



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

Health Canada / Santé Canada

Attn: Christina Granda
Email: Christina.Granda2@canada.ca

**REQUEST FOR STANDING
OFFER
DEMANDE DE OFFRE À
COMMANDES**

Proposal To: Health Canada
We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out thereof.

**Proposition à:
Santé Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexées, au(x) prix indiqué(s).

**Instructions : See Herein
Instructions: Voir aux présentes**

Issuing Office – Bureau de distribution
Health Canada / Santé Canada
200, Eglantine Driveway
Tunney's Pasture
Ottawa, Ontario
K1A 0K9

Title – Sujet Online Language Training	
Solicitation No. – N° de l'invitation 1000216499 – AMD002	Date March 20, 2020
Solicitation Closes at – L'invitation prend fin à 2:00PM on / le – April 6, 2020	Time Zone Fuseau horaire EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à : Name: Christina Granda Email: Christina.Granda2@canada.ca Telephone: 613-941-2169	
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : See Herein – Voir ici	
Delivery required - Livraison exigée See Herein – Voir ici	
Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l'entrepreneur Facsimile No. – N° de télécopieur : Telephone No. – N° de téléphone :	
Name and title of person authorized to sign on behalf of Vendor/firm Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (type or print)/ (taper ou écrire en caractères d'imprimerie)	
Signature _____	Date _____

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PART 1 - GENERAL INFORMATION

1.1 Introduction

The Request for Standing Offers (RFSO) is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;
- Part 3 Offer Preparation Instructions: provides offerors with instructions on how to prepare their offer to address the evaluation criteria specified;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Insurance Requirements: includes specific requirements that must be addressed by offerors; and
- Part 7 7A, Standing Offer, and 7B, Resulting Contract Clauses:
 - 7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;
 - 7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Check List, and the Attachments include the Electronic Payment Instruments and the Financial Bid Presentation Sheet.

1.2 Summary

- 1.2.1 Health Canada (HC) and the Public Health Agency of Canada (PHAC) requires the provision of an online Second Languages Training and Tutoring Services for HC and PHAC employees.

The objective is for the Offeror to provide a licensed online language training software solution to HC and PHAC employees that offers a fully interactive, modular based, second language training program in Canadian English and French, which includes: audio/video segments, self-scoring tests, exercises, reference manuals; and optional telephone tutoring services from qualified instructors. This second language training program is to align with the language profile levels A, B and C in writing, oral communication and comprehension, in accordance with the Qualification Standards in Relation to Official Languages of the Government of Canada. The program is to be provided so employees can forgo their training through self-study with or without telephone tutoring services.

This Request for Standing Offer intended to result in the award of one (1) contract for a period of three (3) years, plus two (2) additional one (1) year irrevocable options allowing Canada to extend the term of the contract.

1.2.2 The Request for Standing Offers (RFSO) is to establish National Master Standing Offers for the requirement detailed in the RFSO, to the Identified Users across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries to locations within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside of the resulting standing offers.

1.2.3 The requirement is subject to the provisions of the Canadian Free Trade Agreement (CFTA), the North American Free Trade Agreement (NAFTA), the Canada-Chile Free Trade Agreement (CCFTA), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Columbia Free Trade Agreement (CCoIFTA), the Canada-Honduras Free Trade Agreement (CHFTA) and the Canada-Panama Free Trade Agreement (CPanFTA) if it is in force.

1.3 Security Requirements

There are security requirements associated with the requirement of the Standing Offer. For additional information, see Part 6 - Security, Financial and Insurance Requirements, and Part 7 - Standing Offer and Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, offerors should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

1.4 Debriefings

Offerors may request a debriefing on the results of the request for standing offers process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for standing offers process. The debriefing may be in writing, by telephone or in person.

PART 2 - OFFEROR INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The [2006](#) (2019-03-04) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

At General Information, Delete all references to Public Works and Government Services Canada and/or PWGSC and insert "Health Canada/Public Health Agency of Canada."

At Clause 05.2 d and e: delete in their entirety and insert "Send its offer to Health Canada/Public Health Agency of Canada as specified herein."

Clause 5.4 of [2006](#), Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days
Insert: 180 days

At Clause 8: delete in its entirety and insert "Offers cannot be submitted by facsimile."

At Clause 20: delete 20.2 in its entirety.

2.2 Submission of Offers

Offers must be submitted only to Christina.Granda2@canada.ca by the date, time and place indicated on page 1 of the Request for Standing Offers.

Due to the nature of the Request for Standing Offers, transmission of offers by facsimile will not be accepted.

2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, offerors must provide the information required below before the issuance of a standing offer. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the offer non-responsive.

Definitions

For the purposes of this clause,

"former public servant" is any former member of a department as defined in the [Financial Administration Act](#) R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Offeror a FPS in receipt of a pension? **YES () NO ()**

If so, the Offeror must provide the following information, for all FPS in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Offerors agree that the successful Offeror's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

Is the Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **YES () NO ()**

If so, the Offeror must provide the following information:

- a. name of former public servant;

- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

2.4 Enquiries - Request for Standing Offers

All enquiries must be submitted in writing to the Standing Offer Authority no later than five (5) calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by offerors to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that offerors do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all offerors. Enquiries not submitted in a form that can be distributed to all offerors may not be answered by Canada.

2.5 Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their offer, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the offerors.

