – 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>



This amendment is raised to address the following:

- To respond to questions received during the solicitation period; ; and
- To revise the solicitation accordingly, as applicable.

### **QUESTIONS AND ANSWERS**

**Question 3:** What is meant by Point Rated Criteria R2 3. the ability to develop assessment criteria for learners. Is this asking for a sample of a test the offeror has developed, a copy of an assessment of progress report or something else?

**Answer 3:** The offeror is to submit a sample of their work to support their qualifications. A sample could be a test or an assessment developed by the offeror which would have been used to assess a learner.

**Question # 4:** Point Rated Criteria R3 ii: What is meant by including tabs between sections of the proposal?

**Answer 4:** Tabs and/ or separators used between sections of the proposal to easily identify the sections.

**SOLICITATION REVISIONS:** A typo was noted in the English version of Annex A - Statement of Work, the French version remains unchanged.

1) On page twenty-one (21) to twenty-nine (29) Annex A – Statement of Work

### **DELETE:**

In its entirety

### **INSERT:**

## **ANNEX "A" STATEMENT OF WORK**

### **1 NEED**

#### **1.1 Requirement**

The Royal Canadian Mounted Police (RCMP) has a requirement for qualified French and English language training instructors and Pedagogical Advisors on an “as and when requested” basis.

The Offeror will provide training services for second language acquisition, as full or part-time developmental language training. The objective is to help RCMP employees commence, improve or maintain second language competencies at levels B and C of the general standard competencies of the Second Language Evaluation tests (SLE) of the Public Service Commission (PSC) of Canada.

Some of the terms and expressions used in the Statement of Work are defined in Appendix 2.



## 1.2 Background

The RCMP is committed to providing services in English and/or French in accordance with the *Official Languages Act*. Within the RCMP, the primary objectives of language training services are to enable employees to provide services of comparable quality in both official languages to both internal and external clients, and to assist employees in meeting the language requirements of their position. Information about the *Official Languages Act* and policies can be found on the Treasury Board of Canada Secretariat web site: [www.tbs-sct.gc.ca](http://www.tbs-sct.gc.ca).

There is a current requirement for second language training services to be provided on-site in Regina, SK. It is required to: assist RCMP employees in meeting the language requirements of their positions and to expose the employees to the second official language in view of enhancing career development opportunities and for succession planning purposes. The individual needs of regular members, civilian members and public servants of the RCMP can be better met by the Offeror when the full-time and part-time programs offered are adapted to the reality of the RCMP policing environment.

The objective of this requirement is to provide English and/or French language training to both groups, as well as one-on-one French and/or English language tutoring.

## 2.0 Description of the RCMP

The RCMP is Canada's national police service. Proud of our traditions and confident in meeting future challenges, the RCMP is committed to preserving the peace, upholding the law and providing quality service in partnership with communities. The RCMP strives to provide a respectful workplace in which a diverse workforce can strive for excellence and realize their full career potential, while operating effectively.

The RCMP has its National Headquarters in Ottawa. Information about the RCMP can be found on our Web site: [www.rcmp-grc.gc.ca](http://www.rcmp-grc.gc.ca)

## 3.0 Objectives

- To provide RCMP employees with specialized training for second language acquisition;
- To provide full or part-time developmental language training in order to assist learners improve or maintain their second language skills as set out by the Treasury Board Secretariat of Canada, in Reading Comprehension, Written Expression and Test of Oral Proficiency.

## 4.0 Required Language Training Services

### 4.1 Approach and Methodology

The organization has been pursuing innovative second language training methods more fitting to the reality of police work, including adopting a method that reduces the time required to meet second language requirements. The accelerated approach used by the in-house language training programs minimizes the duration of training, and increases the rate of successful attainment of targeted levels of linguistic proficiency. To better prepare employees for the realities of the RCMP, the educational material has a strong operational policing orientation.

