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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

Title - Sujet Online second language training Online second language Tutoring and training	
Solicitation No. - N° de l'invitation EN578-202723/C	Date 2021-01-06
Client Reference No. - N° de référence du client 20202723	Amendment No. - N° modif. 005
File No. - N° de dossier 521zf.EN578-202723	CCC No./N° CCC - FMS No./N° VME
GETS Reference No. - N° de référence de SEAG PW-\$\$ZF-521-38712	
Date of Original Request for Standing Offer 2020-11-30 Date de la demande de l'offre à commandes originale	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Eastern Standard Time EST on - le 2021-02-01 Heure Normale du l'Est HNE	
Address Enquiries to: - Adresser toutes questions à: Courteau, Josianne	Buyer Id - Id de l'acheteur 521zf
Telephone No. - N° de téléphone (613) 720-9517 ()	FAX No. - N° de FAX () -
Delivery Required - Livraison exigée	
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	
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	Yes - Oui	No - Non
Accusé de réception requis	<input type="checkbox"/>	<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		

Amendment 005 is issued to amend the Request for Standing Offers and provide answers to questions received from the industry.

Amendments

1. On page 43, Annex A, delete clauses 4.4.2 and 4.4.3 in their entirety and replace with the clauses below (note that the highlight has been added only for easy identification of changes):

4.4.2 Tutoring in Support of Online Training

The Offeror must provide tutoring services that includes all of the following:

1. Last at least one hour per tutoring session;
2. Are available Monday to Friday, except federal statutory holidays (see Appendix 2) and from December 25 to January 1st;
3. Are delivered in Canadian context (using English or French used in Canada) and are in compliance with the Qualification Standards in Relation to Official Languages of the Government of Canada;
4. Include an end of module oral test conducted by a Teaching Resource or a Pedagogical Adviser;
5. Include interactive activities related to the work environment;
6. Aim to obtain language functions (see Appendix A) evaluated by the Public Service Commission for levels A, B and C;
7. Include tracking of the learner's progress, accessible in the learning management system, which must specify at least the following information for the current module/stage/lesson/session:
 - a) The learner's achievement of the learning objectives and the extent to which they were met during the learning period;
 - b) The elements to review or strengthen;
 - c) The recommended learning activities and comments from the Teaching Resource and/or the Pedagogical Adviser;
 - d) the date of the follow-up session;
 - e) the date of the next follow-up session; and
 - f) the name of the Teaching Resource or Pedagogical Adviser who provided the follow-up session.
8. Are offered by online videoconference (audio on the computer or by telephone with a Canadian telephone number) or by phone.

4.4.3 Individual Tutoring with Online Training

For placement purposes, the Offeror must assess each learner enrolling in self-study with tutoring. This assessment must include the following two parts: oral skills and an online placement test (see sections 4.4.4.1 and 4.4.4.2 below).

The teaching resource and the learner will have to establish the training schedule according to the information contained in the call-up. They will also have to agree on the communication method that will best meet the learner's needs (by online videoconference or by phone). **Tutoring must be available from 7:00 a.m. to 9:00 p.m. (learner's time)**. The Identified User may limit the tutoring schedule to certain time periods only (for example, between 7:00 a.m. and 6:00 p.m. from Monday to Thursday), which must be respected by the Offeror when setting up the schedule with the learner.

The training must be completed as approved by the Identified User. Any change in the number of training hours and/or the training end date must be reported to, and is subject to the approval of, the Identified User. The identified user may have to amend the call-up.

2. On pages 44 and 45, Annex A, delete clauses 4.4.5, 4.4.5.1 and 4.4.5.2 in their entirety and replace with the clauses below (note that the highlight has been added only for easy identification of changes) :

4.4.5 Group Tutoring with online self-learning

When creating the groups, the Offeror must take into account a number of factors, including the learners' time zone and proficiency level. **The Offeror must make available to Identified Users a calendar of group tutoring (web-based or other).** This calendar must also be share with the Standing Offer Authority. If the demand for part time group tutoring is high, the Offeror may add group sessions to its training calendar.