PART 3 - OFFER PREPARATION INSTRUCTIONS

3.1 Offer Preparation Instructions

3.1.1 You are invited to submit electronic copies of the offer to Christina.Granda2@canada.ca in either official language (English or French) of both the Technical and Cost Offers. The Solicitation Reference Number and the name of the Requirement must be in the subject line. Your offer must be structured in the following manner:

Section I: one electronic copy of the Technical Offer;
Section II: one electronic copy of the Financial Offer; and
Section III: one electronic copy of the Certifications

If the offer is **greater than 20mb** then the offer submission must be returned to the address below and an email shall be sent to the Departmental Representative (found on page 1) stating it has been sent by courier. You **must** send an email to the Departmental Representative (Christina.Granda2@canada.ca) to ensure your offer will be included for this requirement. The Solicitation Reference Number and the name of the Departmental Representative must be marked on all documents, binders and respective envelopes. Your offer must be structured in the following manner:

Section I: four (4) copies of the Technical Offer;
Section II: two (2) copies of the Financial Offer, contained in a **separate** sealed envelope.
Section III: one (1) copy of the Certifications

To the following Address:

Health Canada Bid Receiving Unit
Federal Records Centre Building,
161 Goldenrod Driveway (Loading Dock)
Ottawa, Ontario K1A 0K9
Attention: Christina Granda
Solicitation Reference Number: 1000216499
Email: Christina.Granda2@canada.ca
Hours of Operation: 07h30 to 16h30 (EST) Monday to Friday

Bid Receiving Unit Address is Solely for Delivery of Offers: The above address is for the sole purpose of offer submission. No other communications are to be forwarded to this address.

Prices must appear in the financial offer only. No prices must be indicated in any other section of the offer.

3.1.2 Canada requests that bidders follow the format instructions described below in the preparation of their offer:

- i. use 8.5 x 11 inch (216 mm x 279 mm) paper;
- ii. use a numbering system that corresponds to the offer solicitation;
- iii. include a title page at the front of each volume of the offer that includes the title, date, offer solicitation number, Offeror's name and address and contact information of its representative; and
- iv. Include a table of contents.
- v. Soft copies will be accepted in any of the following electronic formats:
 - Portable Document Format .pdf
 - Microsoft Word 97/2000 (.doc)

3.1.3 In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, Offerors should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Offer

In their technical offer, offerors should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

Section II: Financial Offer

Offerors must submit their financial offer in accordance with the Annex B, Basis of Payment.

3.1.4 Electronic Payment of Invoices - Offer

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Attachment 1 to Part 3 - Electronic Payment Instruments, to identify which ones are accepted.

If Attachment 1 to Part 3 - Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

Section III: Certifications

Offerors must submit the certifications and additional information required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

The offer must meet the mandatory technical criteria specified below. The Offeror must provide the necessary documentation to support compliance with this requirement.

Offers which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

MTC 1: Bidder's Online Training Program	MET Y/N	Comments
<p>As part of their offer, the Offeror must include access to the online training program (both French and English) for the evaluation team to validate that the program meets each of the requirements identified in Section 2 of the Statement of Work.</p> <p>Access may be provided through the provision of a link to a website and user name and password, or an alternate method that allows the evaluation team to access and fully evaluate the online program.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
MTC 2: Bidder's Learning Management System	MET Y/N	Comments
<p>As part of their offer, the Offeror must include access (e.g. website and user name + password) to the learning management system in order for the evaluation team to validate that the learning system meets each of the elements of Section 3 of the Statement of Work.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
MTC 3: Bidder's Teaching Resource Experience	MET Y/N	Comments
<p>The Offeror must propose a minimum of two (2) teaching resources. The proposed resources must have both of the following qualifications:</p> <ol style="list-style-type: none"> 1. A university degree from a recognized Canadian institution with an acceptable specialization in education, linguistics, social sciences or any other specialization relevant to the position. If the studies were completed at an institution outside Canada, only an equivalency certificate from an accredited institution recognizing the credentials as Canadian equivalencies will be accepted. These institutions include the credential assessment services of federal and provincial governments and the International Credential Assessment Service of Canada, as well as others recognized as credential assessment services for comparing degrees and diplomas to Canadian standards and identified on the Canadian Information Centre for International Credentials website, at the following address: http://cicic.ca/2/home.canada . 	<input type="checkbox"/> Yes <input type="checkbox"/> No	

<p>AND</p> <p>2. At least two years of experience since January 1st, 2010 in teaching English or French as a second language to adults.</p> <p>One year of experience corresponds to 750 hours of teaching. The teaching resource may have accumulated his/her hours over several years. However, he/she may not accumulate more than one year of experience (as defined above) in one calendar year.</p> <p>For example:</p> <ul style="list-style-type: none"> - Scenario 1: A teaching resource may have accumulated 750 hours over 9 years. In this case, he/she will be recognized as having one year of experience in teaching; - Scenario 2: A teaching resource has accumulated 2,250 hours over the span of two calendar years. He/she would then be recognized as having only two years of experience, because any amount of hours above the 750 hours per calendar year are not counted towards additional years of experience within the same calendar year. <p>Instructions regarding the preparation of bids:</p> <p>To demonstrate the experience acquired for MTC 3, the Offeror must provide at least the following information:</p> <ol style="list-style-type: none"> i. The name(s) of the client organization(s) that received the services and contact person(s); ii. The start and end dates of the teaching services offered; iii. The total number of hours for each period identified in ii); iv. The target clientele (Beginner (A), Intermediate (B) and/or Advanced (C) levels); v. The communication method(s) used (telephone, online, WebEx or other) to deliver the training. 		
<p>MTC 4: Bidder's Pedagogical Advisor</p>	<p>MET Y/N</p>	<p>Comments</p>
<p>The Offeror must provide the name of at least one Pedagogical Advisor who must have both following qualifications:</p> <ol style="list-style-type: none"> 1. A university degree from a recognized Canadian institution with an acceptable specialization in education, linguistics, social sciences or any other specialization relevant to the position. If the studies were completed at an institution outside Canada, only an equivalency certificate from an accredited institution recognizing the credentials as Canadian equivalencies will be accepted. These institutions include the credential assessment services of federal and provincial governments and the International Credential Assessment Service of Canada, as well as others recognized as credential assessment services for comparing degrees and diplomas to Canadian standards and identified on the Canadian Information Centre for International Credentials website, at the following address: http://cicic.ca/2/home.canada . <p>AND</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	