For all language training sessions, the Offeror will deliver English and/or French second language training using the educational materials developed, authorized, and provided by the RCMP. Any other materials and/or resources **MUST** be approved in advance by the RCMP Project Authority. All testing procedures must be in accordance with the Government of Canada guidelines. All course content and learning activities must be adapted to the realities of RCMP employees and to the needs of each learner.

Appendix 1 provides additional information about the RCMP language training program.



## **4.2 Training delivery days**

As requested, but could be up to 240 days in a calendar year. Training will not normally be delivered on federal government statutory holidays or weekends.

## **4.3 Scope of the Requirement**

Group training will be comprised of groups up to a maximum of eight (8) participants. Groups will include participants whose language training needs, objectives and knowledge of the French and/or English language are at congruous levels.

Group and one-on-one training will be conducted in Regina, SK in designated rooms at RCMP facilities or at alternate facilities as designated by the Project Authority.

This program is intended for employees to attain federal language proficiency levels B or C (Refer to Appendix 2). It is also intended to expose the participant to his/her second official language in view of enhancing his/her career development opportunities, as well as for the purpose of succession planning. The number of hours of instruction time per week may vary. Instructors must be available from 8:00 a.m. to 7:00 p.m., local time, from Monday to Friday.

The number of weeks per session will vary depending on the objectives set for each group or individual learner.

The teaching schedule is to be agreed upon between the Offeror and the Project Authority.

## **5.0 Responsibilities of the RCMP**

### **5.1 Diagnostic Testing:**

The RCMP will do diagnostic testing in order to evaluate the learner's second language competencies and to determine each learner's placement in the program. The RCMP will create homogeneous groups of eight (8) participants or less.

### **5.2 Participants:**

The RCMP will provide the Offeror with a list of participants, including notification of dates, times, location of training, etc. The RCMP will advise the Offeror at least fifteen (15) business days before the start of the training.

### **5.3 Course Objectives and Training Plan:**

The Project Authority will provide the Offeror with a detailed training schedule which includes the course objectives, method of delivery of the curriculum leading to the successful completion of the second language evaluation tests (SLE), as well as proposed timelines for participant progress tests for approval by the RCMP Project Authority.

### **5.4 Learner training file:**

The RCMP is responsible for setting up a training file for each of the learners. All documentation pertaining to a learner, and their participation in the language training, must be placed in the learner's training file. These files are to be kept in a locked room, either on-site at RCMP facilities or at an offsite location in Regina, SK, as designated by the Project Authority. No documentation is to be removed without prior written permission of the Project Authority.



## **5.5 Start Date and Location:**

It is the responsibility of the RCMP to inform the program participants of the start date and location of the training.

## **5.6 Facility Access:**

The RCMP will allow the Offeror access to RCMP premises, as required, to provide the second language training sessions and one-on-one services.

## **5.7 Forms and Templates:**

All forms and templates required will be provided by the RCMP for use by the Offeror.

## **6.0 Responsibilities of the Offeror**

### **6.1 Required Training Services**

- 6.1.1 The Offeror must provide continuous French and/or English language training services for the programs described under section 4.3 according to the method described under section 4.1 as requested and according to need. Minimum types of services that will be requested include: classroom teaching, marking homework assignments, completion of attendance sheets, administering quizzes and transitional tests, and reporting on each learner's progress.
- 6.1.2 Full-time training will be a minimum of three hours (3) a day (including a coffee break), either in the morning; from 8:00 a.m. to 11:00 a.m. or in the afternoon from 12:30 p.m. to 3:30 p.m, five (5) days a week.
- 6.1.3 Part-time training will be a minimum of two and a half hours (2 ½) a day (including a coffee break), once a week, that is between 8:00 a.m. and 7:00 p.m. Part-time training is generally a ten (10) week training course.
- 6.1.4 The Offeror must ensure that learners actively participate in each scheduled training session. Any and all problems regarding attendance, non-completion of assignments, and/or learning difficulties, must be reported to the Project Authority immediately.
- 6.1.5 The Offeror must not assign any personnel to perform any work before receiving written authorization from the Standing Offer Authority.

