



**RETURN BIDS TO:**

Canada Energy Regulator  
 517 - 10th Avenue SW  
 Calgary, AB, Canada T2R 0A8  
 Bid Email: proposals.propositions@cer-rec.gc.ca

**SOLICITATION AMENDMENT To  
 REQUEST FOR STANDING OFFER**

**Comments**

This documents contains no security requirement.

**Proposal To: Canada Energy Regulator**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

<b>Title</b>		
<b>Language Training Services</b>		
<b>Solicitation No.</b>	<b>Amendment No</b>	<b>Date</b>
84084-20-0083	003	August 6, 2021
<b>Solicitation Closes</b>		<b>Time Zone</b>
<b>at</b>	<b>02 :00 PM – 14h00</b>	
<b>on</b>	August 16, 2021	
<b>F.O.B.</b>		
<b>Plant:</b> <input type="checkbox"/>	<b>Destination:</b> <input checked="" type="checkbox"/>	<b>Other:</b> <input type="checkbox"/>
<b>Address inquiries to:</b>		
Carol A. Hambleton		
<b>Area code and Telephone No.</b>	<b>Facsimile No. / E-mail</b>	
	Carol.Hambleton@cer-rec.gc.ca	
<b>Destination – of Goods, Services, and Construction:</b>		

**Instructions:** See Herein

<b>Delivery required</b>	<b>Delivery offered</b>
See Herein	
<b>Vendor/firm Name and Address</b>	
<b>Telephone No.</b>	
<b>E-mail</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/firm (type or print)</b>	
<b>Signature</b>	<b>Date</b>



This Amendment 003 is raised to answer questions asked by potential bidders for the Solicitation# 84084-20-0083 as follows:

**Question #1**

- 1) M1 The bidder's company must have offered language training in French and English to adults for at least five (5) years.

My company is a new company, but with quality teachers who have 3, 6 and even over 12 years of adult experience. Can we not give new companies the chance to integrate into the market?

- 2) Considering the current situation in the world, is there a way to put the training in virtual mode only?

**Answer #1**

**Delete M1 in its entirety.**

**Replace by:**

R1.14	Bidder's should demonstrate that firm has experience in providing Adult French and English language training to the Federal, Provincial, Municipal or Large Corporation (more than 1000 employees).	Possible Evaluation Information: <ul style="list-style-type: none"> <li>1) Name of organization services were provided to;</li> <li>2) Number of hours provided for each contract;</li> <li>3) Number of Resources provided;</li> <li>4) Number of Candidates for each contract;</li> <li>5) Federal Government Levels provided training for;</li> <li>6) Success rate of obtaining Federal Levels for each contract;</li> <li>7) Federal Client contact information;</li> </ul>	Allocated Points:  One (1) year experience – 5 points  Two (2) years' experience – 10 points  Three (3) years' experience – 15 points  Four (4) years' experience – 20 points  Five (5) years' experience – 25 points  More than five (5) years' experience – 30 points  <b>Maximum obtainable allocated points – 30 points</b>
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Question# 2

1. With reference to points R1.4 and R1.5:

- R1.4, you are asking for experience of resources offered in French AND in English. Do you mean the experience in French OR in English, or is French only?
- R1.5, you are asking for experience of resources offered in French only.

Please clarify the confusion of these two criteria please.

Answer #2

R1.4 is for three (3) years' experience in providing **Adult French Language** training.

R1.5 is for three (3) years' experience in providing **Adult English Language** training.

Question #3

For mandatory criteria M5, you require experience of French AND English training resources. Did you mean the experience in French OR English.

Answer #3

All three (3) Proposed Resources must have a minimum of 660 hours providing language training.

Two (2) Resources must have in total 660 hours in providing French language training; and

One (1) Resource must have in total 660 hours in providing English language training.

Question #4

**Question from Firm 1** - We wish to clarify elements in points R1.4 and R1.5. We understand that we need to demonstrate that the proposed resources have at least 3 years of experience teaching English and French, which is easy to do. However, some of the information relevant to the assessment appears to relate to the organization (AFSL Pro) and not to the resources, including:

3)Number of resources provided

6) Success rate for each contract

Would you like for each proposed resources we indicate the information for the points listed OR do we need to compile our data for each major contract?



In addition, the number of hours provided by each resource and the skill level must already be indicated in point R1.3 (2 and 3). Should we repeat the information in points R1.4 (5) and R1.5 (5)?

**Question from Firm 2** - To the point rated technical criteria. In R1.4 and R1.5 if you ask to demonstrate the experience of each teaching resource in each contract, what is the relevance of point 3) Number of resources provided?

**Answer #4**

**Delete:** in R1.4 and R1.5 Bid Preparation Instructions:

3) Number of Resources Provided

**Clarification on remaining criteria**

Bid evaluation for R1.4 and R1.5 are not from any specific organization.

Proponent's should indicate the required information listed for each proposed resource(s).