<p>2. At least one year of experience since January 1st, 2010 as a Pedagogical Advisor of a teaching resource team in English and/or French as a second language for adults.</p> <p>One year of experience corresponds to 750 hours of teaching. The Pedagogical Advisor resource may have accumulated his/her hours over several years. However, he/she may not accumulate more than one year of experience (as defined above) in one calendar year.</p> <p>Instructions regarding the preparation of bids:</p> <p>To demonstrate that the proposed resource meets the MTC 4 requirements, the Offeror must provide the following information:</p> <ol style="list-style-type: none"> i. A copy of the university diploma or of a recognized equivalence; ii. The start and end dates of the periods of supervision of teaching resources in French and/or English as a second language for adults; iii. The total number of hours of supervision of teaching resources in French and/or English as a second language for adults; iv. The number of teaching resources supervised for the teaching of French and/or English as a second language for adults, for each period identified in ii). 		
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4.1.1.2 Point Rated Technical Criteria

Offers that meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Offers which fail to obtain the total required minimum number of points specified will be declared non- responsive.

Each point-rated technical criterion should be addressed separately.

No.	Point-rated Technical Criterion	Points Awarded	Cross Reference to Proposal
RT1	Online training program The evaluation team will use the program access provided for MT1 to verify the elements assessed under RT1.		
RT1.1	The online training program should allow for use of a tablet and/or a smartphone compatible with an IOS, Android, Windows, BlackBerry and/or other operating system. Points will be awarded as follows: <ul style="list-style-type: none"> - IOS operating system – 5 points - Android operating system – 5 points - Windows operating system – 5 points - BlackBerry operating system – 5 points - Other operating system – 5 points Points will be awarded for each operating system available for the proposed program, up to 25 points. Maximum points available: 25 points		

RT1.2	<p>The online training program should contain a learner error recognition system.</p> <p>Points will be awarded as follows:</p> <ul style="list-style-type: none"> - Error recognition – 10 points - Error recognition with corrections – 15 points - Error recognition with corrections and explanations – 20 points <p>Maximum points available: 20 points</p>		
RT1.3	<p>The online training program should contain language reference tools.</p> <p>Points will be awarded as follows:</p> <ul style="list-style-type: none"> - Glossary – 5 points - Dictionary – 5 points - Grammar reference – 5 points - Conjugation tables – 5 points <p>Points will be awarded for each reference tool provided by the proposed program.</p> <p>Maximum points available: 20 points</p>		
RT1.4	<p>The online training program should contain a progress bar or other means informing learner of online self-study progress.</p> <p>Points will be awarded as follows:</p> <ul style="list-style-type: none"> - No progress identifier present – 0 points <p>Delete:</p> <ul style="list-style-type: none"> - Progress Identifier not present – 10 points <p>Insert:</p> <ul style="list-style-type: none"> - Progress Identifier present – 10 points <p>Maximum points available: 10 points</p>		
Maximum points for RT1: 75 Points			
RT2	<p>Learning Management System The evaluation team will use the program access provided for MT2 to verify the elements assessed under R2.</p>		
RT2.1	<p>The learning management system allows the Project Authority to filter information, such as grouping learners by branch, directorate and region.</p> <p>To demonstrate that the program meets RT2, the Offeror should provide a list of the filtering options the program offers.</p> <p>Points will be awarded for each filtering option offered by the proposed program, as follows:</p> <ul style="list-style-type: none"> - Filtering by directorate – 5 points - Filtering by branch – 5 points - Filtering by region – 5 points <p>Maximum points available: 15 points</p>		