### **6.2. Resource Categories**

The following resource categories may be requested on Call-ups associated with this Standing Offer.

- a) Group A - Second Language Instructor
- b) Group B - Pedagogical Advisor



## **6.2.1. Group A - Second Language Instructor(s)**

### **6.2.1.1 Key activities and functions:**

- a) Provide second language instruction in French or English or both to groups or individuals as described in the Statement of Work and resulting Call Up;
- b) Evaluate the language learning and skills development of learners by administering formal and informal evaluations;
- c) Assess, monitor, counsel and motivate individuals, continually and by personal contact throughout their learning, so that learning difficulties are identified and resolved;
- d) Adapt personal training methods to meet individual learner needs.

The number of second language instructors requested will depend upon the requirements of the second language training and the number of learners participating in the training.

## **6.2.2 Group B - Pedagogical Advisor(s)**

The RCMP is constantly reviewing the effectiveness of its language training services in terms of the language skills it produces within the policing environment and the organization's operational requirements. As learners' needs are ever evolving so must the language training program evolve to meet the reality of the RCMP and these needs.

The primary role of the Pedagogical Advisor is the improvement of RCMP educational materials, in-class instructional approaches, tools and methodology, and language acquisition principles. The Advisor will be responsible for educational material development, offering design recommendations and suggestions on how to better meet the goals of the training programs in concert and with the approval of the Project Authority.

### **6.2.2.1 Key activities and functions:**

- a) Defining or refining program goals and outcomes
- b) Developing curricula materials, and educational activities, which reflect the program's learning goals and learning outcomes
- c) Developing/reviewing teaching methods and forms of assessment to show how the program is meeting its goals and/or supporting instructional improvement projects
- d) Facilitate team building exercises and encourage feedback from language instructors regarding curricula and supplementary and complementary activities
- e) Act as an advisor to language instructors and make recommendations to management on professional development initiatives

The number of pedagogical advisors requested will depend upon the number of language instructors providing training and the number of learners participating in the training.



## 7.0 RCMP support to Offeror

### 7.1 Familiarization sessions

Within two (2) weeks of issuance of a Call Up, the Offeror must provide the Project Authority with the confirmation list of all Offeror resources providing services. All resources must attend familiarization sessions at the RCMP to become familiar with their roles and responsibilities. The purpose of the familiarization sessions is to enable all resources to use the RCMP training program and assessment tools in order to meet the requirements of the SO for providing the training. These sessions will be at no cost to the Offeror.

The Offeror resources must attend the familiarization session(s) applicable to the different component(s) of the program, unless the Project Authority feels that they have the necessary familiarity with the RCMP training programs and/or assessment tools in question. Notification to this effect will be provided by the Project Authority to the Offeror in writing. Should there be a period in excess of three (3) months between training sessions, the Project Authority may request that the resource participate in the familiarization session(s), as applicable. If a resource is used to deliver English and French programs, the resource must attend the applicable familiarization sessions for each program. The RCMP will advise the Offeror of the dates scheduled for the familiarization sessions and reserves the right to determine the session schedule in order to meet the requirement in a timely manner.

Only Offeror resources that have attended familiarization sessions can be proposed for call-ups against the SO. After the familiarization sessions, the Project Authority may assess the teaching to verify whether the Offeror's resources are in compliance with the instructions given at the sessions. If the observed teaching does not comply with these instructions, the Offeror and their resource must attend a follow-up meeting with the Project Authority. This may include re-taking the familiarization sessions, with costs to be assumed solely by the Offeror. If the teaching is still not consistent with the instructions at a second evaluation by the Project Authority the services of the Offeror resource will no longer be called-up against this SO.

