

## **NOTICE OF PROPOSED PROCUREMENT**

### **Nature of Requirement:**

**Learning Services - Facilitation services for the delivery of the virtual training courses to Employment and Social Development Canada (ESDC) call centre employees**

Solicitation: 100016555

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### **ELIGIBLE BIDDERS UNDER THIS BID SOLICITATION**

This Bid Solicitation is issued against the Learning Services Supply Arrangement (SA), PWGSC File No. E60ZH-2000LS. All terms and conditions of the Learning Services SA apply and are incorporated into any resulting contract.

**The requirement described herein is open only to PWGSC Learning Services SA Suppliers.**

**The following SA Holders have been invited to submit a proposal:**

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- 1101417 Ontario Inc.
  - 4Plan Consulting Corp.
  - Accenture Inc.
  - Adirondack Information Management Inc., Redwood e-learning Systems in JOINT VENTURE
  - Algonquin College of Applied Arts and Technology
  - BEVA Global Management Inc.
  - Bluedrop Performance Learning Inc.
  - CAE Inc.
  - Calian Ltd.
  - Connelly Business Exhibitions Inc.
  - Deloitte Inc.
  - Elevated Thinking Inc.
  - Fifalde Consulting Inc.
  - Graybridge International Consulting Inc.
  - GROUPE EDGENDA INC.
  - Groupe Intersol Group Ltee.
  - Groupe Lavigne Inc.
  - Harbinger SCR
  - I.H.H.P. Canada Inc
  - Interplay Creative Media Inc
  - Kenneth Anderson
  - KeyNorth Professional Services Group Inc.
  - L. Paul Frechette Consulting Services Inc.
  - Lansdowne Technologies Inc.
  - Lean Agility Inc.
  - LNW Consulting Inc
  - Marks Man Consulting Inc.
  - Michael Nolan Associates Ltd
  - Modis Canada Inc
  - Olav Consulting Corp
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- OLAV CONSULTING CORP., MOSHWA ABORIGINAL INFORMATION TECHNOLOGY CORPORATION, IN JOINT VENTURE
  - Pathways Training and eLearning Inc.
  - PRECISIONERP INCORPORATED
  - PrecisionIT Inc,IDS Systems Consultants Inc., PrecisionERP Incorporated, in JOINT VENTURE
  - Primex Project Management Limited
  - Promaxis Systems Inc
  - Resolution Alliance Inc.
  - Reticle Ventures Canada Incorporated
  - Samson & Associés CPA/Consultation Inc
  - Sia Partners Inc. / Sia Partenaires Inc.
  - SoftSim Technologies Inc.
  - The ALRM Group Inc.
  - The VCAN Group Inc.
  - The VCAN Group Inc., D.J. Films-Multimedia, Inc., IN JOINT VENTURE
  - TRM Technologies Inc.
  - TROM Global Aerospace Total Solutions Incorporated
  - Valcom Consulting group Inc.
  - Zernam Enterprise Inc
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1. This bid solicitation is being issued to satisfy the requirement of Employment and Social Development Canada (the "Client") for Learning Services under the Learning Services Supply Arrangement (SA) method of supply for the delivery of the virtual training courses to ESDC call centre employees as follows:

**Workstream 1** – Facilitation services for the delivery of the virtual training course “Building Resilience - Thriving in a Call Centre Environment”.

**Workstream 2** - Facilitation services for the delivery of the virtual training course “Enhancing Confidence in Communications – Serving Callers with Confidence”.

2. It is intended to result in the award of one contract per Workstream.
3. Each contract will be for a period from Contract award date to April 30, 2021 plus one (1) additional irrevocable option period from May 1, 2021 to March 31, 2022 inclusive, allowing Canada to extend the terms of the contract.
4. No security requirements apply to this bid solicitation.
5. The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the Canada-Chile Free Trade Agreement (CCFTA), the Canadian Free Trade Agreement (CFTA), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Columbia Free Trade Agreement (CCoIFTA), and the Canada-Panama Free Trade Agreement (CPanFTA), the Canada-Honduras Free Trade Agreement, the Canada-Ukraine Free Trade Agreement, the Canada-Korea Free Trade Agreement, the Comprehensive Economic and Trade Agreement, if it is in force.
6. **Bidders can only submit a proposal for one (1) of two Workstreams in response to this bid solicitation. If a Bidder submits a proposal in response to more than one (1) Workstream, their bid(s) will automatically be deemed non-compliant and bid(s) will not proceed to the bid evaluation phase.**

7. The Resource Categories described below are required in accordance the [Annex A: Learning services Supply Arrangement streams and categories](#) .

**Workstream #1**

Facilitation services for the delivery of the virtual training course “**Building Resilience - Thriving in a Call Centre Environment**”:

#	Learning Services SA Stream	Category	Level of Expertise	Number of Resources to be included with the bid
1	<a href="#">Stream 5—Training delivery</a>	Training Facilitator	Senior	4
2	<a href="#">Stream 5—Training delivery</a>	Training Facilitator	Junior	4

**Workstream #2**

Facilitation services for the delivery of the virtual training course “**Enhancing Confidence in Communications – Serving Callers with Confidence**”:

#	Learning Services SA Stream	Category	Level of Expertise	Number of Resources to be included with the bid
1	<a href="#">Stream 5—Training delivery</a>	Training Facilitator	Senior	4
2	<a href="#">Stream 5—Training delivery</a>	Training Facilitator	Junior	4