Maximum points for RT2: 15 Points	
RT3	Offeror's experience with tutoring services for English and/or French second language learning to adults.
RT3.1	<p>Since January 1st, 2010, the Offeror has accumulated experience in remote tutoring services for adult English and/or French second language learning for tutoring hours at the beginner (Level A), intermediate (Level B) and/or advanced (Level C) levels.</p> <p>To demonstrate the experience accumulated under RT3, the Offeror should provide, as a minimum, the following information for each of the language levels—beginner (Level A), intermediate (Level B) and/or advanced (Level C):</p> <ol style="list-style-type: none"> i. Name(s) of client organizations receiving the services; ii. Start and end dates of the tutoring services provided (month/year to month/year); iii. Total number of hours for each period identified in ii); iv. Mean(s) of communication used (telephone, online, WebEx or other); v. Target audience (private sector, public /sectors other than the federal government, and the federal government sector). <p>A) For tutoring services experience at the levels below:</p> <ol style="list-style-type: none"> i. Beginner (Level A): <ul style="list-style-type: none"> - 1,000 – 3,000 hours of tutoring – 5 points - Over 3,000 hours of tutoring – 10 points Maximum points for i): 10 points ii. Intermediate (Level B): <ul style="list-style-type: none"> - 1,000 to 3,000 hours of tutoring – 5 points - Over 3,000 hours of tutoring – 15 points Maximum points for ii): 15 points iii. Advanced (Level C): <ul style="list-style-type: none"> - 3,000 to 6,000 hours of tutoring – 10 points - 6,001 to 9,000 hours of tutoring – 15points - Over 9,001 hours of tutoring – 25 points Maximum points for iii): 25 points <p>Maximum points for A): 50 points</p> <p>B) For experience in tutoring services with the following sector(s):</p> <ol style="list-style-type: none"> i. Private – 5 points ii. Public other than federal government – 5 points iii. Federal government – 5 points <p>Insert: Five points will be awarded for each sector experience demonstrated. The points will be provided only once per sector experience demonstrated, up to a maximum score of 15 points.</p> <p style="text-align: center;">Maximum points for B): 15 points</p>

	Maximum points for RT3: 65 Points		
RT4	Resources' Experience – Pedagogical Advisor and Teaching Resources		
RT4.1	<p>Pedagogical Advisor</p> <p>Since January 1st, 2010 the Offeror's Pedagogical Advisor has accumulated experience in supervision of teaching resources having provided tutoring services remotely for adult English and/or French second language learning for tutoring hours at the beginner (Level A), intermediate (Level B) and/or advanced (Level C) levels.</p> <p>To demonstrate the experience accumulated under RT4.1, the Offeror should provide, as a minimum, the following information:</p> <ul style="list-style-type: none"> i. Name(s) of client organizations receiving the services; ii. Start and end dates of the services provided (month/year to month/year); iii. Total number of hours for each period identified in ii); iv. Target audience (private sector, public sectors other than the federal government and the federal government sector). <p>A) For supervising services experience:</p> <ul style="list-style-type: none"> - 1,500 – 3,000 hours of supervision – 5 points <p>Delete:</p> <ul style="list-style-type: none"> - 3,001 - 4500 hours of tutoring – 10 points - Over 4500 hours – 20 points <p>Insert:</p> <ul style="list-style-type: none"> - 3,001 - 4500 hours of supervision – 10 points - Over 4500 hours of supervision – 20 points <p style="text-align: center;">Maximum points for A): 20 points</p> <p>B) For experience in tutoring services with the following sector(s):</p> <ul style="list-style-type: none"> - Private – 5 points - Public other than federal government – 5 points - Federal government – 5 points <p>Insert: Five points will be awarded for each sector experience demonstrated. The points will be provided only once per sector experience demonstrated, up to a maximum score of 15 points.</p> <p style="text-align: center;">Maximum points for B): 15 points</p> <p style="text-align: center;">Maximum points for RT4.1: 35 points</p>		
RT4.2	<p>Teaching Resources</p> <p>Since January 1st, 2010, at least 20 of the Offeror's Teaching Resources have accumulated experience in remote tutoring services for adult English and/or French second language learning for tutoring hours.</p>		

	<p>Experience accumulated by at least 20 Teaching Resources under RT4.2, the Offeror should provide, as a minimum, the following information for each:</p> <ul style="list-style-type: none"> i. Names of each teaching resource; ii. Details on employer(s) where hours were accumulated; iii. Start and end dates of the tutoring services provided (month/year to month/year); iv. Total number of hours for each period identified in ii); v. Mean(s) of communication used (telephone, online, WebEx or other); vi. Target audience (private sector, public sectors other than the federal government and the federal government sector). <p>A) For tutoring services experience, per Teaching Resource:</p> <ul style="list-style-type: none"> - 1,500 – 2,000 hours of tutoring – 10 points - 2,000 – 2500 hours of tutoring – 30 points - Over 2,500 – 50 points <p>Maximum points for A): 50 points</p> <p>B) For experience in tutoring services with the following sector(s), per Teaching Resource:</p> <ul style="list-style-type: none"> - Private – 5 points - Public other than federal government – 5 points - Federal government –5 points <p>Insert: Five points will be awarded for each sector experience demonstrated. The points will be provided only once per sector experience demonstrated, up to a maximum score of 15 points.</p> <p>Maximum points for B): 15 points</p> <p>Maximum points for RT4.2: 65</p>		
Maximum points for RT4: 120			

	Total Overall Score Received of the Possible 275 points:		
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The Offeror must receive a minimum score of at least 137/275 on the point-rated technical criteria in order to be deemed compliant.

4.1.2 Financial Evaluation

4.1.2.1 Offerors meeting ALL Mandatory Requirements and obtaining the minimum overall score on the point rated criteria shall be further evaluated on the basis of their Financial Offer. Offerors must submit, along with their Technical Offer, a detailed Financial Offer in accordance with the Financial Bid Presentation Sheet in Attachment 1 to Part 4 of the Request for Standing Offer.

The price of the offer will be evaluated as the overall firm price in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included.

4.2 Basis of Selection - Lowest Price per Point

1. To be declared responsive, an offer must:
 - a. comply with all the requirements of the Request for Standing Offers;
 - b. meet all mandatory technical evaluation criteria; and
 - c. obtain the required minimum of 137 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 275 points.

2. Offers not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive offer that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive offer with the lowest evaluated price per point will be recommended for issuance of a standing offer.

