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## Revision to a Request for a Standing Offer

## Révision à une demande d'offre à commandes

National Master Standing Offer (NMSO)

Offre à commandes principale et nationale (OCPN)

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

## Vendor/Firm Name and Address

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

## Issuing Office - Bureau de distribution

Linguistic Services Division / Division des services  
linguistiques

Les Terrasses de la Chaudière

10, rue Wellington, 5e étage

Gatineau

Québec

K1A 0S5

<b>Title - Sujet</b> Online second language training Online second language Tutoring and training	
<b>Solicitation No. - N° de l'invitation</b> EN578-202723/C	<b>Date</b> 2020-12-17
<b>Client Reference No. - N° de référence du client</b> 20202723	<b>Amendment No. - N° modif.</b> 002
<b>File No. - N° de dossier</b> 521zf.EN578-202723	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZF-521-38712	
<b>Date of Original Request for Standing Offer</b> <b>Date de la demande de l'offre à commandes originale</b> 2020-11-30	
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> Eastern Standard Time EST <b>on - le 2021-01-19</b> Heure Normale du l'Est HNE	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Courteau, Josianne	<b>Buyer Id - Id de l'acheteur</b> 521zf
<b>Telephone No. - N° de téléphone</b> (613) 720-9517 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Delivery Required - Livraison exigée</b>	
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	
<b>Security - Sécurité</b> 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

<b>Acknowledgement copy required</b> <b>Accusé de réception requis</b>	<b>Yes - Oui</b> <input type="checkbox"/>	<b>No - Non</b> <input type="checkbox"/>
<b>The Offeror hereby acknowledges this revision to its Offer.</b> <b>Le proposant constate, par la présente, cette révision à son offre.</b>		
<b>Signature</b>	<b>Date</b>	
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)		
<b>For the Minister - Pour le Ministre</b>		

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Amendment 002 is issued to amend the RFSO and to provide answers to questions received from the industry.

### Amendments

1. At page 24 of 175, PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES, A. STANDING OFFER, clause 7.8.1 For Streams 1 and 2, **delete**:

- a. the purchase of a package of subscriptions, individual tutoring, language evaluation and/or pedagogical services;  
or
- b. the needs per learner of subscription, individual or group tutoring, language evaluation and/or pedagogical services;  
or
- c. the purchase of a group tutoring package, with the learners pre-identified in the call-up.

And **replace** with:

- a. the purchase of a package of subscriptions, individual tutoring, language evaluation and/or pedagogical services;  
or
- b. the needs per learner of subscription, individual or group tutoring, language evaluation and/or pedagogical services;  
or
- c. the purchase of a group tutoring package, with the learners pre-identified in the call-up.  
or
- d. any other combination of services.

2. Page 139 of 175, Annex B, Basis of Payment, **delete** :

**1. Firm all-inclusive rate per learner offer (streams 1 to 4)**

Offerors must provide firm all-inclusive rate per learner for work stream (s) 1 to 4 for which they provide an offer and include it in their financial offer.

And **replace** with:

**1. Firm all-inclusive rate per learner offer (streams 1 to 4)**

Offerors must provide firm all-inclusive rate for work stream (s) 1 to 4 for which they provide an offer and include it in their financial offer.

3. Applies to the French RFSO only.

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## Questions and Answers

### Question 1

We are asking for an extension for the due date to allow more time to prepare the bid, we require more time as with upcoming holidays and dealing with COVID and gaining access to the required information does take more time.

### Answer 1

The closing date is not being change for the moment. Extra time is already included in the current closing date.

### Question 2

There is mention of experience for pedagogical advisors and teachers but there is no mandatory requirement for them. It is then our understanding that we do not need to provide any of these details in our bid. Is this correct?

### Answer 2

You are correct. The resources are not evaluated with the Offers. Each resource will however need the Standing Offer Authority approval before commencing their duties, as mentioned in Annex A, Statement of Work, section 6.6, Requirements for Pedagogical Advisers and Teaching Resources:

"All proposed resources must be accepted by the Standing Offer Authority prior to commencing their duties. To do this, the Offeror must submit all necessary documents to the Standing Offer Authority at least 10 business days before the start of the resource's duties."

