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Services Canada/Réception des soumissions Travaux
publics et Services gouvernementaux Canada
see herein

Revision to a Request for a Standing Offer

Révision à une demande d'offre à commandes

Regional Master Standing Offer (RMSO)

Offre à commandes maître régionale (OCMR)

The referenced document is hereby revised; unless
otherwise indicated, all other terms and conditions of
the Offer remain the same.

Ce document est par la présente révisé; sauf
indication contraire, les modalités de l'offre demeurent
les mêmes.

Comments - Commentaires

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Public Works and Government Services
Canada/Réception des soumissions Travaux publics et
Services gouvernementaux Canada
Government of Canada Building
101 - 22nd Street East
Suite 110
Saskatoon
Saskatche
S7K 0E1

Title - Sujet Second Language Training - Western		
Solicitation No. - N° de l'invitation ET959-201152/A		Date 2020-05-29
Client Reference No. - N° de référence du client PSPC-ET959-201152		Amendment No. - N° modif. 003
File No. - N° de dossier STN-9-42041 (191)	CCC No./N° CCC - FMS No./N° VME	
GETS Reference No. - N° de référence de SEAG PW-\$STN-191-5301		
Date of Original Request for Standing Offer Date de la demande de l'offre à commandes originale		2020-05-07
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-06-30		Time Zone Fuseau horaire Central Daylight Saving Time CDT
Address Enquiries to: - Adresser toutes questions à: Gerstmar, Denise		Buyer Id - Id de l'acheteur stn191
Telephone No. - N° de téléphone (306) 241-1018 ()		FAX No. - N° de FAX (306) 975-5397
Delivery Required - Livraison exigée		
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Multiple locations See herein		
Security - Sécurité This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.		

Instructions: See Herein

Instructions: Voir aux présentes

Acknowledgement copy required Accusé de réception requis	Yes - Oui <input type="checkbox"/>	No - Non <input type="checkbox"/>
The Offeror hereby acknowledges this revision to its Offer. Le proposant constate, par la présente, cette révision à son offre.		
Signature	Date	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
For the Minister - Pour le Ministre		

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Question 2 The pages are not numbered in the French version (VF) while they are numbered in the English version (VA) (at least when I printed, I do not have the page numbers on my document before page 80). I had to number them myself. Please correct this if it is indeed a problem in the document on the Internet, as it is difficult to give you the precise reference without the pages when asking questions.

Answer 2

This was an error. The page numbers have been added. See amendment 002.

Question 3

See page 5 the table of the fields of work - column 1 under "applicable level according to the value of the orders". The text is incomplete "assessed below the threshold of the regulation on ..." - note that the french version is complete

Answer 3

The table has been expanded to see the full sentence

Question 4

Predefined Territory Work field at the offeror's (page 9 French version). The French Version and English Version in 1.2 refer to different defined territories in Article 1.2. In the French version "province of Quebec", in the English version "Western Region". Thank you to specify.

Answer 4

The French version has been amended to reflect Western Region (Alberta, Saskatchewan and Manitoba). See amendment 002 for the revised French version.

Question 5

Predefined territory - Work field with the offeror (page 10 French version) at the top of the page "Annexes A1 + A2" - in English Annex A3 is also cited.

Answer 5

The French version has been amended to reflect Western Region (Alberta, Saskatchewan and Manitoba). See amendment 002 for the revised French version.

Question 6

Predefined Area – Work Streams at a Federal Institution paragraph two. The French version also mentions Annex A3.

Answer 6

It has been corrected. See the revised RFSO in amendment 002.