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Offerors must provide the required certifications and additional information to be issued a standing offer.

The certifications provided by offerors to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a contractor in default if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Standing Offer Authority will render the offer non-responsive, result in the setting aside of the Standing Offer or constitute a default under the Contract.

5.1 Certifications Required with the Offer

Offerors must submit the following duly completed certifications as part of their offer.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all offerors must provide with their offer, **if applicable**, the declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

5.2 Certifications Precedent to the Issuance of a Standing Offer and Additional Information

The certifications and additional information listed below should be submitted with the offer, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Standing Offer Authority will inform the Offeror of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame provided will render the offer non-responsive.

5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Offeror must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2 Federal Contractors Program for Employment Equity - Standing Offer Certification

By submitting an offer, the Offeror certifies that the Offeror, and any of the Offeror's members if the Offeror is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list) available at the bottom of the page of the [Employment and Social Development Canada-Labour's](https://www.canada.ca/en/employment-social-development/canada-labour's) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#s4>).

Canada will have the right to declare an offer non-responsive, or to set-aside a Standing Offer, if the Offeror, or any member of the Offeror if the Offeror is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of issuing of a Standing Offer or during the period of the Standing Offer.

5.2.3 Additional Certifications Precedent to Issuance of a Standing Offer

5.2.3.1 Status and Availability of Resources

The Offeror certifies that, should it be issued a standing offer as a result of the Request for Standing Offer, every individual proposed in its offer will be available to perform the Work resulting from a call-up against the Standing Offer as required by Canada's representatives and at the time specified in a call-up or agreed to with Canada's representatives. If for reasons beyond its control, the Offeror is unable to provide the services of an individual named in its offer, the Offeror may propose a substitute with similar qualifications and experience. The Offeror must advise the Standing Offer Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Offeror: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Offeror has proposed any individual who is not an employee of the Offeror, the Offeror certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Offeror must, upon request from the Standing Offer Authority, provide a written confirmation, signed by the individual, of the permission given to the Offeror and of his/her availability. Failure to comply with the request may result in the offer being declared non-responsive.

5.2.3.2 Education and Experience:

The Offeror certifies that all the information provided in the résumés and supporting material submitted with its offer, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Offeror to be true and accurate. Furthermore, the Offeror warrants that every individual offered by the Offeror for the requirement is capable of performing the Work resulting from a call-up against the Standing Offer.

Print name of authorized individual & sign above

Date

PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS

6.1 Security Requirements

Unscreened contractors must be escorted:

Unscreened contractors must be escorted by an employee or Commissionaire at all times when visiting Government of Canada facilities.

Information which is to be used in the development of the contracted product , as reference material or otherwise made available to the contractor must be unclassified material and considered to be releasable to the public by Health Canada/the Public Health Agency of Canada and/or The Government of Canada.

No Protected or Classified information is to be made available to the contractor, used in the production of the contracted product, or produced as a result of this contract.

6.2 Insurance Requirements

The Offeror is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Standing Offer and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Offeror is at its own expense and for its own benefit and protection. It does not release the Offeror from or reduce its liability under the Standing Offer.

PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

7.1 Offer

7.1.1 The Offeror offers to fulfill the requirement in accordance with the Statement of Work at Annex "A".

7.2 Security Requirements

7.2.1 The following security requirements (SRCL and related clauses provided by the Contract Security Program) apply and form part of the Standing Offer.

Unscreened contractors must be escorted:

Unscreened contractors must be escorted by an employee or Commissionaire at all times when visiting Government of Canada facilities.

Information which is to be used in the development of the contracted product , as reference material or otherwise made available to the contractor must be unclassified material and considered to be releasable to the public by Health Canada/the Public Health Agency of Canada and/or The Government of Canada.

No Protected or Classified information is to be made available to the contractor, used in the production of the contracted product, or produced as a result of this contract.

7.3 Standard Clauses and Conditions

All clauses and conditions identified in the Standing Offer and resulting contract(s) by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

7.3.1 General Conditions

[2005](#) (2017-06-21) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

7.4 Term of Standing Offer

7.4.1 Period of the Standing Offer

The period for making call-ups and providing services against the Standing Offer is from date of Standing Offer issuance to March 31, 2023 inclusive.

7.4.2 Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for two (2) additional one (1) year periods, under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority at least ten (10) business days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

7.4.3 Comprehensive Land Claims Agreements (CLCAs)

The Standing Offer (SO) is for the delivery of the requirement detailed in the SO to the Identified Users across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries to locations within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside of the standing offer.

7.5 Authorities (to be inserted at issuance of Standing Offer)

7.5.1 Standing Offer Authority

The Standing Offer Authority is:

Name: _____
Title: _____
Public Works and Government Services Canada
Acquisitions Branch
Directorate: _____
Address: _____

Telephone: ____ - ____ - ____
Facsimile: ____ - ____ - ____
E-mail address: _____

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, he is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

7.5.2 Project Authority

The Project Authority for the Standing Offer is identified in the call-up against the Standing Offer.

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up against the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.

7.5.3 Offeror's Representative

Name:
Title:
Address:

Telephone:
E-mail address:

7.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Offeror has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

7.7 Identified Users

The Identified User authorized to make call-ups against the Standing Offer are: Health Canada (HC) and The Public Health Agency of Canada (PHAC).

7.8 Call-up Instrument

The Work will be authorized by the Identified User(s) using the Departmental 942 form: "Call-up against a Standing Offer" or PWGSC 942 form: "PWGSC-TPSGC 942 Call-up Against a Standing Offer".