The Offeror will ensure that same-level groups are formed based on the results of the learners' assessment. The teaching resource providing the tutoring will monitor the group and each learner in the group by recording notes and recommendations for each learner in the learning management system. Group progress and individual attendance reports will be made available to the Identified User through the learning management system. Learners will be able to view their individual progress reports in their learning management system profile.

4.4.5.1 Part Time Group Tutoring

The Offeror must evaluate, for placement purposes, each learner registering for part-time group tutoring. This assessment must be an online placement test (see section 4.4.4.2 above).

The Offeror must create the groups. A group must consist of a minimum of three learners and a maximum of four learners. These group tutoring sessions will be conducted by online videoconference. Each group tutoring session must run for 12 weeks and include 1 or 2 two-hour courses per week, as per the call-up.

The part time group tutoring calendar must identify 2-hour time periods (and time zone). Part time group tutoring must be offered between 7:00 a.m. to 6:00 p.m. (learner's time). Upon request, he Offeror could also offer part time group tutoring outside those hours.

The Offeror must provide, as a minimum, if enough learners have registered, part time group tutoring sessions starting in the week of the first Monday of each month.

4.4.5.2 Intensive Group Tutoring

The Offeror must assess, for placement purposes, each learner registering for Intensive Group Tutoring. This assessment must include the following two parts: oral skills as well as an online placement test (see sections 4.4.4.1 and 4.4.4.2 above).

The Offeror must create the groups. A group must consist of a minimum of three learners and a maximum of four learners. These group tutoring sessions will be conducted by online videoconference. Each group tutoring session must run for 12 weeks and include three hours of group tutoring per day, Monday to Friday (excluding holidays). Tutoring hours must be divided into two or three sessions per day, depending on the Offeror's schedule, but the daily total must be three hours. Each learner in the group must also receive 1 hour of individual tutoring per week. The individual tutoring time cannot be postponed from one week to the next if it is missed by the learner. A learner who misses his tutoring hour will be considered absent for that hour of tutoring and he/she will not be able to reschedule at another time in the same week. **All tutoring**

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EN578-202723/C
N° de réf. du client - Client Ref. No.
EN578-202723

N° de la modif - Amd. No.
005
File No. - N° du dossier
521zf. EN578-202723

Id de l'acheteur - Buyer ID
521zf
N° CCC / CCC No./ N° VME - FMS

hours must be within an 8-hour period (for example, between 8:00 a.m. and 4:00 p.m.). This 8-hour period must be between 7:00 a.m. and 6:00 p.m. (learner's local time).

The intensive group tutoring schedule must indicate the 8-hour period (including the time zone) in which the tutoring hours will take place.

The Offeror must provide, as a minimum, if enough learners are registered, intensive group tutoring sessions starting every three months. Intensive group tutoring must be scheduled so as to allow learners to register for one training session and move on to the next without a week's interruption (no gaps in the calendar).

The Offeror will be required to provide self-study exercises/modules for learners to complete prior to the next scheduled tutoring session. It is understood that learners registered for this type of training will dedicate a total of six to seven and a half hours per day to their language training.

3. At page 40, Annex A, 4.2 Learning Management System, delete the following:

3. Permet aux apprenants de modifier les informations relatives à leur gestionnaire et coordonnateur de formation.

Replace with:

3. Allows learners to change information about their training manager and coordinator.

Questions and Answers

Question 36

Regarding the classes with tutors, is it possible to outsource teachers from outside of the country? Considering the fact that they do hold International Teaching Certificates such as CELTA or TESOL.

Answer 36

Yes, teaching resources may be located outside of Canada. However, it should be noted that regardless of the location of the teaching resources, they must comply with the education and experience requirements set out in Annex A, section 6.6.2 and also comply with the security requirements, clause 7.2 of PART 7 - Standing Offer and Resulting Contract Clauses, A. Standing Offer.

Question 37

For group tutoring in Streams 1 and 2, it is mentioned that tutoring hours must be available Monday to Friday, between 7:00 a.m. and 10:00 p.m. (Eastern Time) (page 43). Will the majority of the classes requested be during the day or evening?

Answer 37

See amendments above.

Canada anticipates that the majority of training requests will be for part-time daytime classes, learner's local time.

All other terms and conditions remain the same.