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Question 7

Can you provide us with links for related documents, because hyperlinks don't work:

- a. Uniformized Instructions 2006
- b. Department of Public Works and Government Services Act

Answer 7

- a. [2006 \(2019-03-04\) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2006/23)
<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2006/23>
- b. [Department of Public Works and Government Services Act](https://buyandsell.gc.ca/policy-and-guidelines/supply-manual/section/1/20/1)
<https://buyandsell.gc.ca/policy-and-guidelines/supply-manual/section/1/20/1>

Question 8

Section 2.5 Applicable Laws. In the French version, it indicates Ontario, in the English version it indicates Saskatchewan. In both cases, if I am in another region, it seems to me that the applicable laws should be the laws of the bidder's region. Thanks for clarifying.

Answer 8

Correct. Yes the applicable laws can be changed to the bidders region.

Question 9

Part 3, section 3.1 – « in accordance with section 08 of the 2008 standard instructions » - The English version indicates 2006 (see question 6 – thank you for providing a link to the document).

Réponse 9

It should indicate the 2006 Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements
<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2006/23>

Question 10

Section 3.1 « Arrangement » - Do you mean « Offer »?

Answer 10

Yes, it should indicate "offer".

Question 11

Can you provide all the appendices in downloadable format since you are asking to include them in the submission? See 4.2 for the list

Answer 11

All of the appendices are included.

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Question 12

Appendix F section 4.1.1.1. is not findable given the context in the French and English versions. I checked and I believe it's the title missing from page 52 of the French version, page 48 of the English version. Thanks for confirming.

Answer 12

Correct.

Question 13

It appears in the formula for calculating financial scores 4.1.2 - something is missing in the French version.

Answer 13

Financial scores will be given per work stream and calculated based on the following formula:

$$Score = \left(1 - \frac{(Total\ evaluated\ price - Lowest\ total\ evaluated\ price)}{Lowest\ total\ evaluated\ price}\right) * 10$$

Question 14

The French version of table 4.1.2 is different from the English version. Could you add further explanations. It is not clear.

Answer 14

The table was not extended. It is now extended. Table 4.1.2 is an example.

Question 15

In table 4.2., there is text in English only in the French version. Could you send the text in French?

Answer 15

See amendment 002 for the corrections.

4.2 Basis of Selection

The selection methods are divided by Tier.

The following documentation is required for the evaluation:

- ATTACHMENT 1 TO PART 3 - OFFEROR'S FORM **(region of delivery)**
- GEOGRAPHICAL AREA(S) (check the name(s) of the geographical area(s) for which you are submitting an offer) and please provide the information requested in Annex "E" directly on the form.

Edmonton, Alberta	
Calgary, Alberta	
Regina, Saskatchewan	
Saskatoon, Saskatchewan	
Winnipeg, Manitoba	

- Annex B – Basis of Payment (for each work stream)
- Annex D – Electronic Payment Instruments
- Annex E - TO Part 4 of REQUEST FOR STANDING OFFER TECHNICAL EVALUATION CRITERIA SUMMARY EVALUATION PROCESS

Question 16

4.2.2.1 overall table example. Could you explain how a person could receive 0 for their financial score?

Answer 16

A person can receive 0 if they do not submit a unit price for an item.

Question 17

5.2.3 could you send us the links so that we can find these certificates? The hyperlinks don't work.

Answer 17

5.2.3.1 Status and Availability of Resources

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/5/M/M3020T/3>

Status of Availability of Resources – Offer

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.

SACC Manual Clause [M3020T](#) (2016-01-28), Status of Availability of Resources - Offer

5.2.3.2 Education and Experience

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/5/M/M3021T/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.

SACC Manual Clause [M3021T](#) (2012-07-16), Education and Experience

Question 18

Can you please give instructions on what to do with this clause?

