



QUESTIONS RECEIVED

RFSO#: HC 1000216499

Question 1:

We are interested in your project and would like to know how many potential learners we would be dealing with, please? Let's say, roughly speaking, on an annual basis.

Answer 1:

We are unable to gauge the potential volume of learners at this point in time. The need will be more evident once the resulting Standing Offer is in place.

Question 2:

We only meet the technical requirements for the teaching of one of the two official languages: French.

It is not clear to us whether you will consider a proposal that only meets the need for a single language.

Answer 2:

As this Request for Standing Offer is intended to result in the award of one (1) contract for online language training in both French and English, we are unable to accept just French Language training.

Question 3:

At RT1.4 (page 4), there seems to be a mistake in the criteria to obtain the 10 points: "Progress Identifier not present – 10 points." We believe you meant that the presence of a progress identifier would give 10 points to "**Progress Identifier present.**"

Answer 3:

This was a mistake in the criteria. Please see attached the amendment to the RFP to reflect this modification.

Question 4:

At RT3.1 B), RT4.1 B), and RT4.2 B), did you mean to have an incremental score that gives the maximum number of points for having experience with the Federal government or the same points, regardless of sector as? Is your intention to allocate the maximum number of points if the offeror has experience with the three sectors or if the offeror has experience with the Federal Government?



Answer 4:

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. Please see attached the amendment to the RFP with additional text for clarity to reflect this modification.

Question 5:

At RT4.1 A) (page 16), For supervision services experience you mention:

- 1,500 – 3,000 hours of supervision
- 3,001 – 4,500 hours of **tutoring**
- Over 4,500 hours

Did you mean to put “supervision” instead of “tutoring” at all three line items?

Answer 5:

This was a mistake in the criteria. Please see attached the amendment to the RFP to reflect this modification.

Question 6:

In the “ATTACHMENT 1 to PART 4 OF THE REQUEST FOR STANDING OFFERS FINANCIAL BID PRESENTATION SHEET” (page 36-37), you ask for Overall Firm Fee Total per period for all three tables. However, the offeror can't give any overall firm fee total because you don't mention any quantities for the requested products and services. Therefore it is also impossible to provide an Overall Firm Price as requested in the Overall Firm Price table on page 37.

Answer 6:

In Attachment 1 to Part 4 – Financial Bid Presentation Sheet, the intention behind the format of the sheet is for the supplier to provide firm fees for all items without estimated volume. The firm fees would then be totalled to get an overall firm fee used only for evaluation purposes.

Question 7:

In the pricing tables (page 31,36,37), could you give more details about the “Language Profile Assessment?” Is it only an oral evaluation to determine the learner's starting level in the program or are you looking for specialized evaluations to determine the full learner's profile in terms of the A, B, C language proficiency levels?

Answer 7:

We are looking for an oral assessment only.

Question 8:

In Annex B, page 35 of 42, the provider is asked to indicate a cost per licence for full-time learner licences (per year – 12-month period). Also, the provider is asked to indicate a cost per licence for part-time learner licences (per month).

The question from the supplier is as follows: Would we be disqualified if we indicated a cost per licence **only for full-time learner licences**? A learner who is only learning once a month, or even



sporadically, should, in the provider's view, **also be considered as a full-time learner**. All other requirements (mandatory requirements and rated technical criteria) described in the document remain applicable, provided and met by the supplier.

Answer 8:

The vendor must provide a cost for both criteria (per year and per month). It is acceptable if the monthly cost is the full-time yearly cost divided by 12.

Question 9:

Can the clients, in this case Health Canada and the Public Health Agency of Canada, guarantee the purchase of a minimum number of licences per year – 12-month period? What would the minimum number of licences you would be able to guarantee be? The reason is that the supplier has won requests for standing offers in the past from the federal government, had to prepare training environments with implementation fees, installation support and other related costs, and was not awarded purchase orders for more than 12 months, and therefore did not have an opportunity to charge for licences.

Answer 9:

Without the Standing Offer in place, it is difficult to estimate a minimum number of licences required per year by Health Canada and the Public Health Agency of Canada. We do anticipate that a minimum of 12 licences per year will be needed. This number is, however, a very safe estimate and it is expected that this volume will increase once the resulting Standing Offer is in place.

Question 10:

Could you please clarify how many hours full-time implies and what the difference is, in number of hours, between full-time and part-time?

Answer 10:

Full-time implies training of thirty-five (35) hours per week from Monday to Friday, except on federal government statutory holidays. Learners must be able to obtain seven (7) hours of training services per day for a total of thirty-five (35) hours per week. Learners will be allowed a total of one (1) hour of breaks each day of training. Training hours do not include the hour allocated for breaks.

Part-time implies training not exceeding fifteen (15) hours per week from Monday to Friday, except on federal government statutory holidays.

Question 11:

We are requesting a new end date of the bid to give schools during this difficult time more time to prepare their bids.

Answer 11:

An extension to the end date of the bid will be granted. Please see the amendment 3 to the RFP to reflect the new closing date.



Question 12:

For the teaching experience that needs to be shown (of at least 2 years experience at 750 hours per year). Can you confirm that all experience has to be online, or under the "other" wording, would in-person training be allowed?

Answer 12:

In-person training experience would be acceptable and would count towards the teaching experience.