

ADDENDUM No. 1**LANGUAGE TRAINING SERVICES**

Following are questions(s) (Q.); answer(s) (A.); modification(s) (M.) and notice(s) (N.) regarding Request for Proposals 2022-3368.

Unless otherwise specified, capitalized words and terms have the meaning set out in the RFP. In the event of any discrepancy, inconsistency or conflicts between the wording of the English or French version of this Addendum #1 or any related documents, the wording of the English version shall prevail.

Q1. As stated in Article 7.3 about the instructor's education: This includes but is not limited to a university degree in second-language education, translation, linguistics, English or French literature, or in a related discipline.

A. I understand this to be a guideline only as I read: *is not limited to*. Thus, please confirm that a Bachelor's in the humanities/social sciences, such as economics would qualify as well as elementary education.

B. Also confirm if the 1,500 hours accrued since January 1, 2019 can include both online and in-person adult-training for groups and/or individuals?

C. If the proposed instructors are not in possession of a valid security clearance, can their dossiers still be included as part of Rated Criteria 1? According to Article 11.1 – sponsorship of this clearance will be provided by CDIC. Am I accurate in my understanding about this and would there be any negative impact on the points awarded?

A1. A. Yes, however, CDIC will not evaluate Training Facilitator education as part of this RFP. The selection process for Training Facilitators will take place after Award as described in Section 10 (Service Request Process).

B. Yes.

C. CDIC is not evaluating security clearance as part of this RFP. CDIC will sponsor, if required, instructors proposed by the successful bidder awarded a contract.

Q2. Article 10.1 reads: All Training Facilitators proposed by the Consultant to CDIC will be required to participate in a selection interview conducted by the Designated Officer. During this interview, proposed Training Facilitators will be asked to demonstrate their language teaching skills (French or English), professional experience, and make a short presentation on a grammar concept. From this process, CDIC will select up to four (4) Training Facilitators, which will then be assigned to CDIC by the Consultant for the duration of the resulting contract where possible, and at a minimum, for the session. This clause requires additional context as it appears to be somewhat problematic and can be interpreted as unfair.

We are proposing our instructors, employed by [Bidder Name Redacted] who have already underwent a rigorous hiring process and who go through review processes while employed. These teachers are answerable to their employer – [Bidder Name Redacted] so to undergo a second interview with CDIC does not align well with standard employment procedures.

A. Still, should the instructors be rejected, albeit unlikely, would this mean that the school is able to provide alternative Training Facilitators?

B. Also, would this occur prior to or after the bid award?

A2. A. Yes.

B. After award, at least three weeks in advance of the session start date as stated in Section 10.2 of Schedule "A" (Statement of Work).

Q3. **In fact, this article should be deleted in its entirety from the bid requirements and if it remains, a serious amendment that parallels a more balanced selection process is requested. Can this article thus be deleted or modified?**

A3. No.

Q4. **What supporting evidence should a bidder provide that would be accepted for the following Mandatories?**

M1. Bidder MUST use the Canada School of Public Service training program guidelines, training methods, course configurations and material.

M2. Bidder MUST have the expertise and be able to deliver language training services virtually in English and in French.

A4. In addition to a certification statement, reference projects submitted in response to R2 and R3 may be provided as supporting evidence.

Q5. **Should the responses to R1 include both descriptions and tables to reflect data?**

A5. Bidder may include both.

Q6. **For R1 – B - How many instructors need to be included for French and for English? The program requires 5 to 7 Training Facilitators in total but how many would be required for each language initiative? Supporting evidence here would include CVs with Diplomas with the number of teaching hours indicated. Would this be considered substantial enough?**

A6. R1 b) requires the bidder (Company/School) to provide the total number of employees (of the bidder) that are qualified training facilitators in French and in English. CDIC will not be evaluating Training Facilitators education/experience as part of the RFP.

Q7. **About the Financial Offer – Appendix D-2 On page 49, there is Table 1 for the hourly rates. However, in my view this requires modification since it does not take into consideration, the number of learners per group or individual learners.**

A. Could this be amended for the bidder to provide a list of prices according to the number of participants?

B. Up to 50 employees would be trained in a single session but what are the estimated group sizes?

A7. A. No.