Answer 18

6.2 Financial Capability

SACC Manual clause M9033T (2011-05-16) Financial Capability

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/5/M/M9033T/3>

1. **Financial Capability Requirement:** The Offeror must have the financial capability to fulfill this requirement. To determine the Offeror's financial capability, the Standing Offer Authority may, by written notice to the Offeror, require the submission of some or all of the financial information detailed below during the evaluation of offers. The Offeror must provide the following information to the Standing Offer Authority within fifteen (15) working days of the request or as specified by the Standing Offer Authority in the notice:
 - a. Audited financial statements, if available, or the unaudited financial statements (prepared by the Offeror's outside accounting firm, if available, or prepared in-house if no external statements have been prepared) for the Offeror's last three fiscal years, or for the years that the Offeror has been in business if this is less than three years (including, as a minimum, the Balance Sheet, the Statement of Retained Earnings, the Income Statement and any notes to the statements).
 - b. If the date of the financial statements in (a) above is more than five months before the date of the request for information by the Standing Offer Authority, the Offeror must also provide, unless this is prohibited by legislation for public companies, the last quarterly financial statements (consisting of a Balance Sheet and a year-to-date Income Statement), as of two months before the date on which the Standing Offer Authority requests this information.
 - c. If the Offeror has not been in business for at least one full fiscal year, the following must be provided:
 - i. the opening Balance Sheet on commencement of business (in the case of a corporation, the date of incorporation); and
 - ii. the last quarterly financial statements (consisting of a Balance Sheet and a year-to-date Income Statement) as of two months before the date on which the Standing Offer Authority requests this information.
 - d. A certification from the Chief Financial Officer or an authorized signing officer of the Offeror that the financial information provided is complete and accurate.
 - e. A confirmation letter from all of the financial institution(s) that have provided short-term financing to the Offeror outlining the total of lines of credit granted to the Offeror and the amount of credit that remains available and not drawn upon as of one month prior to the date on which the Standing Offer Authority requests this information.
2. If the Offeror is a joint venture, the financial information required by the Standing Offer Authority must be provided by each member of the joint venture.

3. If the Offeror is a subsidiary of another company, then any financial information in 1. (a) to (e) above required by the Standing Offer Authority must be provided by the ultimate parent company. Provision of parent company financial information does not satisfy the requirement for the provision of the financial information of the Offeror, and the financial capability of a parent cannot be substituted for the financial capability of the Offeror itself unless an agreement by the parent company to sign a Parental Guarantee, as drawn up by Public Works and Government Services Canada (PWGSC), is provided with the required information.
4. **Financial Information Already Provided to PWGSC:** The Offeror is not required to resubmit any financial information requested by the Standing Offer Authority that is already on file at PWGSC with the Contract Cost Analysis, Audit and Policy Directorate of the Policy, Risk, Integrity and Strategic Management Sector, provided that within the above-noted time frame:
 - a. the Offeror identifies to the Standing Offer Authority in writing the specific information that is on file and the requirement for which this information was provided; and
 - b. the Offeror authorizes the use of the information for this requirement.

It is the Offeror's responsibility to confirm with the Standing Offer Authority that this information is still on file with PWGSC.
5. **Other Information:** Canada reserves the right to request from the Offeror any other information that Canada requires to conduct a complete financial capability assessment of the Offeror.
6. **Confidentiality:** If the Offeror provides the information required above to Canada in confidence while indicating that the disclosed information is confidential, then Canada will treat the information in a confidential manner as permitted by the [Access to Information Act](#), R.S., 1985, c. A-1, Section 20(1) (b) and (c).
7. **Security:** In determining the Offeror's financial capability to fulfill this requirement, Canada may consider any security the Offeror is capable of providing, at the Offeror's sole expense (for example, an irrevocable letter of credit from a registered financial institution drawn in favour of Canada, a performance guarantee from a third party or some other form of security, as determined by Canada).

Question 19

7.3.1 Terms and Conditions - Could you provide the link to the 2005 document mentioned?

Answer 19

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/3/2005/14>

Question 20

7.12.2 SACC MANUAL Clause CLAUSES of the CCUA Guide - Could you provide the link and also instructions on what to do with this clause?

Answer 20

7.12.2 SACC Manual Clauses

SACC Manual Clause **M3020C** (2016-01-28) Status of Availability of Resources - Standing Offer

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/5/M/M3020C/3>

Status of Availability of Resources - Standing Offer

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 is unable to provide a substitute with similar qualifications and experience, Canada may set aside the standing offer.