7.9 Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed **\$100,000.00** (Applicable Taxes included).

7.10 Financial Limitation

The total cost to Canada resulting from call ups against the Standing Offer must not exceed the sum of \$_____ **(to be inserted at issuance of Standing Offer)** (Applicable Taxes excluded) unless otherwise authorized in writing by the Standing Offer Authority. The Offeror must not perform any work or services or supply any articles in response to call ups which would cause the total cost to Canada to exceed the said sum, unless an increase is so authorized.

The Offeror must notify the Standing Offer Authority as to the adequacy of this sum when 75 percent of this amount has been committed, or four (4) months before the expiry date of the Standing Offer, whichever comes first. However, if at any time, the Offeror considers that the said sum may be exceeded, the Offeror must promptly notify the Standing Offer Authority.

7.11 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- a) the call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions [2005](#) (2017-06-21), General Conditions - Standing Offers - Goods or Services
- d) the general conditions [2010B](#) (2018-06-21), General Conditions - Professional Services (Medium Complexity);
- e) the supplemental general conditions [4006](#) (2010-08-16), Contractor to Own Intellectual Property Rights in Foreground Information;
- f) Annex A, Statement of Work;
- g) Annex B, Basis of Payment;
- h) Annex C, Security Requirements Check List;
- i) the Offeror's offer dated _____ **(to be inserted at issuance of Standing Offer)**.

7.12 Certifications and Additional Information

7.12.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Offeror with its offer or precedent to issuance of the Standing Offer (SO), and the ongoing cooperation in providing additional information are conditions of issuance of the SO and failure to comply will constitute the Offeror in default. Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO.

7.13 Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____ **(to be inserted at Standing Offer issuance)**.

B. RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

7.1 Statement of Work

The Contractor must perform the Work described in the call-up against the Standing Offer.

7.2 Standard Clauses and Conditions

7.2.1 General Conditions

[2010B](#) (2018-06-21), General Conditions - Professional Services (Medium Complexity), apply to and form part of the Contract.

Section 15, Interest on Overdue Accounts, of [2010B](#) (2018-06-21), General Conditions - Professional Services (Medium Complexity) will not apply to payments made by credit cards.

7.2.2 Supplemental General Conditions

[4006](#) (2010-08-16), Contractor to Own Intellectual Property Rights in Foreground Information, apply to and form part of the Contract.

7.3 Term of Contract

7.3.1 Period of the Contract

The period of work shall be in accordance with the call-up against the Standing Offer. Call-ups cannot be issued after the standing offer validity end period.

7.4 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Offeror has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

7.5 Payment

7.5.1 Basis of Payment – Firm Unit Price(s)

In consideration of the Offeror satisfactorily completing all of its obligations under the Call-up, the Offeror will be paid a firm unit price(s), as specified in Annex B, in accordance with the call-up. Customs duties are included and Applicable Taxes are extra.

Canada will not pay the Offeror for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Call-up Authority before their incorporation into the Work.

7.5.2 Limitation of Expenditure

1. Canada's total liability to the Offeror under the Call-up must not exceed the value indicated on the Call-up. Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Offeror unless these design changes, modifications or interpretations have been approved, in writing, by the Call-up Authority before their incorporation into the Work. The Offeror must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Call-up Authority. The Offeror must notify the Project Authority in writing as to the adequacy of this sum:
 - a. when it is 75% committed, or
 - b. four months before the call-up expiry date, or
 - c. as soon as the Offeror considers that the call-up funds provided are inadequate for the completion of the Work, whichever comes first.
3. If the notification is for inadequate call-up funds, the Offeror must provide to the Project Authority a written estimate for the additional funds required. Provision of such information by the Offeror does not increase Canada's liability.

7.5.3 Monthly Payment

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

1. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
2. all such documents have been verified by Canada;
3. the Work performed has been accepted by Canada.

7.5.4 Electronic Payment of Invoices – Call-up

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);

7.6 Invoicing Instructions

1. The Offeror must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Each invoice must be supported by:

- a. a copy of time sheets to support the time claimed;
 - b. a copy of the release document and any other documents as specified in the call-up;
 - c. a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
2. Invoices must be distributed as follows:
 - a. One (1) copy must be forwarded to the following address for certification and payment.

Invoices shall be submitted using the following method, which shall be identified in the call-up:

E-mail:

hc.p2p.east.invoices-factures.est.sc@canada.ca
and to the Call-up authority via email

Note:

Attach "PDF" file. No other formats will be accepted

Please do not submit invoices using more than one method as this will not expedite payment.

Invoices and all documents relating to a call-up must be submitted on the Offeror's own form and shall bear the following reference numbers:

- a. Call-up number: *(to be indicated on each individual Call-up)*
- b. Reference: Standing Offer Number: **XXXXXXXX (to be inserted at Standing Offer Award)**

7.7 Insurance Requirements

SACC *Manual* clause [G1005C](#) (2016-01-28) Insurance – No Specific Requirement

ANNEX "A"

STATEMENT OF WORK

1. Online Language Training with Optional Telephone Tutoring Support Services Scope of Work

Health Canada (HC) and the Public Health Agency of Canada (PHAC) require a licensed online language training software solution that offers a fully interactive, modular based, second language training program in Canadian English and French. This second language training program is to align with the language profile levels A, B and C in writing, oral communication and comprehension, in accordance with the Qualification Standards in Relation to Official Languages of the Government of Canada. The program is to be provided so employees can forgo their training through self-study with or without telephone tutoring services.

