

## Question and Answer #1

Solicitation no. 1000347696

### Question #1

In the Statement of Work point 5.26 (Annex A, page 32), it states *"5.26 The Contractor must evaluate, online or by telephone, each user to determine their proficiency level for each of the three language skills (written comprehension in the second official language; written expression in the second official language; and / or oral proficiency in the second official language)"*. However, there is no category for evaluations in the Basis of Payment. Could you please add a category of service that includes assessments of new learners?

### Answer #1

Yes this should be added to the basis of payment

### Question #2

In 5.1.2 Professional Services – (Table 2b), there are different tutoring services regrouped in only one category. We have different pricing for some of them, could you please separate them, or can we give more than one hourly rate for this category?

### Answer #2

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.

Please see Amendment #1 for a modified Pricing Table

### Question #3

Could you please clarify if the estimated number of students is nationally or per region?

### Answer #3

Estimated number of students would be nationally

### Question #4

What is the annual budget for this?

### Answer #4

As per amendment #1 – Pricing Schedule: Bidders are to provide their hourly rates for professional services based on the level of efforts listed. As well as a firm rate for the online subscription.

### Question #5

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

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(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 #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.

Please see Amendment #1 for a modified Pricing Table

### **Question #6**

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 #6**

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 #7**

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 #7**

Please refer to Answer #5

### **Question #8**

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 #8**

Please see amendment #1