B. Two (2) to four (4) people.

Q8. Is there any likelihood for the due date of May 26, 2022 at 2:00pm to be extended?

A8. No.

Q9. We don't have an office in Ottawa or Toronto. However, we're headquartered in Montreal and we have been specializing in online courses (available in French and English) for many years, particularly with government institutions. Are we still eligible and can we submit a proposal?

A9. Yes.

Q10. Could you specify the maximum number of words allowed for answering the following question? RR4. Approach and Methodology – Learner Progression.

A10. Maximum of 1,000 words.

Q11. Training Materials / Mandatory Requirements M1. Is the CDIC open to using alternate curriculum (e.g. material, content and training programs that were developed in-house for adult second language learners in Canada?)

A11. No.

Q12. Rated Requirements. Is it possible to provide the breakdown of the rated requirements and how you will score points for each of the requirements (e.g. R1 = 15 points -- 3 points for 3 years' experience, 4 points for 4 years' experience, etc).

A12. CDIC will evaluate the bidder's Technical Offer and assign points based on how well the bidder demonstrates its knowledge and experience in response to the Rated Requirements identified in Appendix "C-2" (Technical Offer) in accordance with the scoring methodology in Section 4 (Rated Requirements) of Schedule "C" (Technical Offer Requirements and Evaluation).

The breakdown of points for each Rated Requirement is as follows:

R1. Each sub-criteria, up to 5 points.

R2. Up to 12.5 points per project.

R3. Up to 15 point for the project.

R4. Each sub-criteria, up to 5 points.

R5. a. up to 3 points; b. up to 2 points; c. up to 5 points; d. up to 4 points; and e. up to 1 point.

R6. Each sub-criteria up to 2 points.

R7. a. Up to 2 points; b. Up to 2 points; c. up to ½ point; and d. up to ½ point.

Q13. Bidder's experience Is the CDIC interested only in suppliers with Government experience or are you also interested in seeking suppliers with second language training experience for clients in the banking and savings (finance and insurance) domains from the private sector?

A13. For Rated Requirements R1., R2. and R3., CIDC will only evaluate Bidder's experience as it relates to language training delivered to Federal government department, agency or Crown Corporation clients using the *Canada School of Public Service* training program.

Q14. Language Testing / Placement Test. Is the supplier expected to provide oral language tests to place learners into training groups or will detailed information about a learner's current communicative skills be provided?

A14. No.

Q15. Group Sizes What is the range and average of the current group size for training (e.g. groups of 2-4 with an average of 3 learners per group)?

A15. See Answer A7. B.

Q16. Training Facilitator Experience Requirements. We currently are part of the national master standing offer for second language training with PWGSC, which also requires reliability status and experience teaching adults. This current RFP for CDIC is however more strict in requirements for experience, since it requires a higher count of hours in a shorter time and for those hours to only be with public servants. In our experience, there is currently a shortage of instructors who meet those requirements, and in order to meet the requirements that this current RFP holds, we would have to pull our instructors from their current mandates with other federal institutions or crown corporations. In order to avoid this and maintain high client satisfaction, would it be possible for training facilitators to require a minimum of 500 hours of experience in the past 5 years in adult language training to adults in a professional or corporate setting (not just public servants or employees of a Crown corporation)? This would allow us to share more experienced teachers/resources between clients and better meet the needs of all federal contracts, as well as build a larger base of experienced instructors to provide better scheduling options for the learner.

A16. No.

Q17. Online Content. Is the CDIC interested in a supplier that can provide instructor-led training and an online learning platform that allows learners to progress outside of the training programs with second language content and exercises adapted to the training program.

A17. CDIC is only interested in instructor-led training at this time.

Q18. Registration Management/Portal. Is the CDIC interested in the supplier managing registrations through an online portal where employees submit training requests to their manager and the manager approves or declines the training request?



A18. No.

Q19. Ratio of Official Languages & Levels. Could you provide an estimate of the current ratio of language training in regards to levels and language (e.g. 80% FSL and 20% ESL) and any projected needs per official language?

A19. CDIC estimates the ratio at 95% FSL and 5% ESL.

ALL OTHER TERMS AND CONDITIONS OF THE RFP REMAIN UNCHANGED.

[END OF ADDENDUM 1]