Question 21

7.13 Could you explain why the laws of Saskatchewan should apply since it is a national appeal? Should the laws be applicable to the province where the service is provided?

Answer 21

Should a Standing Offer be awarded to your company, the laws can be changed to the Standing Offer holders province.

Question 22

7.14. Could you add more details on what this transition might mean for a supplier. We are asked to commit to it without knowing what to do.

Answer 22

At the moment there are no details on the e-Procurement Solution (EPS). EPS will eventually replace www.buyandsell.gc.ca. When information is released bidders and standing offer holder will be notified.

Question 23

Clauses - Could you provide links to all the documents mentioned in this section? Hyperlinks do not work.

Answer 23

Please use the following link to search for SACC Manual Clauses.

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/all>

Question 24

7.5.4 Could you explain what to do with these SACC Manual Clauses?

Answer 24

The SACC Manual Clauses are for your reference and will be part of the Standing Offer

A9117C	T1204 - Direct Request by Customer Department	2007-11-30
C2000C	Taxes - Foreign-based Contractor	2007-11-30

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/5/A/A9117C/2>

A9117C (2007-11-30), T1204 - Direct Request by Customer Department

1. Pursuant to paragraph 221 (1)(d) of the [Income Tax Act](#), R.S. 1985, c. 1 (5th Supp.), payments made by departments and agencies to contractors under applicable services contracts (including contracts involving a mix of goods and services) must be reported on a T1204 Government Service Contract Payments slip.
2. To enable departments and agencies to comply with this requirement, the Contractor must provide Canada, upon request, its business number or Social Insurance Number, as applicable. (These requests may take the form of a general call-letter to contractors, in writing or by telephone).

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/5/C/C2000C/1>

C2000C (2007-11-30), Taxes - Foreign-based Contractor

Unless specified otherwise in the Contract, the price includes no amount for any federal excise tax, state or local sales or use tax, or any other tax of a similar nature, or any Canadian tax whatsoever. The price, however, includes all other taxes. If the Work is normally subject to federal excise tax, Canada will, upon request, provide the Contractor a certificate of exemption from such federal excise tax in the form prescribed by the federal regulations.

Canada will provide the Contractor evidence of export that may be requested by the tax authorities. If, as a result of Canada's failure to do so, the Contractor has to pay federal excise tax, Canada will reimburse the Contractor if the Contractor takes such steps as Canada may require to recover any payment made by the Contractor. The Contractor must refund to Canada any amount so recovered.

Question 25

Insurance - Could you provide the link and also explain what the Bidder should do with this section?

Answer 25

7.7 Insurance

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

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/5/G/G1005C/3>

Insurance - No Specific Requirement

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

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Question 26

Sections 3 and 4. The explanations for cancellation fees and replacement of learners are different in the VF and in the VA. Please standardize.

Answer 26

Please see amendment 002 (revised request for standing offer). These sections have been amended to be the same.

Question 27

Mandatory Criteria O3, O4, O5, O6. You state that you will stop evaluating after 10 experiments. However, you ask for a minimum of 5,000 to 10,000 hours depending on the field. Wouldn't it make more sense to stop evaluating once the minimum requirement is met? Think for example of a supplier who in field 2 offers 15 hours per week for 20 weeks (which would be quite typical in a region other than the National Capital Region). $22 * 20 = 440$ hours * 10 groups = 4400 hours. However, the same supplier may have 30 such groups and could only include 10. I invite you to consider the same for all areas of work.

Answer 27

Thank you for the feedback. If it is decided to change this another amendment will be issued.

Question 28

M7. In the regions, pedagogical advisers and teachers do not all have the same experience. There is no rotation due to multiple groups as in the National Capital Region. It is therefore difficult to predict that a pedagogical advisor has 2,400 hours of experience in supervision AND a minimum of 4,800 hours of teaching.

Did I understand correctly that education + supervision + teaching are required? Or is it more education + supervision OR education + teaching. If it is indeed OU, I invite you to add this clarification.

Answer 28

Education and supervisory experience and teaching experience are required.

Question 29

M10. Here again, in the regions, it is difficult to have teachers who have also done the volume of assessments that you offer. Is it education + Test experience + Teaching experience? Or is it more education + testing experience OR education + teaching experience? If it is indeed OU, I invite you to add this clarification.

Answer 29

Education, placement test experience and teaching experience are all required.

Question 30

R1 – human resources plan. Text is missing from the boxes in the English version table on page 67.

Answer 30

R1 – Human Resources Plan

The Offeror should provide a human resources plan including a description of the following elements. Each element must be explained to be considered in the evaluation.

This rated criteria applies to the Offeror submitting an offer for streams 1 through 6 only.

Element	0 points (criterion is not met)	1 point (criterion is partially met)	2 points (criterion is fully met)
Provide a recruitment and retention strategy for teaching resources and pedagogical advisors.	No recruitment and/or retention strategy was presented	A limited recruitment and retention strategy was presented.	A clear recruitment and retention strategy was presented.
Provide your approach for verifying the language proficiency of pedagogical advisors and teaching resources in the two official languages (proficiency in the language taught and sufficient proficiency in the other official language).	No approach for verifying the language proficiency of pedagogical advisors and teaching resources is presented. OR The approach presented is insufficient; it does not allow proficiency to be verified in the language to be taught or in the other official language of all resources (pedagogical advisors and teaching resources).	The approach presented allows only a limited verification of proficiencies in the language to be taught and in the other official language of all resources (pedagogical advisors and teaching resources).	The approach presented allows a clear verification of proficiencies in the language to be taught and in the other official language of all resources (pedagogical advisors and teaching resources)
Present your approach for training and coaching new employees.	No approach for training and coaching new employees was presented OR	The approach presented describes limited methods for training and coaching new employees.	The approach presented is clear. It includes different methods for training and coaching new employees.

	The presented approach for training and coaching new employees is insufficient; it does not describe methods for training and coaching new employees		
Present your approach to promote and support the ongoing professional development of pedagogical advisors and teaching resources	No ongoing professional development approach is proposed. OR The approach presented is insufficient: it does not demonstrate how we will promote and support the ongoing professional development of pedagogical advisors and/or teaching resources	The approach proposed is limited (1 to 2 possibilities) with respect to the ongoing professional development of pedagogical advisors and teaching resources.	The approach proposed is clear: it demonstrates the existence of the ongoing professional development (3 or more possibilities) of pedagogical advisors and teaching resources.
Provide the procedures in place to respond to a fluctuating demand of training services.	No procedure was provided to respond to a fluctuating demand of training services. OR Demonstrates several weaknesses or deficiencies that pose high risks to service delivery	The procedures provided are unclear and partially address a fluctuating demand for training services. OR Minimal weaknesses or deficiencies that pose moderate risk to service delivery	The procedures proposed for addressing a fluctuating demand for training services are clear. AND Low risk to service delivery.

Maximum possible points for the criterion R1: 10

Required minimum number of points for the criterion R1: 7

Question 31

Similar to question 27. If we want to be able to obtain the highest level of points, we should consider leaving more than 10 experiences and stop calculating once the maximum number of points offered for C3, C4, C5, C6.

Answer 31

Thank you for the feedback. If it is decided to change this another amendment will be issued.

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Question 32

In the section about teacher/pedagogic advisor qualifications, the RFP does not mention that an equivalence of a university degree obtained outside of Canada is acceptable, only Canadian diplomas.

Is this an oversight?

Answer 32

It is the bidder's responsibility that the educational requirement meets the required mandates.
If additional info is needed please refer to the following website: <https://www.cicic.ca/>