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Linguistic Services Division / Division des services linguistiques  
Les Terrasses de la Chaudière  
10, rue Wellington, 5e étage  
Gatineau  
Québec  
K1A 0S5

**SOLICITATION AMENDMENT  
MODIFICATION DE L'INVITATION**

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

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation 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> RFI – Online Second Language Self-s	
<b>Solicitation No. - N° de l'invitation</b> EN578-202723/D	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> 20202723	<b>Date</b> 2022-03-10
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZF-508-40579	
<b>File No. - N° de dossier</b> 521zf.EN578-202723	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> Eastern Daylight Saving Time EDT <b>on - le 2022-03-14</b> Heure Avancée de l'Est HAE	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Nomba Edoung, Dalida	<b>Buyer Id - Id de l'acheteur</b> 521zf
<b>Telephone No. - N° de téléphone</b> (873) 354-4885 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm (type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>



## **PUBLIC SERVICES AND PROCUREMENT CANADA (PSPC)**

### **AMENDMENT No. 001 TO THE REQUEST OF INFORMATION (RFI)**

**FOR**

**AN ONLINE SECOND LANGUAGE SELF-STUDY PROGRAM,  
WHICH MAY INCLUDE TUTORING SERVICES**

**THIS AMENDMENT 001 IS RAISED TO:**

1.0 Respond to questions received regarding the RFP, as detailed in Section 1.0, below;

**1.0 Respond to questions regarding the RFP:**

QUESTIONS	ANSWERS
<p><b>Q.1</b> Article 4.3 - Administration module – Administration license (the “Solution”)</p> <p>4.3.1 The Offeror must provide designated users with access to an administration module (an administration licence). Is it Manager or Administrator access to the solution?</p>	<p><b>R.1.</b> The solution must provide the following profile:</p> <p>1) Solution’s Administrator, who authorizes to perform the administrative tasks described in section 4.3.2 of the draft Statement of Work.</p>
<p><b>Q.2</b> Article 4.3 - Administration module – Administration licence (the “Solution”)</p> <p>4.3.2 The Solution must allow designated users to perform the following tasks : In point (a) Excel is not part of the formats for the reports, will Excel be accepted?</p>	<p><b>R.2</b> Since the CSV format is an old format supported by all workbooks, we will accept the Excel format to produce the reports, especially since most of the designated users already use the Microsoft Office suite.</p>
<p><b>Q.3</b> Article 4.8 - Mobile solution for iOS and Android</p> <p>4.8.1 and 4.8.2 <u>May</u>. Is the term <u>May</u> means that the supplier can offer the solution in the App Store and Google Play only if the supplier does not offer the solution via full web using a web browser engine?</p>	<p><b>R.3.</b> Is the term <u>May</u> means that in addition to mandatory offering the solution via Web browser, the supplier could also offer the possibility of accessing the solution in the App Store and Google Play.</p>
<p><b>Q.4</b> Article 5.1 - Professional resources (Language Services)</p> <p>#2 Teaching experience and education : Option (a), (b) or (c) there is no mention of field of study. The Bachelor's, Master's, Doctorate or University degree could be in any field of study as long as they have the hours of experience mentioned? If the answer is no, which field of study will be recognized?</p>	<p><b>R.4</b> Yes in fact, for option (a), (b) or (c), we do not have any field of study requirements for the diploma. You just need to have the number of hours of teaching and education experience required and/or a university degree from a recognized Canadian university.</p>
<p><b>Q.5</b> Is an equivalence recognized by the Canadian government be accepted if their Bachelor's, Master's, Doctorate or university degree is from an institution outside of Canada?</p>	<p><b>R.5</b> If the studies were completed at an institution outside Canada, only an attestation of equivalence granted by an accredited institution identified on the Canadian Information Centre for International credentials <a href="https://www.cicic.ca/927/identify_the_organization_responsible_for_recognition.canada">https://www.cicic.ca/927/identify_the_organization_responsible_for_recognition.canada</a>) will be accepted.</p>

QUESTIONS	ANSWERS
<b>Q.6</b> How many hours for individual tutoring?	<b>A.6</b> The number of hours of tutoring for individual training will be determined according to the result obtained by the learner in the placement test.
<b>Q.7</b> The individual or group tutoring?	<b>A.7</b> The individual and group tutoring must be offered to the learner.
<b>Q.8</b> Exam preparation training? How many hours?	<b>A.8</b> We do not offer these types of services in the preliminary draft Statement of Work. Only these services will be offered: subscriptions, individual tutoring, group tutoring, evaluation and pedagogical follow-ups.
<b>Q.9</b> For lunch and learn? How many hours per year?	<b>A.9</b> We do not offer these types of services in the preliminary draft Statement of Work. Only these services will be offered: subscriptions, individual tutoring, group tutoring, evaluation and pedagogical follow-ups.
<p><b>Q.10</b> The Solution shall not track learner data or usage except as specified in Canada's documented requirements.</p> <p>Where can we find these requirements?</p>	<p><b>A.10</b> This statement will be removed from the Statement of Work when the Request for Standing Offer is issued. The Offeror must, however, control access to all databases in which data related to the Standing Offer are stored, so that only designated users can access the database, either by means of a password or other means of access (such as biometric control measures). The Offeror will also be required to certify its continued compliance with the <a href="#">Personal Information Protection and Electronic Documents Act</a> and the <a href="#">Privacy Act</a>; and ensure, on an ongoing basis, its compliance with obligations regarding the protection of privacy and the protection and security of data stored in databases. Security requirements will be specified in the Request for Standing Offer.</p>
<p><b>Q.11</b> Article 4.3.5 The Offeror must not share learners' personal information with Canada in the learning administration module. Canada does not collect personal information in the context of language training.</p> <p>What is considered personal information about learners? For the moment, the only "personal information" that can be found on our learners' profiles is their name, department, email address, telephone number.</p>	<p><b>A.11</b> The learner's name, department, work email address and work phone number are considered "Unclassified" data. Requirement 4.3.5 will be modified/reworked in the Request for Standing Offer to clarify this and specify that only designated users should have access to the database of learners relevant to them.</p>
<p><b>Q.12</b> Article 4.3.5 (At the top of the table) « These data elements must be made available so that learner progress can be tracked anonymously »</p>	<p><b>A.12</b> This statement will be removed from the Statement of Work when the Request for Standing Offer will be published.</p>

**ALL OTHER TERMS AND CONDITIONS OF THE REQUEST FOR PROPOSAL REMAIN UNCHANGED.**