



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: 100018370

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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:

1. 1101417 Ontario Inc.
2. 4Plan Consulting Corp.
3. Accenture Inc.
4. Adirondack Information Management Inc., Redwood e-learning Systems in JOINT VENTURE
5. Algonquin College of Applied Arts and Technology
6. BEVA Global Management Inc.
7. Bluedrop Performance Learning Inc.
8. CAE Inc.
9. Calian Ltd.
10. CompuEase Inc
11. Connelly Business Exhibitions Inc.
12. Customer Service Professionals Network Inc.
13. Deloitte Inc.
14. DiversiPro Inc.
15. Elevated Thinking Inc.
16. Eliquo Training and Development Incorporated
17. Ernst & Young LLP
18. EspaceRH Inc
19. Fifalde Consulting Inc.
20. Graybridge International Consulting Inc.
21. GROUPE EDGENDA INC.
22. Groupe Intersol Group Ltee.
23. Groupe Lavigne Inc.
24. Harbinger SCR Inc.



25. I.H.H.P. Canada Inc
26. Innoagile Inc
27. Interplay Creative Media Inc
28. Kenneth Anderson
29. KeyNorth Professional Services Group Inc.
30. L. Paul Frechette Consulting Services Inc.
31. Lansdowne Technologies Inc.
32. Lean Agility Inc.
33. LNW Consulting Inc
34. Michael Nolan Associates Ltd
35. Modis Canada Inc
36. Olav Consulting Corp
37. OLAV CONSULTING CORP., MOSHWA ABORIGINAL INFORMATION TECHNOLOGY CORPORATION, IN JOINT VENTURE
38. Pathways Training and eLearning Inc.
39. PRECISIONERP INCORPORATED
40. PrecisionIT Inc,IDS Systems Consultants Inc., PrecisionERP Incorporated, in JOINT VENTURE
41. Primex Project Management Limited
42. Promaxis Systems Inc
43. Resolution Alliance Inc.
44. Reticle Ventures Canada Incorporated
45. Samson & Associés CPA/Consultation Inc
46. Sia Partners Inc. / Sia Partenaires Inc.
47. SoftSim Technologies Inc.
48. The ALRM Group Inc.
49. The Belding Group of Companies Inc.
50. The VCAN Group Inc.
51. The VCAN Group Inc., D.J. Films-Multimedia, Inc., IN JOINT VENTURE
52. The Willis Business College Limited
53. TRM Technologies Inc.
54. TROM Global Aerospace Total Solutions Incorporated
55. UNIVERSITY OF OTTAWA / UNIVERSITÉ D'OTTAWA
56. Valcom Consulting group Inc.
57. York University, Schulich Executive Education Centre (SEEC), Schulich School of Business
58. Zernam Enterprise Inc



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 Description	Contract period	Period of sessions delivery for initial contract period
Workstream 1 – Delivery of the virtual training course “Developing Strong Connections in Call Centres – Building Relationships and Rapport in Call Centres”	Contract will be for a period from Contract award date to November 5, 2021 plus one (1) additional irrevocable option period from November 6, 2021 to March 31, 2022 inclusive, allowing Canada to extend the terms of the contract.	All the sessions will have to be delivered from August 30, 2021 to November 5, 2021.
Workstream 2 - Delivery of the virtual training course “Nurturing Well-Being in Call Centres – Healthy Minds and Bodies”	Contract will be for a period from Contract award date to January 28, 2022 plus one (1) additional irrevocable option period from January 29, 2022 to March 31, 2022 inclusive, allowing Canada to extend the terms of the contract.	All the sessions will have to be delivered from November 8, 2021 to January 28, 2022.

It is intended to result in the award of one contract per Workstream.

Bidders do not have to submit a bid for each Workstream. In the event that a Bidder wants to bid on more than one Workstream, a separate technical and financial bid must be submitted for each Workstream.

2. No security requirements apply to this bid solicitation.
3. 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.
4. 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 “Developing Strong Connections in Call Centres – Building Relationships and Rapport in Call Centres”:

#	Learning Services SA Stream	Category	Level of Expertise	Number of Resources to be included with the bid
1	Stream 5—Training delivery	Training Facilitator	Senior	5
2	Stream 5—Training delivery	Training Facilitator	Junior	5

Workstream #2

Facilitation services for the delivery of the virtual training course “Nurturing Well-Being in Call Centres – Healthy Minds and Bodies”:

#	Learning Services SA Stream	Category	Level of Expertise	Number of Resources to be included with the bid
1	Stream 5—Training delivery	Training Facilitator	Senior	5
2	Stream 5—Training delivery	Training Facilitator	Junior	5