What is required is that Proponents demonstrate that all Proposed Resource(s), including the three (3) required in Mandatory 5, for R1.4 French Language Training and R1.5 English Language training have participated in providing a minimum of three (3) years of language training, in the specific language that the Proponent is submitting them for. Documentation that could verify this criteria:

- 1) would the name of the organization that the Proposed Resource(s) providing training to,
- 2) the # of hours in which they provided training to that organization
- 3) the # of candidates that they provided language within that organization
- 4) What levels of language obtained if it was Federal organization and
- 5) What was the Proposed Resources success rate in regards to the candidates successfully meeting the desired level prior to training.

Hours should be provided for each contract that Proposed Resource(s) has worked on.

Question # 5

**Question from Firm 1** At R1.4 when you say "All resources offered" does that include the resources offered in M5? If the answer is yes, it's going to require preparing a lot of experience tables from each resource and as a result it's a huge job and I believe the August 12th cut-off date is too short.

**Question from Firm 2** Could we ask you to extend the closing date of RFSO#84084-20-0083 as it takes a long time to prepare the responses to the mandatory and rated criteria, and given the summer season there are a lot of currently on vacation.



## Answer #5

Delete: Solicitation closing date of August 12, 2021

Replace with: Solicitation closing date of August 16, 2021

## Clarification of criteria

Yes, "all resources offered" includes the three (3) required in M5 and any other additional Proposed Resource(s).

## Question # 6

Following the reading of the request for standing offers 84084-20-0083 – Language training services published on July 20, we would like to obtain the following details or highlight certain elements to be clarified.

1- In the mandatory criteria, page 10:

Criteria M2: The Bidder must propose at least three (3) resources: two (2) to provide training in French, and one (1) to provide training in English in Calgary, Alberta.

Does this mean that the three (3) resources Must be physically on site in Calgary or is online education (virtual mode) possible, in which case a qualified teacher who meets all the criteria all the criteria but does not live in Calgary could be eligible?

2- The wording of criteria R1.6 to R1.11 mentions: The tender must demonstrate that the proposed resource(s), other than that required in criteria M5,

-Are we to understand that 3 resources must be proposed for criteria of M5 (6600h French and English teaching level C at the federal level) but that we cannot in any way insert/suggest these resources in the descriptions according to the levels taught (R1.6 to R1.11)?

3- In addition, we noted some inconsistencies or questions remaining for the following elements:

- Page 12-13 (R1.2 R1.3): the criteria describe how to get up to 10 points but there is a maximum of 15 points to get
- Page 13 (R1.4): mentions French and English (should be English only since R1.5 is for French)?
- Page 17: R1.12 and R1.13 are reversed
- Page 17 (R1.12): the criteria describe how to obtain up to 20 points but there is a maximum of 25 points to be obtained – the first 2 descriptions giving a total of 20 points despite the difference



- Page 25 (7.3.1): from August XX, 2021 to August XX, 2021 (same year repeated twice)
- Page 31 (3.6): individual sessions/groups sessions ??
- Page 33 (4c-v.1.) : Part-time training: report requested at the end of the training with hours during the month?
- Page 33 (4c.iv.2 and 3. And 4c-v.2 and 3): means student attendance times/scheduled class hours – is that correct?
- Page 35: cancellation before 7:30 m by teachers? What about the learners?

#### Answer #6

1 – Clarification: Any Federal Department or Agency must provide a candidate with the ability of in-class instruction. Not all candidates are able to learn by virtual in-person training.

#### M2 Delete in its entirety.

**Replace with:** M2 Bidder's must ensure that there is at minimum of one (1) Proposed Resource who is physically in the following locations to provide French Language Training:

- 1) Vancouver, British Columbia and
- 2) Calgary, Alberta.

**Add:** M10 Bidder's must ensure that there is at minimum of one (1) Proposed Resource who is physically in the following locations to provide English Language Training:

- 1) Vancouver, British Columbia and
- 2) Calgary, Alberta.

2- There is no Pointed Rate Criteria that is a "must demonstrate" all Point Rate Criteria should indicate "should demonstrate..."

Clarification: M5 is to ensure that CER has at minimum three (3) instructors with 660 hours of language training to candidates to obtain any required Federal Language level (A,B,C,E) that can provide virtually until such time in-class training can be provided.

Criteria for R1.6 and R1.11 are criteria **is only for additional resource(s)**, should any of the mandatory three (3) are not available to provide training.

3 – Clarification and corrections:

- R1.2 & R1.3 should read maximum obtainable allocated points is 10 points.
- R1.4 criteria is for experience in only providing French Language Training



- R1.12 and R1.13 - noted, but criteria is affected.
- R1.12- Maximum of 25 points is obtainable is accurately defined, as a Proposed Resource could have a University Degree for 20 points and in addition also have the TESL Canada Professional Certification for 5 points for maximum obtainable allocated points of 25 points. (see note indicated in apprentices).