In order to provide employees the opportunity to take training according to their work schedules and/or professional and personal obligations, HC and PHAC favour a flexible learning approach that adapts to the employees' different schedules, which includes: audio/video segments, self-scoring tests, exercises, reference manuals; and optional telephone tutoring services from qualified instructors.

The Offeror will also have to be able to make a learning management system available to the learners and to the Project Authority.

2. Online Training Program-Mandatory Requirements

The Offeror must ensure that the online training program:

- Includes an initial linguistic evaluation for each learner, which indicates: the learner's name, date of the evaluation, the target language level, the learner's strengths and skills needing work, evaluator's specific comments, the initial module recommended and the evaluator's name.
- Provides assigned access (unique user IDs and passwords for each learner) to a modular based online language training program that is accessible 24 hours a day, 7 days a week;
- Allows the learner to choose English or French as the interface language, according to his/her preference;
- Is accessible as a self-study program with or without telephone tutoring services;
- Is accessible from a computer at work or at home;
- Includes updates and telephone and/or online technical support services throughout the learner's training, in both English and French, Monday to Friday from 7 a.m. to 9 p.m. (Eastern Time), except federal statutory holidays; (If a learner leaves a message, a technical support representative must contact the learner within 24 hours on normal business days)
- Provides an individually assigned, protected password for each user; The passwords must have the following features:
 - generated automatically by the system and/or chosen by the learner;
 - contain one or more security questions in case of password loss; and
 - offer the possibility of sending individual password recovery codes by email in case of password loss.
- Enables the learner to review and/or redo an exercise (go back) as often as needed in order to respect his/her learning style and speed;
- A mandatory passing mark or a minimum result needed after each section/module before being able to access the next module;
- Provides audio activities, activities with visual aids and interactive activities at all language levels (aligned with levels A, B and C in accordance with the Qualification Standards in Relation to Official Languages of the Government of Canada);

- Glossary, dictionary and grammar references available within the modules; and
- A help, search function or guide to help the learner use the program properly.

In addition, the program could offer:

- Tablet and/or a smartphone compatibility with an IOS, Android, Windows and/or other operating system;
- error recognition and correction system;
- A progress bar or means to inform the learner of the results he/she is achieving.

3. Learning Management System-Mandatory Requirements

The Offeror must ensure that the online training program includes a learning management system that:

- Is accessible 24 hours a day, 7 days a week;
- Provides a secure environment for registration, creation of personal profiles, and tracking the learner's training and progress;
- Provides, for each learner online access to his/her personal profile and his/her training schedule;
- Provides, for Project Authorities, online access with different access rights, such as the ability to consult the learner's profile and tracking his/her progress;
- Provides filtering options to group learners by branch, directorate and region;
- Provides, for each learner file, reports that are downloadable and accessible online that detail:
 - the training activities and the modules completed by the learner in self-study;
 - the tutoring sessions completed by the learner, presented in some form of an attendance report;
 - the type of training authorized by the Department (part-time self-study with telephone tutoring, part-time self-study only, etc.); and
 - the learner's progress, including tutor's notes and the results of the online program progress tests.

The system data must be up to date and accessible at all times throughout the training to allow the learner to consult it and the Project Authority to obtain information and generate reports.

4. Telephone Tutoring in Support of Online Training-Mandatory Requirements

The Offeror must ensure that telephone tutoring is available in support of the online training program and is available:

- For at least one hour per tutoring session;
- Monday to Friday between 7 a.m. and 9 p.m. (Eastern Time), except federal statutory holidays; To commence at the time stipulated taking into consideration the necessary connection time before the sessions begin;
- In Canadian English and French and in compliance with the [Qualification Standards in Relation to Official Languages](#) of the Government of Canada;
- By phone. Additionally, sessions could be conducted through WebEx or similar online method acceptable to the Department;
- Include an end of session report to track the learner's progress, accessible in the learning management system, that must contain the following information for each tutoring session:
 - A summary of topics covered during the session, recommended learning activities and comments from the tutor.

Tutoring sessions should include activities, role-playing exercises and scenarios based upon the learning materials in the online modules, taken from tasks or situations that learners deal with on a regular basis as part of their duties or having to do with the skills evaluated by the Public Service Commission (PSC) for levels A, B and C.

5. Second Language Test Preparation

In addition, the online language training solution could offer:

- Preparation sessions designed to help the learner prepare for the PSC evaluation of one or more of the following skills: written comprehension, written expression and oral interaction.

6. Pedagogical Advisor and Telephone Tutoring Resources-Mandatory Requirements

The Offeror must provide the services of at least one Pedagogical Advisor.

The Pedagogical Advisor would be responsible for:

- Advising and guiding the entire telephone teaching resources team by performing the following tasks:
 - provide training to learners on how to use the online language program
 - act as a pedagogical expert by offering recommendations and information on the use of teaching material and on best pedagogical practices to adopt; and
 - see to the supervision of all teaching resources.
- Ensuring the quality of services offered by reviewing the notes and follow-ups entered by the teaching resources in the learning management system, at least every three months;
- Ensuring communication in both English and French between the Offeror and the Project Authority for pedagogical questions; and

The Pedagogical Advisor must also give the Project Authority, at the time the contract is awarded, a virtual orientation session for the use of the training program. He/she might also be called on to provide additional sessions, as needed.

7. Telephone Tutoring Resources

The Offeror must ensure that all telephone-tutoring services are provided by qualified instructors who have mastered the language being taught and be sufficiently proficient in the other language to be able to explain the learning concepts of the language being taught. The teaching resources must also be comfortable with the learning software and in the use of computer tools.

ANNEX "B"

BASIS OF PAYMENT

INITIAL PERIOD: STANDING OFFER AWARD DATE – MARCH 31, 2023

Full-time Tutoring Services - Remote or Online One-on-One Training	\$__ per hour
Part-time Tutoring Services - Remote or Online One-on-One Training	\$__ per hour

Language Profile Assessment	\$__ per evaluation
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Licenses for Full-time Learner (per year – 12 month period)	\$__ per license
Licenses for Part-time Learner (per month)	\$__ per license

OPTION PERIOD 1: APRIL 1, 2023 – MARCH 31, 2024

Full-time Tutoring Services - Remote or Online One-on-One Training	\$__ per hour
Part-time Tutoring Services - Remote or Online One-on-One Training	\$__ per hour

Language Profile Assessment	\$__ per evaluation
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Licenses for Full-time Learner (per year – 12 month period)	\$__ per license
Licenses for Part-time Learner (per month)	\$__ per license

OPTION PERIOD 2: APRIL 1, 2024 – MARCH 31, 2025

Full-time Tutoring Services - Remote or Online One-on-One Training	\$__ per hour
Part-time Tutoring Services - Remote or Online One-on-One Training	\$__ per hour

Language Profile Assessment	\$__ per evaluation
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Licenses for Full-time Learner (per year – 12 month period)	\$__ per license
Licenses for Part-time Learner (per month)	\$__ per license

ANNEX "C"

SECURITY REQUIREMENTS CHECK LIST



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat 1000216499
Security Classification / Classification de sécurité UNCLASSIFIED

**SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)**

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE			
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		2. Branch or Directorate / Direction générale ou Direction	
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Online Language Training			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>	
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>			
Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies) / Préciser le(s) pays:	Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies) / Préciser le(s) pays:	Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies) / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>	
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>	
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>	
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>	
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>	
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	



Contract Number / Numéro du contrat 1000216499
Security Classification / Classification de sécurité UNCLASSIFIED

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité: No / Non Yes / Oui

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?
Short Title(s) of material / Titre(s) abrégé(s) du matériel:
Document Number / Numéro du document: No / Non Yes / Oui

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			

Special comments:
Commentaires spéciaux: No Requirement - any personnel will work remotely

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No / Non Yes / Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? No / Non Yes / Oui

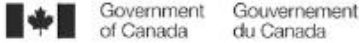
PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? No / Non Yes / Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? No / Non Yes / Oui



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PART C - (continued) / PARTIE C - (suite)

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
 Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.
 Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens Production																
IT Media / Support IT																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
 La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
 La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

Solicitation No. - N° de l'invitation
1000216499
Client Ref. No. - N° de réf. du client
1000216499

Amd. No. - N° de la modif.
002
File No. - N° du dossier

Buyer ID - Id de l'acheteur
CCC No./N° CCC - FMS No./N° VME

ATTACHMENT 1 to PART 3 OF THE REQUEST FOR STANDING OFFERS

ELECTRONIC PAYMENT INSTRUMENTS

The Offeror accepts to be paid by any of the following Electronic Payment Instrument(s):

- VISA Acquisition Card;
- MasterCard Acquisition Card;
- Direct Deposit (Domestic and International);

ATTACHMENT 1 to PART 4 OF THE REQUEST FOR STANDING OFFERS

FINANCIAL BID PRESENTATION SHEET

INITIAL PERIOD: STANDING OFFER AWARD DATE – MARCH 31, 2023

Full-time Tutoring Services - Remote or Online One-on-One Training	\$___ per hour
Part-time Tutoring Services - Remote or Online One-on-One Training	\$___ per hour
Language Profile Assessment	\$___ per evaluation
Licenses for Full-time Learner (per year – 12 month period)	\$___ per license
Licenses for Part-time Learner (per month)	\$___ per license
Overall Firm Fee Total – Initial Period	\$_____

OPTION PERIOD 1: APRIL 1, 2023 – MARCH 31, 2024

Full-time Tutoring Services - Remote or Online One-on-One Training	\$___ per hour
Part-time Tutoring Services - Remote or Online One-on-One Training	\$___ per hour
Language Profile Assessment	\$___ per evaluation
Licenses for Full-time Learner (per year – 12 month period)	\$___ per license
Licenses for Part-time Learner (per month)	\$___ per license
Overall Firm Fee Total – Option Year 1	\$_____

OPTION PERIOD 2: APRIL 1, 2024 – MARCH 31, 2025

Full-time Tutoring Services - Remote or Online One-on-One Training	\$___ per hour
Part-time Tutoring Services - Remote or Online One-on-One Training	\$___ per hour
Language Profile Assessment	\$___ per evaluation

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002
File No. - N° du dossier

Buyer ID - Id de l'acheteur
CCC No./N° CCC - FMS No./N° VME

Licenses for Full-time Learner (per year – 12 month period)	\$__ per license
Licenses for Part-time Learner (per month)	\$__ per license
Overall Firm Fee Total – Option Year 2	\$_____

OVERALL FIRM PRICE

Overall Firm Fee Total – Initial Period	\$_____
Overall Firm Fee Total – Option Year 1	\$_____
Overall Firm Fee Total – Option Year 2	\$_____
Overall Firm Price	\$_____