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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> 2020-12-22
<b>Client Reference No. - N° de référence du client</b> 20202723	<b>Amendment No. - N° modif.</b> 003
<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> 2020-11-30 <b>Date de la demande de l'offre à commandes originale</b>	
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> Eastern Standard Time EST <b>on - le 2021-02-01</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>Yes - Oui</b>	<b>No - Non</b>
<b>Accusé de réception requis</b>	<input type="checkbox"/>	<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 003 is issued to amend the RFSO and to provide answers to questions received from the industry.

### Amendments

1. At page 46 of 175, Annex A, section 4.4.6.1 *Training and Support for Teaching Resources*, **delete**:

The pedagogical advisor must also provide technical training on the use of technological tools used during tutoring sessions and ensure that teaching resources are able to use technological tools appropriately.

2. At page 50 of 175, Annex A, section 6.2 Training Coordinator, **add** the following paragraph:

The Training Coordinator or a technical expert named by the Training Coordinator must also provide technical training on the use of technological tools used during tutoring sessions and ensure that teaching resources are able to use technological tools appropriately.

3. At page 1 of 1, **delete**:

<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 de l'Est HNE

And **replace** with:

<b>Solicitation Closes - L'invitation prend fin</b>
<b>at - à 02:00 PM</b> Eastern Standard Time EST
<b>on - le 2021-02-01</b> Heure Normale de l'Est HNE

4. At amendment 002, section Questions and Answers, **delete** Question 13 and Answer 13 in its entirety. Please note the answer to question 13 is under revision. A new response will be published in a future amendment.

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## Questions and Answers

### Question 23

For the Mandatory Technical Criteria detailed for each stream in regards to hours of experience in delivering virtual group and individual English and French second language tutoring, we would like to know if we can reference the same teaching hours and projects for multiple streams. For example, can the hours of teaching experience submitted for Stream 1 also be submitted for fulfillment of the Mandatory Technical Criteria for Stream 3 (English)? Same question for Streams 2 and 4 (French)?

### Answer 23

It is possible to submit the same projects, as you proposed. In such case, it is important to clearly identify the streams for which they apply. It is important to note that the results of the evaluation will not necessarily be the same under the 2 applicable streams, as proposed.

### Question 24

If we want to apply to all four streams, do we have to submit four technical offers or only one that contains information for all four streams?

### Answer 24

Both options are acceptable. If you are submitting a single technical offer, it must clearly identify which streams it applies to and, divide and identify, the information so that evaluators can identify which stream(s) the information applies to.

### Question 25

Would an external IT subcontractor or consultant responsible for the development and maintenance of the web platform containing the online self-study program require a Protected A level? If so, is it necessary for his company and each member of his staff having access to the platform?

### Answer 25

The security requirements checklist does not require a Protected A security clearance. According to the Statement of Work, there is no requirement for protected information to be maintained on the Offeror's servers.

The Subcontractor will require a reliability security clearance, as will the Offeror. With respect to the security of subcontractor personnel performing these functions, no specific security clearance will be required.

### Question 26

In Section 4.2 Learning Management System, #4 e) i) (p.40), can the recommended number of training hours also include tutoring hours and not just self-study if the learner is approved for tutoring? In addition, would it be acceptable for the training plan provided by the provider to demonstrate the required hours of tutoring and self-study for each of the modules that the learner is required to complete?

### Answer 26

Yes, it is possible to add this information to the report if the Offeror wishes to do so. But this information is not mandatory. In all cases, the information requested in the statement of work must be provided as mentioned in section 4.2.

### Question 27

In Section 4.2 Learning Management System, Item #4 (e) (viii) (p.40), when referring to the "end date of the tutoring period", refer to the anticipated end date for the Learner to achieve his or her goals or the anticipated end date in the Call-up.

### Answer 27

This is the end date according to the Call-up.

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### Question 28

In section 4.3.2 Subscription for Self-Study with or without Tutoring (p.41), you mention "The learner or Identified User", could you please provide more detail regarding the distinction between the two terms.

### Answer 28

The learner is the person learning the second language. The Identified User is defined in clause 7.7 on page 24: it is a representative of a department authorized to issue a Call-up.

### Question 29

Regarding section 4.4.4.3 Placement Test Report (p.44), is it acceptable if we have two separate reports, one for the Oral Proficiency Assessment and one for the Online Placement Test? We separate the reports produced by the two tests since they are separate tests.

### Answer 29

The report can be divided into 2 distinct sections. However, all the information requested in section 4.4.4.3 must be included.

### Question 30

In Section **4.4.5.1 Part Time Group Tutoring** (p.45), it is mentioned that the placement evaluation will only be an online placement test. Can we ask that consideration be given to also completing an oral proficiency assessment since this is often the weakness for learners and would give a more accurate result of the learner's current level thus allowing for the creation of homogeneous groups?

### Answer 30

An oral assessment will not be added.

### Question 31

In section **4.4.5.2 Intensive Group Tutoring** (p.45), we have concerns about the strict 12-week duration. Since some modules have slight differences in length depending on their content, would it be possible to offer slight flexibility in the 12 weeks of training?

### Answer 31

This duration will remain 12 weeks. A fixed duration allows efficient planning for the management of language training. We understand that each Offeror may have pre-determined durations for some of their own modules, however the Statement of Work represents Canada's online language training needs, which includes fixed durations regardless of the module. We understand that in some cases more than one module will be seen in 12 weeks and in some cases only part of a module.

### Question 32

In section **4.4.6.1 Training and Support for Teaching Resources** (p.46), do you accept that technical training on the use of technology tools be provided by a technical expert rather than the pedagogical adviser?

### Answer 32

Yes, see amendments 1 and 2 above.

### Question 33

In section **R2 - Quality Control Plan, element a)** (p.165), you mention that 0.33 points will be awarded per control mechanism put in place for a maximum of 2 points. However, you mention a list of only five control mechanisms, which would give a total of 1.65 points.

### Answer 33

The list under R2 - Quality Control Plan, item a) as stated "[...] The control mechanisms include but are not limited to: [...]" is a list of examples. To obtain the maximum 2 points, 6 mechanisms must be

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demonstrated. These 6 mechanisms could therefore be different from those named under R2 since the list in criterion R2 is not limiting to them.

**Question 34**

Given the very, very important workload that this request for Standing Offer represents, as well as the fact that we are in a period (the holiday season in addition to the pandemic) during which we have to close during the holiday season, according to employees' vacation planning, in addition we are in a period of pandemic and the Government imposes very strict rules until January 11th, is it possible to extend the offer submission date by a minimum of 10 to 14 days, to give us the necessary time to prepare and complete it?

**Answer 34**

See amendment 3. above. An extension is granted until February 1, 2021.

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