### Question 3

For the pedagogical advisor requirements, we have a pedagogical advisor that has worked full-time with us for close to 15 years and before that was a teacher for many years. During the time as a pedagogical advisor, they have not taught as they are a full-time advisor. Is it correct they could not be a pedagogical advisor for this Standing offer?

If, yes, it seems to be unfair for a provider who has been in business for over 18 years and has employees that have been with us for this length of time not to be able to use the experienced pedagogical advisors we have on staff, as they have not taught since 2010.

### Answer 3

Yes you are correct. The Pedagogical Advisers are required to have teaching experience since 2010. This is to ensure that those resources have recent (since January 2010) teaching experience. This requirement will not be modified.

### Question 4

Section 6.6 (Requirements for Pedagogical Advisers and Teaching Resources) on page 52 of the document states that all proposed resources (Pedagogical Advisers and Teachers) must be accepted by the Standing Offer Authority by submitting all necessary documents (proof of education, copy of the document confirming the educational level of the resource). Do you need these documents immediately, at the same time as the Offer? Do you need the résumés of these resources?

### Answer 4

No, the Offeror's resources will be evaluated throughout the duration of the Standing Offer, prior to commencing their duties. See also Question and Answer 2.

### Question 5

With respect to section 6.6.1 (Pedagogical Advisers Education and Experience Requirements) on page 52 of the document and section 6.6.2 (Teaching Resources Education and Experience Requirements), do you require that the résumés and necessary documents proving hours of experience be submitted immediately in the offer?

#### **Answer 5**

No, the Offeror's resources will be evaluated throughout the duration of the Standing Offer, prior to commencing their duties. See also Question and Answer 2.

#### **Question 6**

In Annex F, can you explain the difference between online tutoring in criteria M1.5, M1.6, M2.5 and M2.6 and online tutoring in criteria M3.1, M3.2, M4.1 and M4.2 (besides being provided in a group or individually and for English as a second language or French as a second language)?

#### **Answer 6**

The criteria are similar but deal with streams 1 and 2 (M1.5, M1.6, M2.5 and M2.6) or 3 and 4 (M3.1, M3.2, M4.1 and M4.2). Streams 1 and 2 are for online self-study and tutoring services, while streams 3 and 4 include tutoring services for oral proficiency only. Since Offerors may choose to offer their services for certain streams only, the criteria are divided by work stream. Under the criteria identified, one of the key differences, besides those cited in your question, is that under streams 1 and 2, the Offeror must show the "use of a minimum of one language training program," which is not the case under streams 3 and 4.

#### **Question 7**

In the basis of payment in Table 2.5 (Tutoring), you estimate the annual number of hours for tutoring services—individual online training to be 234,000 hours and 100,000 hours for part-time online group tutoring. Our question is whether these are the correct numbers since, at first glance, the figures are very high (in terms of hundreds of tutors) for French per year for online individual tutoring and part-time group tutoring for French as a second language.

#### **Answer 7**

The Government of Canada is a large organization. Since the standing offers will cover the majority of the departments across the country, the estimated number of hours is indeed high. This is an estimate only, since the federal government currently has very little data on the online courses taken by these employees.

With respect to the number of hours for group tutoring under stream 2 (online self-study program with or without tutoring for French as a second language), this is the number of hours for students, so for a 24-hour course with a group of 3 students, the estimate is 72 hours.

#### **Question 8**

If the figures of 234,000 hours per year for individual online tutoring for French as a second language (basis of payment in Table 2.5) and of 100,000 hours per year for part-time online group for French as a second language are correct, would you like us to include the résumés and a copy of the diplomas of the French tutors with our Offer?

#### **Answer 8**

No, the Offeror's resources will be evaluated throughout the standing offer, prior to commencing their duties. See also Questions and Answers 2, 4 and 5.

#### **Question 9**

Section 1.2.2 on page 4 of 175 states, "The term during which call-ups may be made against the Standing Offer (SO) will run for 3 years from the SO issue date." Question: if more than one Offeror is selected per work stream, is it correct to say that for one Offeror, the term during which call-ups may be made could begin on a specific date and end three years later and for another Offeror, the term during which call-ups may be made could begin on a different date and end three years later? Or are the start and end dates of the standing offer the same for all Offerors?