## 8.0 Language Instructor Replacement

The RCMP Project Authority, upon written notice, may request that the Offeror replace any personnel whose services are deemed unsatisfactory. The Offeror will have two (2) working days to provide a suitable replacement. In the event that the Offeror is unable to comply with the above, the RCMP may, at its discretion, terminate the services related to this particular call-up at no cost for any unsatisfactory services. In the event that personnel have to be replaced for unforeseen circumstances, they must be replaced with a resource of equal or greater attainment and experience within forty-eight (48) hours. A resume for all replacement personnel must be provided and be approved by the Project Authority.

## 9.0 Deliverables

The Offeror shall submit to the RCMP Project Authority all deliverables as specified in the call-up. Unless otherwise specified by the RCMP Project Authority, the deliverables may include, but are not limited to the following:

### **Attendance or Absence Reports:**

Weekly attendance reports for each participant with the number of hours of instruction delivered and the participant's signature. All learner **absences (partial or for a full class) must be immediately reported** to the Project Authority.



### **Participant Progress Reports:**

Progress reports noting strengths and weaknesses, and suggested areas for improvement will be prepared on a schedule to be mutually agreed upon by the Offeror and Project Authority to evaluate the participant's progress vis-à-vis the program objectives. A learning progress/recommendation report must also be completed and submitted. This report will include an assessment of the participant's performance, as well as second language training recommendations based on in-class progress and/or the results of second language evaluation tests.

Unless specified herein or by the RCMP Project Authority, reports may be delivered in either official language. The reports will be prepared and submitted in both hard copy and one electronic copy produced in either Word (doc or docx) or Adobe format (.pdf).

The Offeror is responsible for the quality and completeness of all work submitted to the RCMP in fulfillment of all call-ups and obligations.

### **10.0 Testing**

The Offeror shall administer the required tests and quizzes as per direction from the Project Authority. Testing will also be administered regularly to assess learner progress. All original tests and quizzes must be returned to the Project Authority.

As the Public Service Commission's Second Language Evaluation (SLE) tests are utilized as a measure of success with language training program, learners must complete the Reading, Writing and Oral Interaction portions of these tests, as applicable. The Project Authority is responsible for the scheduling and administration of all required SLE testing. They are also responsible for informing learners of test dates and locations.

As SLE results are personal and confidential to the learner, these cannot be shared with the Offeror by the Project Authority, however, the learner may choose to share these with the Offeror. If the learner chooses to share this information with the Offeror, the Offeror must not share these results with a third party.

### **11.0 Standing Offer**

The language training services will be performed "as and when requested" and only with the full knowledge and approval of the Project Authority, as specified in the individual call-ups.

### **12.0 Values and Ethics Code**

The RCMP is committed to providing a safe environment that is free from adverse differential treatment, including harassment, and that any behaviour contrary to this commitment will not be tolerated. For additional information, the "RCMP Mission, Vision and Values" which can be found at [www.rcmp-grc.gc.ca](http://www.rcmp-grc.gc.ca).





### 13.0 Performance Standards and Quality Measurement

The RCMP Project Authority may visit the classrooms at any time. The Offeror is expected to resolve any performance issues with the learners, ensuring that the Project Authority is fully aware of the issues and any progress on them.

Learner performance issues resulting in cause for termination as participant in the training may include one or more of the following: non-completion of assignments; lack of respect for other learners and/or language instructors; excessive tardiness; use of inappropriate language in the classroom; behaviour unbecoming a future police officer; excessive use of first official language during class hours; lack of concentration and effort in improving second language skills; prolonged unexcused absences from classroom; and, lack of attention and focus in classroom due to non-related learning activities.

The RCMP Project Authority will advise the Offeror of any of their personnel's performance or progress issue(s). The Project Authority will inform the Offeror, who will be responsible for taking appropriate action should the performance or progress of a particular language instructor or other personnel be deemed to be inadequate.