Solicitation Document clarification and corrections:

- Article 7.3.1 Contract Period should indicate August XX, 2021 to August XX, 2022 (as per Basis of Payment)

Statement of Work clarification and corrections:

- 3.6 is for Individual Sessions
- Page 33 (4c-v.1) unsure what correction or clarification is required for this sub-article in the SoW. All session whether full-time or part-time requires a monthly progress report.
- Yes, this means candidates attendance, # of hours instruction was provide in the month and # of hours that were missed by either the candidate or instructor (should there be any hours missed in that particular month)
- Add to Responsibility of CER – PA will advise the Contractor no later than 7:30 should a candidate not be able to attend that day's language training session.

Question # 7

I am writing to you about the tender notice for French-language training published on July 22nd (Language Training Services (84084-20-0083)) on Buy and Sell.

I am an experienced teacher with lots to offer and I'm also a registered service provider on Buy and Sell. I'm new to the bidding process as I've always worked for schools, but I am now interested in perhaps obtaining contracts by myself instead of working for others.

How many students are interested in taking language training?

Answer #7

The number of individuals has not been determined.

Question # 8

I am writing to follow-up on my inquiry that includes two important questions.



First, there appears to be no chart of rated criteria in the English version; thus, this is necessary to attain.

Second, please inform if the submission date can be extended.

#### Answer #8

Clarification, unfortunately, when establish on BuyandSell it duplicated; there recommend that Proponents look at both entries as document are provided in one and not the other. Note: there is currently the Solicitation Document and two (2) Addendums associated with this solicitation.

Delete: Solicitation Closing Date of August 12, 2021

Replace by: Solicitation Closing Date of August 16, 2021

#### Question # 9

I came across your RFP regarding a need for language learning services (Solicitation #84084-20-0083). I wanted to confirm that you are looking for teachers/trainers only, and not considering language learning apps that can be used and reassigned throughout the year.

#### Answer #9

Yes, CER is currently **only** looking for teachers &/ language trainers and is not request any AI language applications.

#### Question # 10

In the SoW:

##### 5. Deliverables

5b Distance learning course which is defined as a virtual classroom in which real-time lessons take place over the Internet using MS Teams, Zoon or via phone or similar technology:

In the point rated criteria:

R1.13 gives points for having a presence or a resource in Vancouver, Calgary and Montréal.

How are points of presence consist with the Internet EDT delivery method?

#### Answer #10

There are no points allocated for Internet EDT delivery method. (See comments and criteria in the above Question & Answer for #6)





**Delete: R1.13 in entirety**

**Replace with:**

# Criteria	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting (Points)
R1.13	<p>Bidder's should demonstrate that at firm can provide Resource for on-site in-person French Language training are physically located in the following cities that have CER Office:</p> <ol style="list-style-type: none"> <li>1) Vancouver British Columbia;</li> <li>2) Calgary Alberta; and</li> <li>3) Montreal Quebec.</li> </ol>	<p>Possible Evaluation Information;</p> <ol style="list-style-type: none"> <li>1) Name of each Proposed Resource(s);</li> <li>2) Location of Proposed Resource (one of the three identified locations)</li> <li>3) Years of Experience providing Language Training;</li> <li>4) Number of Hours of Training provided in class-room training;</li> <li>5) Highest Federal Level of training provided</li> </ol>	<p>Allocated points</p> <p>Two (2) or more Resources that can provide French Language Training and physically located in Vancouver, British Columbia .- 10 points</p> <p>Two (2) or more Resources that can provide French Language Training and physically located in Calgary, Alberta – 10 points</p> <p>Two (2) or more Resources that can provide French Language Training and physically located in Montreal, Quebec – 10 points</p> <p><b>Maximum obtainable allocated points – 30 points</b></p>
R1.14	<p>Bidder's should demonstrate that at firm can provide Resource for on-site in-person English Language training are physically located in the following cities that have CER Office:</p> <ol style="list-style-type: none"> <li>4) Vancouver British Columbia;</li> <li>5) Calgary Alberta; and</li> <li>6) Montreal Quebec.</li> </ol>	<p>Possible Evaluation Information;</p> <ol style="list-style-type: none"> <li>6) Name of each Proposed Resource(s);</li> <li>7) Location of Proposed Resource (one of the three identified locations)</li> <li>8) Years of Experience providing Language Training;</li> <li>9) Number of Hours of Training</li> </ol>	<p>Allocated points</p> <p>Two (2) or more Resources that can provide English Language Training and physically located in Vancouver, British Columbia .- 10 points</p> <p>Two (2) or more Resources that can provide English Language Training and physically located in Calgary, Alberta – 10 points</p>



		provided in class-room training; 10) Highest Federal Level of training provided	Two (2) or more Resources that can provide English Language Training and physically located in Montreal, Quebec – 10 points  <b>Maximum obtainable allocated points – 30 points</b>
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**Overall Total and Minimum Points**

Delete:

		Overall Total Allocated Points	285 points
		Overall Minimum Points	171 points

Replace With:

		Overall Total Allocated Points	362 points
		Overall Minimum Points	218 points

All other terms and conditions remain the same.