#### **Answer 9**

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Canada reserves the right to issue standing offers per work stream, as stated in section 4.3. Each work stream will have the same standing offer start and end dates. For example, if 20 standing offers are issued under stream 3, they will all have the same start and end dates. However, these dates could differ from the dates of the standing offers for stream 2.

According to section 4.2.2, the estimated number of standing offers to be issued per work stream is as follows:

Work Stream	Estimated number of standing offers to be issued
1. Online self-study program with or without tutoring for English as a second language	1
2. Online self-study program with or without tutoring for French as a second language	1
3. Online tutoring, oral proficiency in English as a second language	20
4. Online tutoring, oral proficiency in French as a second language	50

#### Question 10

Section 1.3 "Security Requirements" on page 5 of 175 states, "For additional information, see Part 6 - Security, Financial and Insurance Requirements." What are the financial requirements? What are the insurance requirements? After consulting Part 6, it appears that there is no mention of any financial or insurance requirements.

#### Answer 10

The sections have set titles, but in this case, there are only security requirements prior to the issuance of standing offers. In Part 7 – Standing Offer and Resulting Contract Clauses, sections B. Resulting Contract Clauses, 7.8 and 7.9 include the clauses on insurance and limitation or liability that apply for call-ups.

#### Question 11

In Table 4.2.2 "Estimated Number of Standing Offers to be issued per Work Stream" on page 16 of 175, under "Estimated number of standing offers to be issued," are the estimates for each work stream for a period of three years? Are they for a period of one year? Please clarify.

#### Answer 11

The estimated number of standing offers is for the full period of the standing offers. Under each standing offer, an unlimited number of call-ups can be made during the specified period of the standing offers.

#### Question 12

Based on our understanding, you will be selecting several suppliers for individual and group tutoring (English or French). Is this correct? Is this the same for the online training program in English or French? Will you therefore issue multiple call-ups for online training, including the learning management system?

#### Answer 12

Your question seems to confuse the concept of a call-up with that of a standing offer. Generally, the services covered by a standing offer are ordered through a call-up. A separate contract is entered into each time a call-up is issued against a standing offer. It is therefore important to understand these concepts in order to understand the request for standing offer document. Please click on the following link for more information about these concepts:

<https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/the-procurement-process/standing-offers>.

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Your understanding of the division of the streams also seems to be confused. Annex A divides the services between the streams. Section 4.0 includes all the specific services of stream 1 and 2, when section 5.0 includes the specific services for streams 3 and 4. Individual and group tutoring are included in both but have different services included in them. However, only streams 1 and 2 include an online training program and a learning management system.

It is expected that several suppliers will be selected for stream 3 and 4 and one each for streams 1 and 2, as stated in section 4.2.2:

Work Stream	Estimated number of standing offers to be issued
1. Online self-study program with or without tutoring for English as a second language	1
2. Online self-study program with or without tutoring for French as a second language	1
3. Online tutoring, oral proficiency in English as a second language	20
4. Online tutoring, oral proficiency in French as a second language	50

Once the standing offers are issued, each department will be responsible for issuing call-ups, as required. There is no estimated or maximum number of call-ups that can be issued.

#### Question 13

**Part 6 page 18 of 175 - Security Requirements:** In the case of second language training (English or French), do you consider that stakeholders and tutors will have access to classified or protected information? We believe they would not, but we would like your confirmation. If it is no, then the tutors and stakeholders would not need the security clearance or if yes, would they still need it?

#### Answer 13

In the majority of cases, there should be not be any protected information accessible during tutoring sessions. In some cases, protected information may be discussed by participants during their tutorial session, but in such cases, departments will request in their Call-ups that the teaching resource have a security clearance. Only in the latter case will the resources involved require a security clearance.

#### Question 14

**Part 7.1.2 (ii) page 19 of 175:** What document are you talking about?

#### Answer 14

This is the documentation in relation to your SaaS. If you do not have specific documentation for your SaaS, it is likely that our IT departments will ask you for specific information in order to ensure the security of your SaaS in our networks.

#### Question 15

**Part 7.8.2 a) page 24 of 175:** Can you explain the rule for the value of \$40,000, is this the maximum per order? In which framework does it apply?

#### Answer 15

Under fields 3 and 4, \$40,000 represents the maximum value of a call-up without the user having to respect the rotation rank. The Government Contracts Regulations allow a contract of \$40,000 or less to be issued without competition. The Standing Offers, in fields 3 and 4, can therefore be used to issue call-ups according to this concept.

#### Question 16

**Part 7.8.2 (b) page 25 of 175:** Can you explain when a call-up does not comply with the "Government Contract Rule"? You are talking about Offerors on a rotational basis? Can you explain concretely how this will apply? How many call-ups or what is the maximum value an Offeror can obtain without having to go through the rotation?

**Answer 16**

The value is related to each call-up, all call-ups over \$40,000 will be issued on a rotational basis for streams 3 and 4 and also some call-ups under \$40,000 if the user believes that there could be an increase in the value of the call-up during the period of the call-up.

Concretely, an Offeror will be able to obtain several call-ups of less than \$40,000 (no limit on the quantity of call-ups), but orders of a value greater than that will all be allocated according to the rotation.

**Question 17**

**Part 7.10 page 26 of 175:** Can you explain how you apply the \$400,000 limit? Does this mean that an Offeror will not be able to obtain more than \$400,000 in call-up value? If so, per year or for the entire contract?

**Answer 17**

The maximum of \$400,000 is the maximum value per call-up made under your standing offer. Please note that there is no maximum number of call-ups that can be issued.

**Question 18**

**ANNEX B - Table 1.1 on page 140 of 175:** If we understand the first line in point 1. does this mean the price of a 3-month subscription for 1 user, based on a potential call-up of 150 (A. Estimated annual usage)? And in point 2. when it is indicated for 20 users, should we understand for 10 call-ups of 20 users? And in point 3. when it is indicated for 4 call-ups of 100 users each? And so on for the others, including Table 1.2?

**Answer 18**

Table 1.1 asks for prices for various types of subscriptions. Subscriptions allow for different number of users. For example, the first line is for the prices of a 3-month subscription for one user. The estimate represents the estimated annual usage of this type of subscription. For the second line, it is for a 3 month subscription for 20 users, in the same call-up, with an annual usage estimate of 10, so 10 times 20 users. We do not know in advance the distribution of the orders since each user (the majority of the federal government departments at work in the country) is responsible for issuing their own orders under the standing offers.

**Question 19**

On page 24 of 175, in point 7.8.1 "For Streams 1 and 2". "..... the Offeror will receive call-ups for either: ....a., b., c. (each letter representing a particular assembly of services that you refer to as a "package" of services as we understand it). Question: Are these Service Packages assemblies of different Services "cast in stone", i.e. a Call-up could not include any Service Assembly(s) other than those listed in (a), (b) and (c)?

**Answer 19**

These are the options available according to the Statement of Work. However, it would be possible for a user to combine 2 of these options in the same call-up. See amendment 1. above.

**Question 20**

Is it possible to bid only for streams:

1. Online self-study program with or without tutoring for English as a second language
2. Online self-study program with or without tutoring for French as a second language

**Answer 20**

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Yes, an Offeror may offer 1 or more stream(s).

**Question 21**

Is it necessary to complete the 70 pages of technical questionnaire? if our solution complies with the ICT accessibility requirements of the harmonized European standard EN 301 549 V2.12 (2018-08) applicable to ICT products and services, which includes the Web Content Accessibility Guidelines (WCAG) 2.1, level AA.

**Answer 21**

Offerors are not required to complete Appendix 3 of Annex A with their offer.

**Question 22**

How to fill out the cost tables according to the type of license offered by our solution? For the basis of payment, our solution offers a unique cost per license, of 3 months, 6 months or 1 year, (with or without tutoring), which varies according to the options chosen.

**Answer 22**

The basis of payment is based on the Government of Canada's needs of the services requested. It is the Offerors' responsibility to provide prices as requested in the Basis of Payment.

**All other terms and conditions remain the same.**