



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

Bid Receiving - PWGSC / Réception des  
soumissions - TPSGC

11 Laurier St. / 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

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/C	<b>Date</b> 2019-02-11
<b>Client Reference No. - N° de référence du client</b> 20191887	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$ZF-521-34607
<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</b> <b>at - à 02:00 PM</b> <b>on - le 2019-02-22</b>	
<b>Time Zone</b> Fuseau horaire Eastern Standard Time EST	
<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/</b> <b>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

Public Works and Government Services Canada (PWGSC) invites you to take part in a discussion in order to suggest solutions for problematic sections of the draft request for a standing offer (RFSO) posted with request for information (RFI) EN578-191887/B. The request for information concerns potential standing offers for language training services in the National Capital Region. The purpose of this RFI is to provide the industry with an early opportunity to propose solutions in order to reduce potential questions that may be asked when the RFSO is posted.

### 2. Background Information

Public Services and Procurement Canada has already posted two RFIs for language training services in the National Capital Region.

The first was posted in fall 2018, and the second, in winter 2018/2019. The results can be found in Annex B.

### 3. Nature of Request for Information

This is not request for standing offers. This RFI will not result in the award of any contract. As a result, potential offerors 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 offeror responds to this RFI will not preclude that offeror from participating in any future procurement. Also, the procurement of any of the goods and services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI.

### 4. Dialogue with the industry

The purpose of the RFI is to open a dialogue with the industry to obtain feedback and recommendations on comments gathered when the two previous RFIs were posted.

A discussion session is scheduled for February 27, 2019, from 9:30 to 11:30 a.m., at 10 Wellington Street in Gatineau. A second discussion session will be added only if more than 10 participants register for the February 27 session. It will take place on February 28, 2019, from 1:00 to 3:00 p.m., at 10 Wellington Street in Gatineau.

There must be at least three participants for a discussion session to be held.

Interested suppliers can send a maximum of one representative to the discussion session. The name of each representative must be sent to the RFI authority by email no later than the date and time on which this RFI closes.

The agenda for the meeting can be found in Annex A.

### 5. The Requirement

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

Work Stream
1. Full-time Group Training, in English or French, on the Offeror's Premises
2. Part-time Group Training, in English or French, on the Offeror's Premises
3. Part-time Group Training, in English or French, at a Federal Institution
4. Full-time Individual Training, in English or French, on the Offeror's Premises
5. Part-time Individual Training, in English or French, on the Offeror's Premises
6. Part-time Individual Training, in English or French, at a Federal Institution

For more information about the previous RFIs, visit the buy and sell website (<https://buyandsell.gc.ca/>) and read the postings for RFIs EN578-191887/A and EN578-191887/B.

## 6. Security Requirements

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

## 7. Response Costs

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

## 8. 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. Canada will review all responses received by the RFI closing date, and may at its discretion, review responses received after the RFI closing date.

### 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

Canada will handle the responses in accordance with the [Access to Information Act](#) and the [Privacy Act](#).

## 9. Follow-up Activity

Canada may, at its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.

## 10. Official languages

Responses to this RFI may be submitted in either of Canada's official languages. Each participant may communicate in the official language of its choice during the discussion session.

## 11. Submission of Responses

**a) Time and Place for Submission of Responses:** Interested parties should email their response to the request for information authority by the date, time and place indicated on page 1 of the RFI.

**b) Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring a response is delivered on time.

## 12. Request for Information Authority

All enquiries and any other communication related to the industry consultation process, including the submission of RFI responses, must be directed exclusively to the RFI Authority below:

Josianne Courteau

[TPSGC.PAFormationLinguistique-APLanguageTraining.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.PAFormationLinguistique-APLanguageTraining.PWGSC@tpsgc-pwgsc.gc.ca)

Supply Team Leader

Specialized Professional Services Procurement Directorate

Telephone: 613-720-9517

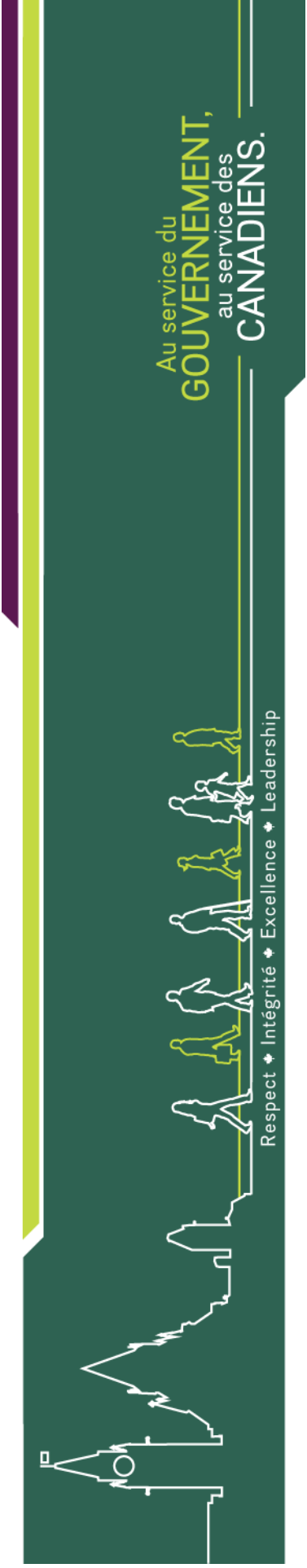
## Annex A

### Agenda for the discussion session

<b>Topics</b>	<b>Time allotted</b>
Opening words / attendance	10 minutes
Placement tests	20 minutes
Call-up process	30 minutes
Technical evaluation and evaluation of resources	10 minutes
Financial evaluation	20 minutes
Offeror selection	20 minutes
Closing words / Next steps	10 minutes

## Annex B

Results of the previous RFIs



# Request for information results

## Second Language Training Services

EN578-191887/A

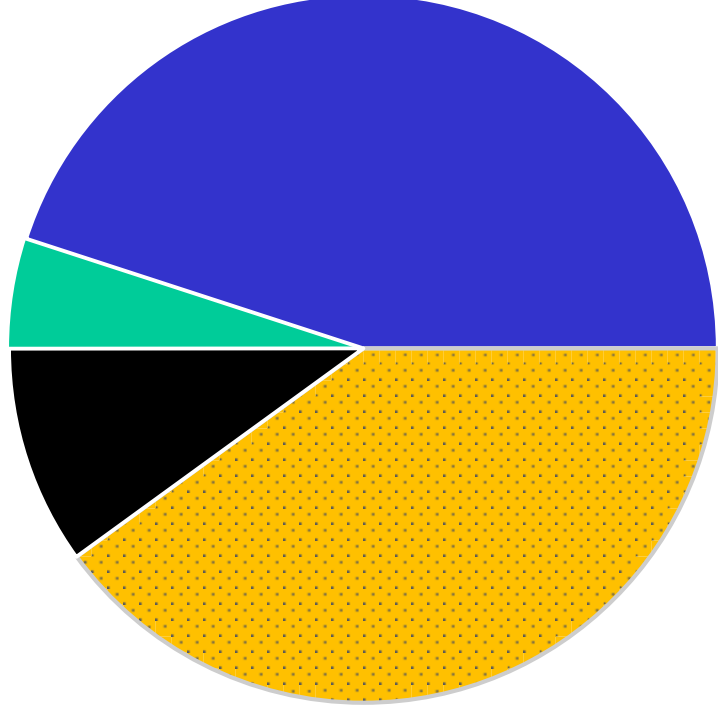


Services publics et  
Approvisionnement Canada

Public Services and  
Procurement Canada

Canada

# What is the size of your company?

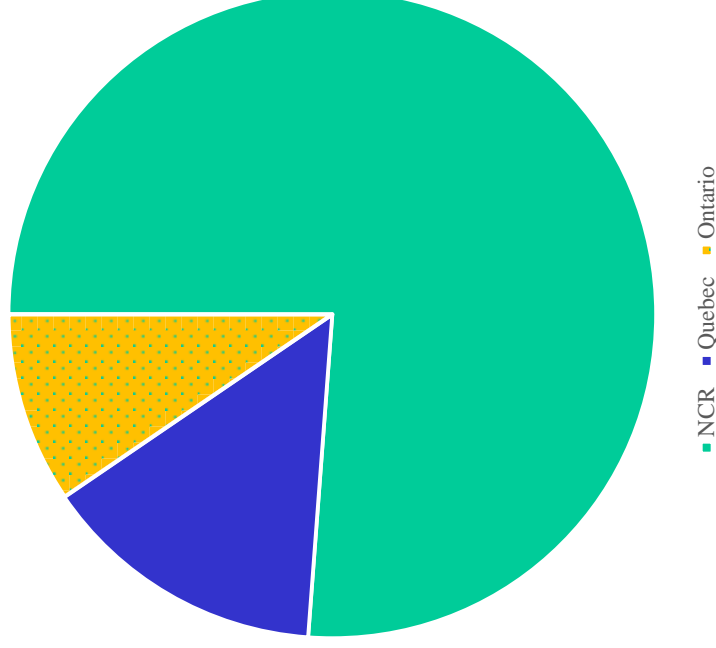


■ Micro company (1 to 4 employees) ■ Small company (5 to 50 employees)

■ Medium company (51 to 499 employees) ■ Large company (500 or more employees)

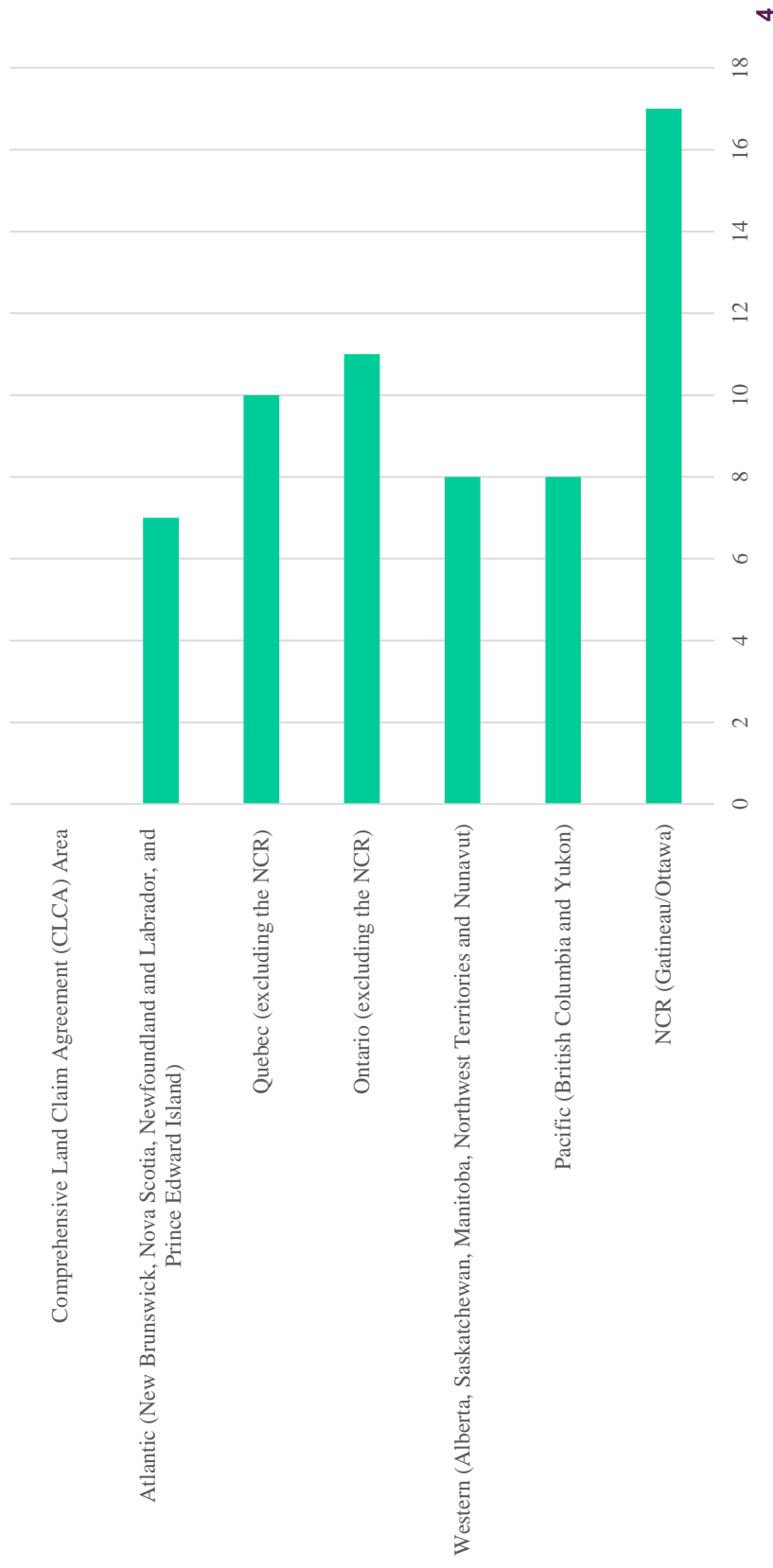


# Where is your parent company located?

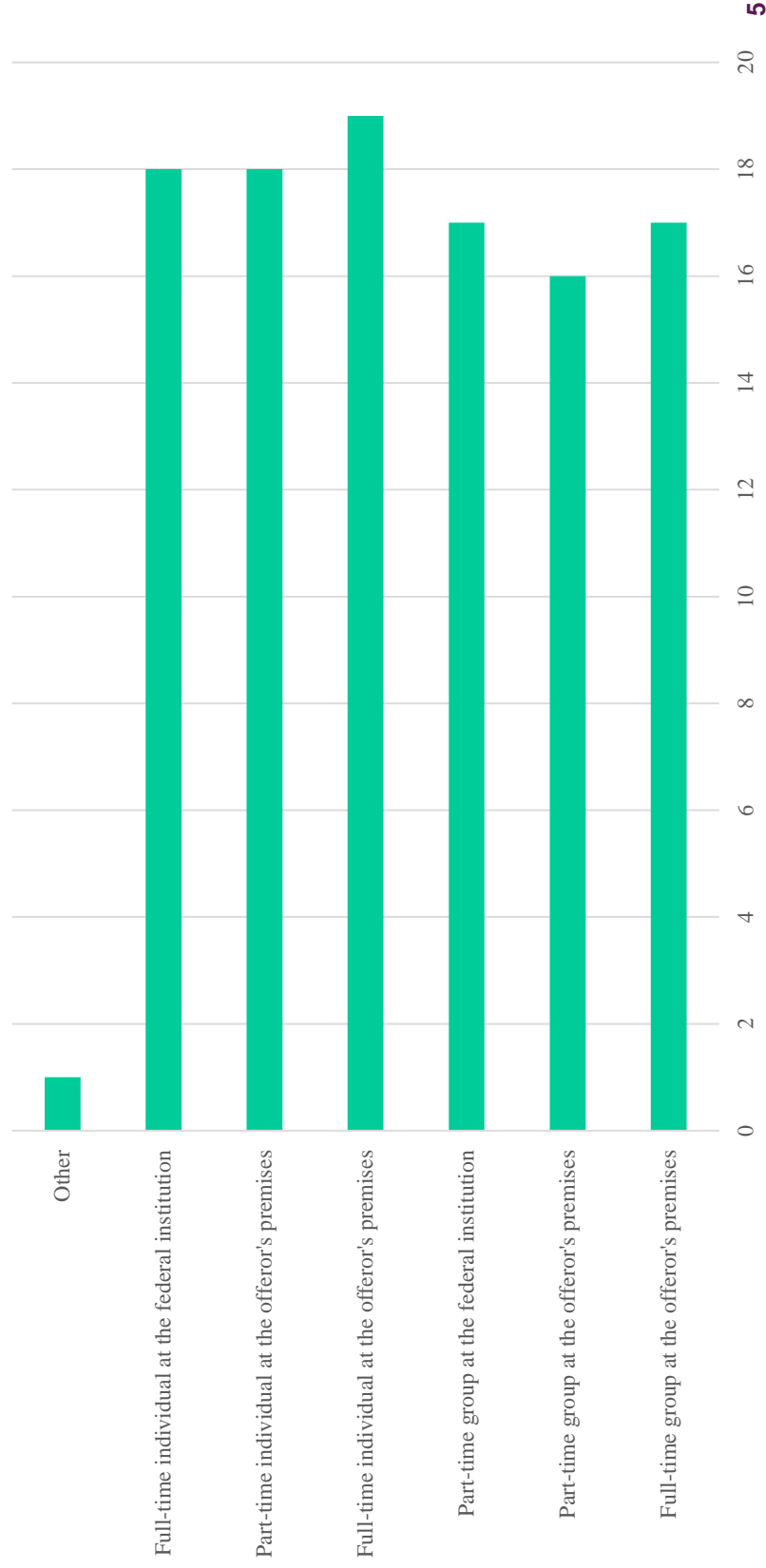




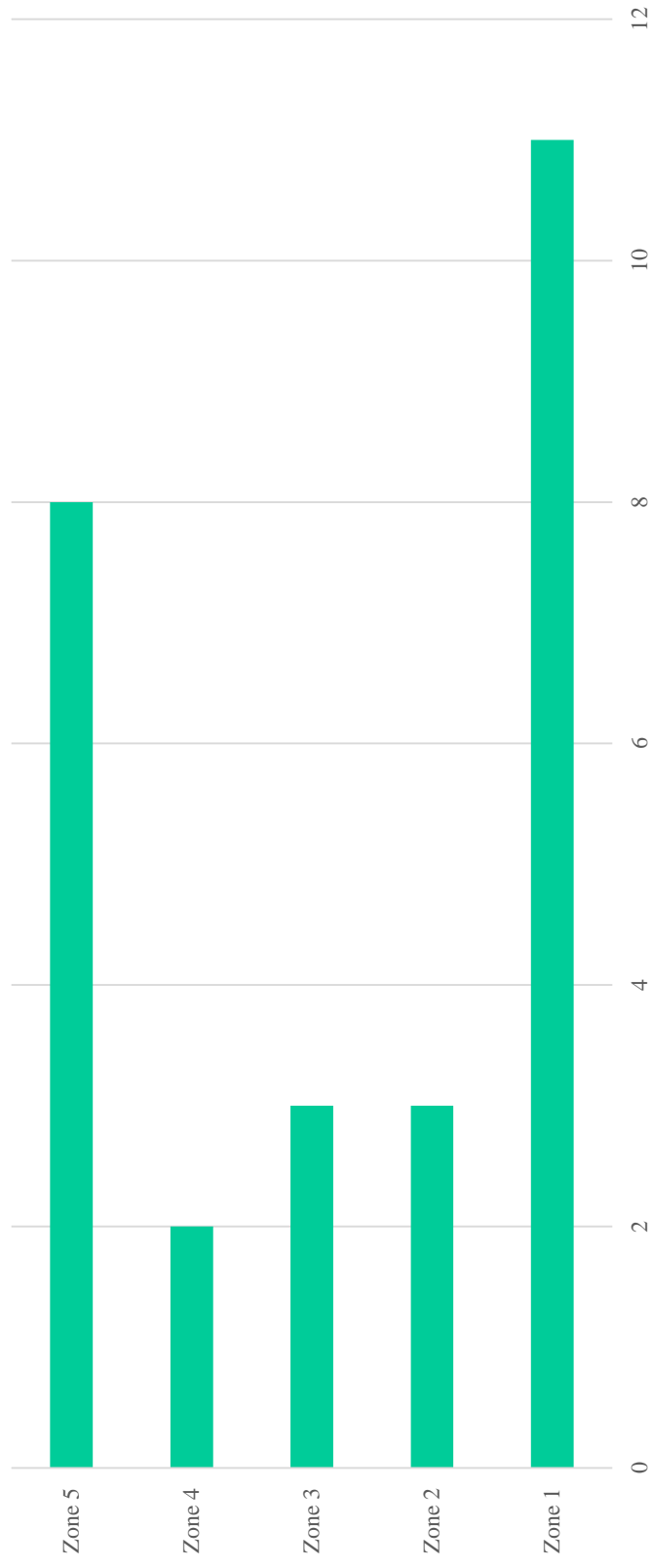
# In which location(s) does your company provide second language training services?



# For what type of training would your company be interested in providing services to the Government of Canada?



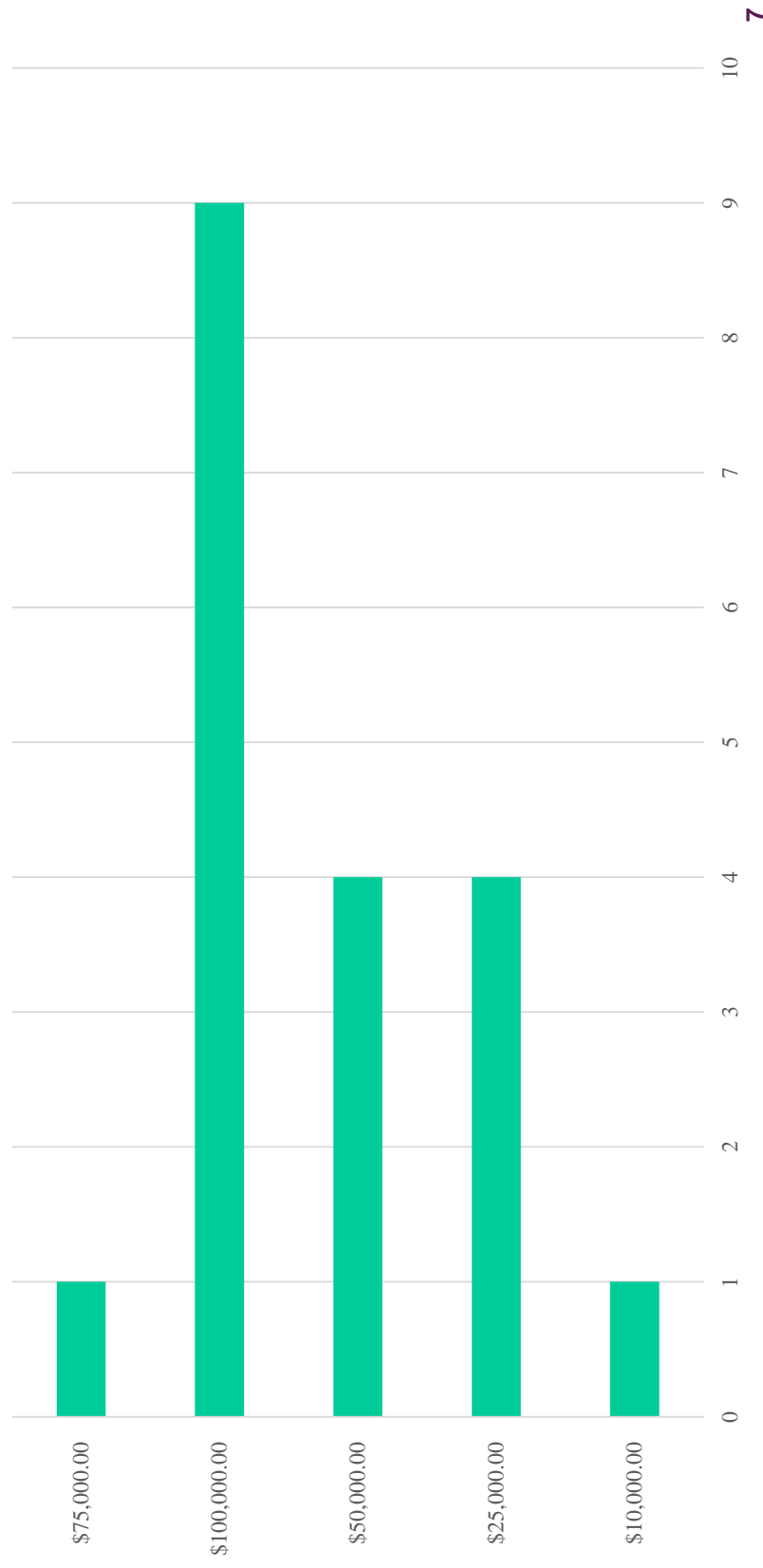
# Within which zone your training facilities are located