Offeror's personnel performance issues resulting in cause for termination of use of services may include one or more of the following: failure to deliver second language training services as per RCMP established program guidelines; inaccurately reporting on learner progress and non-completion of assignments; willingly disregarding the administrative processes associated with learner files; lack of preparedness in delivering the educational material to learners; inability to have and keep control of the classroom; inability to be on time for scheduled classes (excessive tardiness); failure to advise the Project Authority of problems or concerns occurring in the classroom; misuse of classroom time to talk about personal issues troubling the language instructor; and, persistent and excessive use of first-language in the classroom.

#### **Evaluation Reports:**

Subsequent to each session, the RCMP Project Authority will provide each learner with a course evaluation report to complete. The evaluations are to be completed by each learner and submitted to the Project Authority, and will include an assessment of the learner's satisfaction with course content, language instructor performance, instructional materials utilized, and achievement of stated objectives.

Accountability measures must demonstrate adequacy, effectiveness and efficiency of all language training services being provided.

The Project Authority will also conduct regular evaluation of the teaching provided. A sample evaluation form is located in Appendix 3.

### 14.0 Training Materials

All educational materials will be provided by the RCMP Project Authority. Training materials will include, at a minimum, manuals for each learner reflective of the amount and level of training required.

All educational materials will be handed out at the beginning of the training and **MUST** be returned to the RCMP on the last day of training. The Offeror is liable for any missing and/or unreturned material which was provided to any of its personnel.

As all educational material is the property of the RCMP, no material may be photocopied, duplicated or shared in any way. ***The Offeror is prohibited from using the RCMP educational material outside of the RCMP language training environment.***



## **15.0 Training Facilities**

The RCMP Project Authority will provide training facilities, on-site at the RCMP Training Academy or at an alternative facility as designated by the Project Authority, located in Regina, SK. The training facility will have the following materials available for use:

- A suitable paper flip chart, whiteboard or chalkboard with markers;
- A television with functioning DVD player;
- Appropriate classroom furniture including comfortable chairs and sturdy desks/tables;
- Computers with 24/7 internet access;
- A resource room with a photocopier and additional instructional resources.

## **16.0 Course Cancellations and Withdrawals**

- If a learner who is participating in one-on-one training, cancels a session with less than 24-hour notice, there is no requirement for the Offeror to make up the class.
- If the Offeror must cancel or re-schedule a class due to illness or pre-approved absences, they must immediately notify the Project Authority by email or telephone. For one-on-one instruction, the Offeror must make up the missed session at a mutually convenient time prior to the scheduled end of the training. For training being provided to a group of learners, the onus is on the Offeror to make alternate arrangements for language instructor replacement, with the approval of the Project Authority.
- Notice of cancellation of group sessions by either party shall be given no less than two (2) working days in advance.
- The Project Authority will pay the Offeror for all costs associated with cancellations not made within 24 hours equivalent to the cancelled session(s).

Invoices will be adjusted as a result of cancellations by the Offeror.

For Group training session, the Project Authority reserves the right to move and/or remove a learner from a course or training group when deemed necessary. The Offeror or Offeror's resource has no authority to remove a learner. Any issues must be brought to the Project Authority.

## **17.0 Reporting and Communication**

In addition to the timely submission of all deliverables and fulfilment of obligations specified within the Contract, it is the responsibility of the Offeror to facilitate and maintain regular communication with the Project Authority. Communication is defined as all reasonable effort to inform all parties of plans, decisions, proposed approaches, implementation, and results of work, to ensure that the project is progressing well and in accordance with expectations. Communication may include; phone calls, electronic mail, faxes, mailings, and meetings. In addition, the Offeror must immediately notify the Project Authority if there are any issues, problems, or areas of concern in relation to any work to be completed under the Contract.

When a full-time language training session provided to groups of learners exceeds 10 weeks, the Offeror must ensure that all concerned language instructors, pedagogical advisors, and an Offeror representative, attend and participate in status and wrap up meetings which are scheduled approximately every third week.

**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME**