

Question and Answer #1
Solicitation no. 1000345256

Question #1

According to the Statement of Work (Annex A, p. 29), it seems like CBSA is looking for a turnkey online second language training solution, but if one looks at RT! (p.12), as well as the professional pricing table (pt. 5.1.2, p.15) it looks like you are looking for IT development services. Could you clarify CBSA's need please? N.B You have two RT1 instead of RT1 and 2.

Answer #1

CBSA is looking for a subscription based online Online training program which provides second language training in both official languages (French and English). Not an IT development solution.

Please see Amendment #1 for a modified Pricing Table

Question #2

For M1 (p.11), do you refer only to tutors as in M2 and M3 or do they refer back to professional services as stated in professional pricing table (pt. 5.1.2 , p.15)

Answer #2

M1 requires the bidders to provide all resources involved in the potential contract including tutors. The bidder must include their resume and their roles and responsibility of each resources involve.

Question #3

In the Statement of Work p.30 pt.5.4 Course design) and p.33 pt.6.1 A work plan and 6.2 Course Design do you refer to IT development or a turnkey solution?

Answer #3

Please refer to Answer #1

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Question #4

Also, again according to the Statement of Work (Annex A , pt. 4 Scope of work, p.30) it is stated that CBSA is also looking for on-site, virtual or tutor-led SLE preparation coaching and possible virtual Lunch and Learn session for oral maintenance, yet there is no pricing table (which normally also includes category of required services, and estimated usage) in section 5.1 Pricing Schedule to reflect this need.

Answer #4

Please see amendment #1

Question #5

Does the bidder have to absolutely conceive an online training tool that offers both French and English Second Language training?

In other words, is it possible for a bidder to offer (bilingual) training and coaching services aiming at learning French as a second language only?

Answer #5

CBSA is looking for a subscription based Online training program which provides second language training in both official languages (French and English). Not an IT development solution. The Bidder must propose an online training solution for learning both official languages, French and English as a second language.