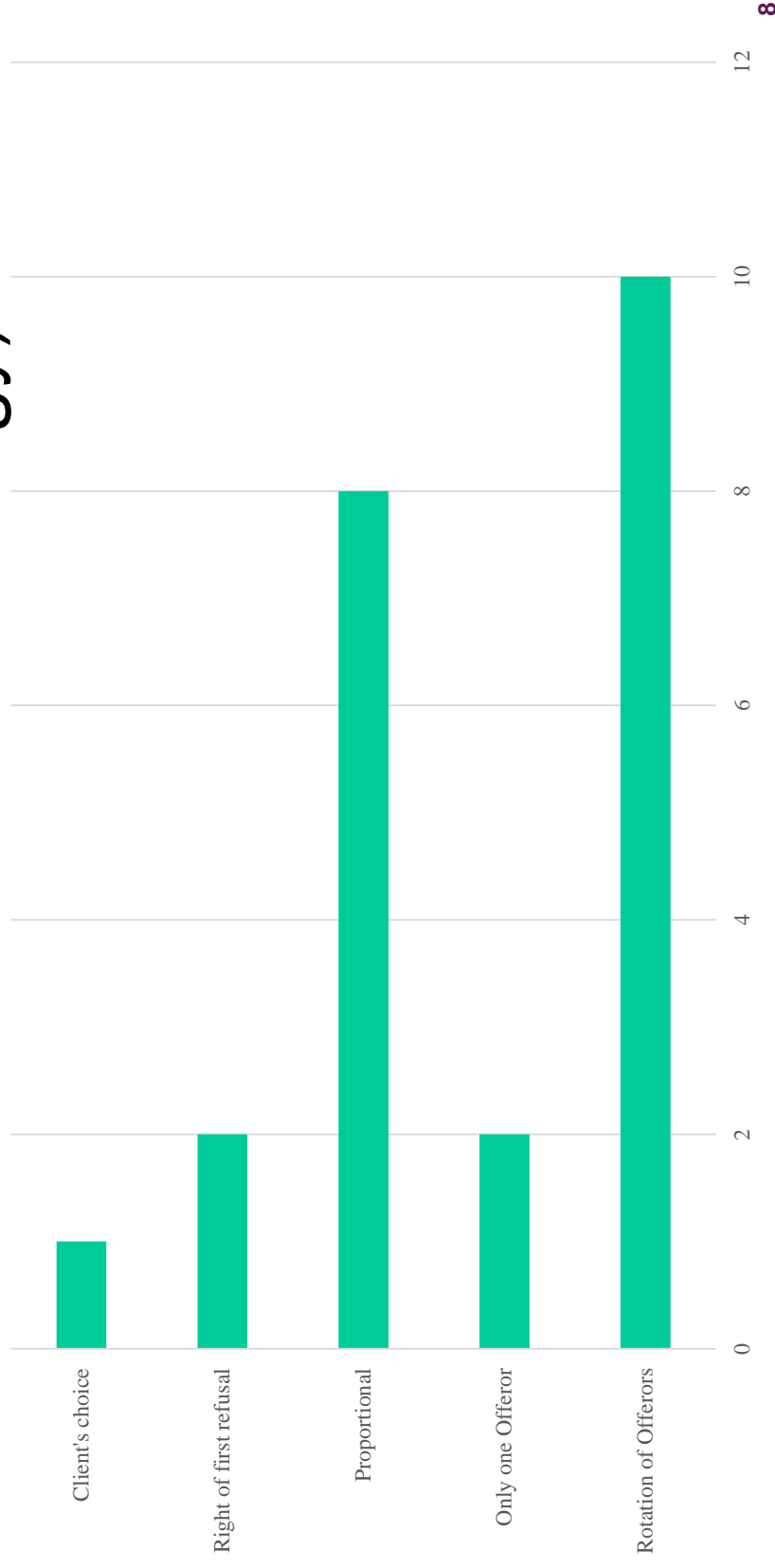
Zone 1 is a radius of 2km around the downtown area, each zone increases the radius by 1km.



# Maximum call-up value for best fit strategy



# Preferred method for selecting an offeror who would receive the call-up (value above the best fit strategy)



# Comments about preferred offeror selection methodology

Proportional	More inclusive of small and medium-sized enterprises Fair and equitable
Right of first refusal	More equitable
Rotation	Maximum of three suppliers More equitable Encourages competition between schools Allows for guaranteed resources Diversifies supplier pool beyond known entities
Other	One or two suppliers for in-class training and one supplier for online training Merit-based (satisfaction, client service) Client's choice

9



# Comments on training programs

- No other program exists specifically for the public service.
- Obsolete.
- How can schools' programs be managed without resorting only to complaints?
- Problems with paper copies: environment, pedagogy, finances.
- The lack of a common curriculum would cause consistency issues between schools.
- Investing in curriculum development for schools would benefit those that already have a curriculum.

# Comments on training programs (cont'd)

- We can adapt or we already have in-house training.
- How can suppliers be treated equitably without a common curriculum?
- GC should prepare a contract to develop and maintain the curriculum to ensure that regions use similar approaches.

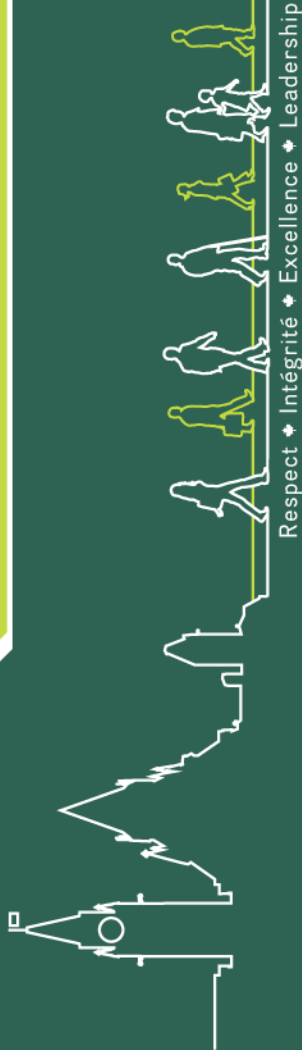


# Other comments

- Extend existing standing offers.
- Degrees in second language instruction appeared recently.
- Maintain online programs for another two years to allow time for schools to implement solutions.
- Request that suppliers pay a subscription fee for access to curricula. The resulting income would be invested in adapting content.
- The problem isn't the curriculum, but the teaching.
- upcoming RFP must address the core requirement of Second Language Training; consistent training, access as/when required, market-realistic rates, and a strong feedback/ evaluation loop that assures continuous improvement.

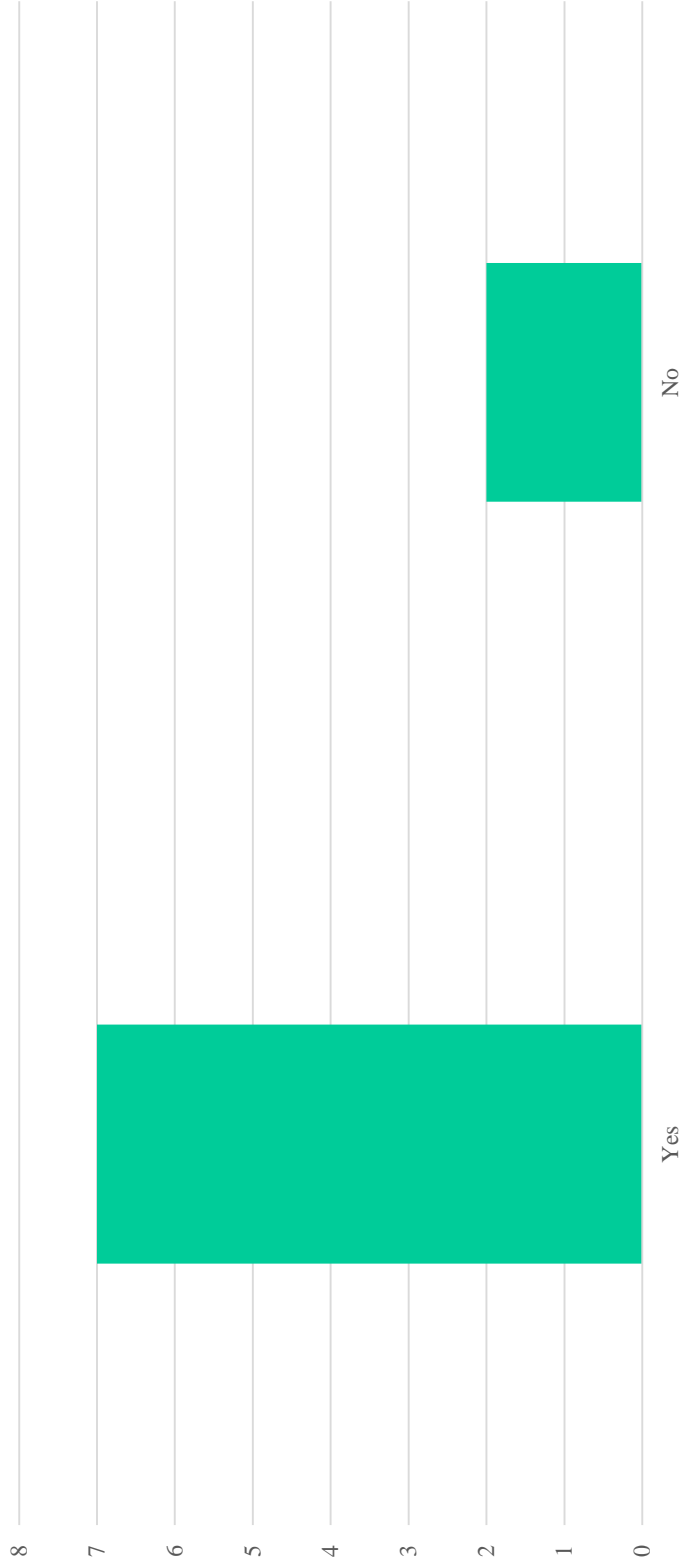
## Other comments (cont'd)

- having one program delivery partner who manages the delivery of second language training on a national scale (organize resources, providers, facilities and oversight based on forecasted demand)
- Evaluation shouldn't be based only on lowest price.
- Area 1 is too small, favours a limited number of schools.
- Evaluation criteria should be relaxed.



# Results of the Request for Information That Closed on January 21, 2019 Language Training Services EN578-191887/B

# 1. Do any aspects of the requirement limit your ability or your interest in responding to a potential request for standing offer (RFSO)?



## Comments –

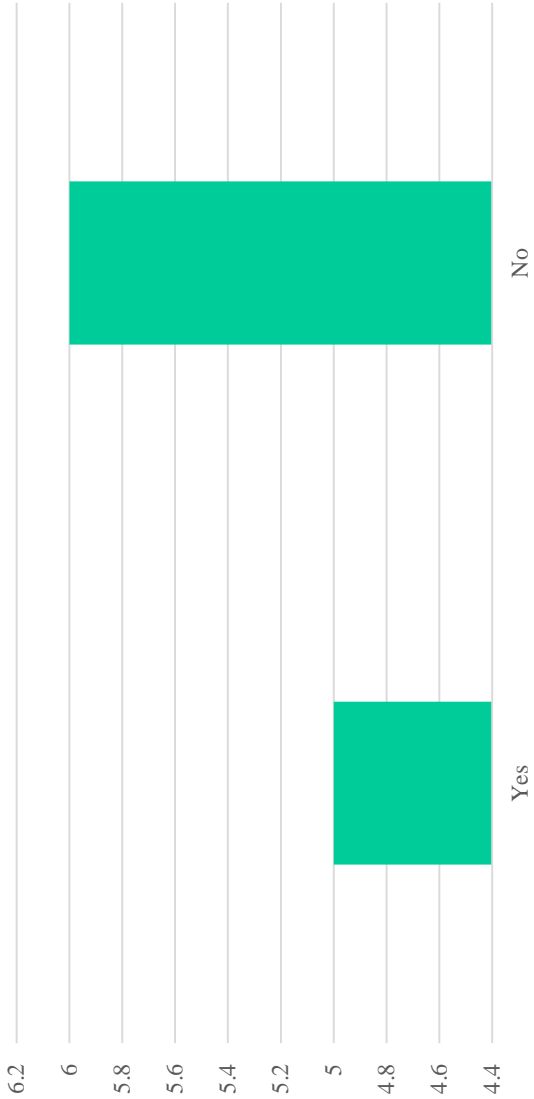
### Aspects Limiting Interest

1. Full-time and part-time group training at the Offeror's premises
2. Qualifications of resources (degrees, experience)
3. Must teach both second languages

## Comments – Placement Tests

1. The suppliers want to supply the tests,  
but for their own training services
2. Some suppliers mentioned potential  
conflicts if the Offeror giving the training  
is not the same one doing the tests

### 3a) Is it possible for your company to obtain resources that meet the requirements?

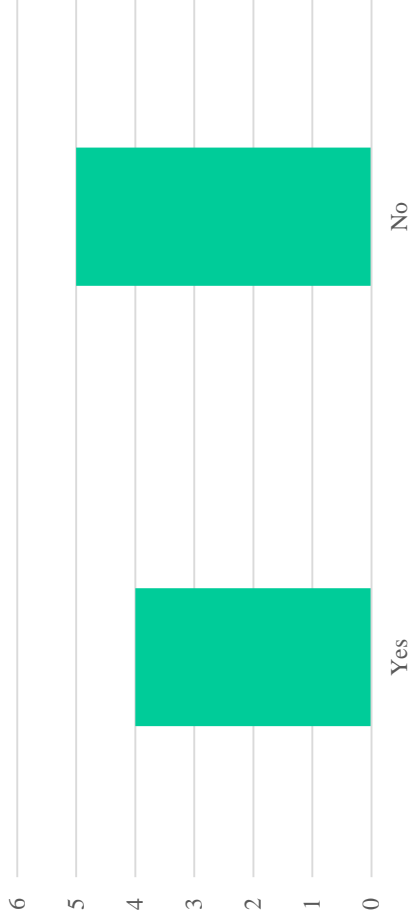


# Comments – Evaluation of Resources

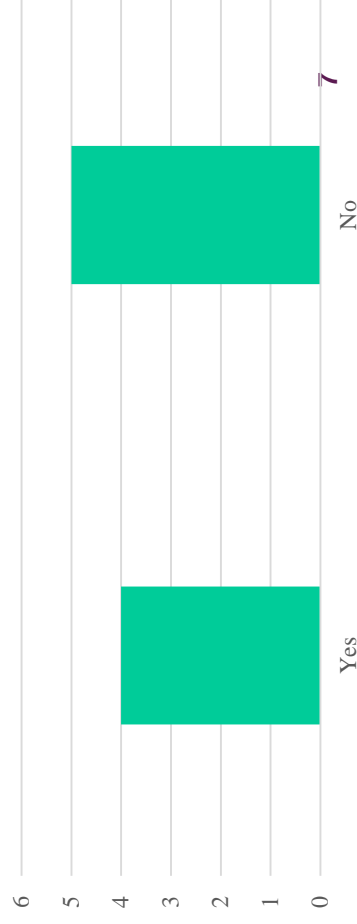
1. University degree only, add diplomas to the list
2. More supervisory experience and less teaching experience for the advisor
3. Check teachers' references
4. Have an option without specialized degree for the pedagogical advisor
5. Evaluate pedagogical advisors with the offer (mandatory and/or point-rated criteria)



4b) Is this methodology realistic for group courses?



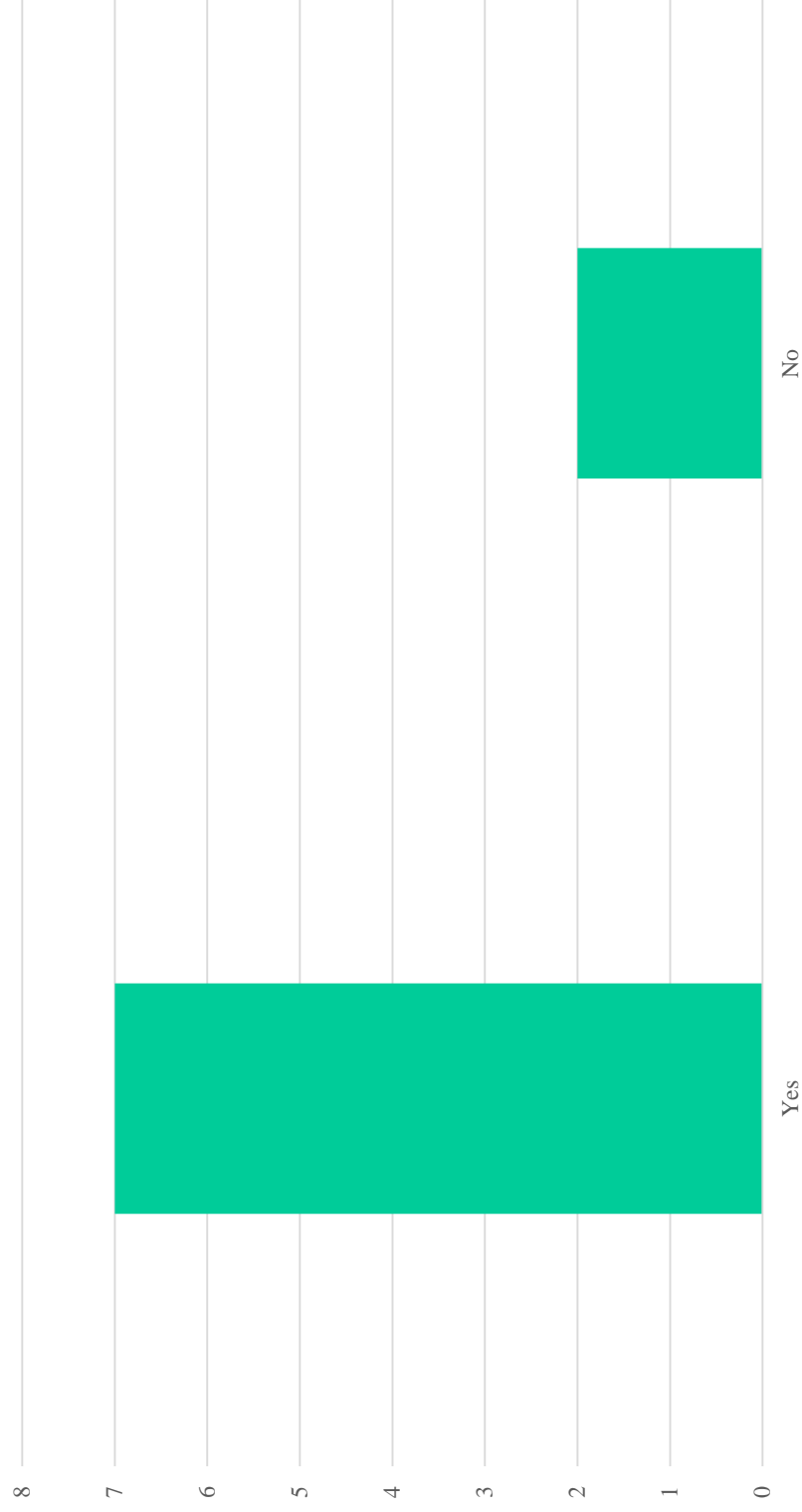
c) Is it possible to provide group training without a predetermined schedule?



## Comments – Group Training

1. Problem with planning if low volume
2. Schools can publish their own schedule, but departments need to respect them
3. Difficult to manage if call-ups aren't predetermined based on dates and levels

#### 4d) Would your company prefer another selection methodology for the resulting call-ups?



## Comments – Call-ups

1. With predetermined schedule for group courses
2. Rotation is more inclusive and fair
3. Current methods
4. Based on quality, not price
5. Let the designated user choose, without factors

# Comments – Security Requirements

1. No suppliers mentioned difficulty meeting security requirements
2. Vetting of staff long with CISD – Can have an impact on call-ups
3. Possibility of escort on premises?

# Comments – Technical Evaluation

1. Add rated criteria:
  - School experience for each type of training
  - Number/quality of classrooms
  - Pedagogical advisor’s supervisory experience
  - Proximity of learners
2. Point-rated criteria too qualitative
3. Add mandatory criteria



## Comments – Financial Evaluation

1. Against considering the lowest price in the proposed formula
2. Use a median for financial evaluation

## Comments – Offeror Selection

1. Select offerors based on 75% technical, 25% financial
2. Based on technical mark only
3. The overall mark method appears to be misunderstood