

ACAN – Language Training Services – (5X001-22-0033)

Tender Notice

Status - Active,

Dates

Publication date: June 1, 2022

Amendment date-None

Date closing: June 16, 2022

Details:

Reference number:

Solicitation number: 5X001-22-0033

Region of opportunity: Canada

Region of delivery: NCR

Notice type: Advance Contract Award Notice (ACAN)

GSIN: U099D: Language Training Services

Trade agreements: This requirement is exempt from all trade agreements based on the proprietary rights of the Contractor

- **Canada-Korea Free Trade Agreement (CKFTA)**
- **Canada-Chile Free Trade Agreement (CCFTA)**
- **Canada-Colombia Free Trade Agreement (CCFTA)**
- **Canada-Honduras Free Trade Agreement (CHFTA)**
- **Canada-Panama Free Trade Agreement (CKFTA)**
- **Canadian Free Trade Agreement (CFTA)**
- **Canada-Peru Free Trade Agreement (CPFTA)**

Tendering procedure -ACAN

Procurement entity -Courts Administration Service

End user entity - Courts Administration Service

Contact Information:

Email: Procurement.Approvisionnement@cas-sati.gc.ca

Attention : Darlene Simms

Address: 90 Sparks Street, Ottawa, On, K1A 0H9, CA

1. Advanced Contract Award Notice

An advanced contract award notice (ACAN) is a public notice indicating to the supplier community that a department or agency intends to award a contract for goods, services or construction to a pre-identified supplier, thereby allowing other suppliers to signal their interest in bidding, by submitting a statement of capabilities. If no supplier submits a statement of capabilities that meet the requirements set out in the ACAN, on or before the closing date and time stated in the ACAN, the contracting officer may then proceed with the award to the pre-identified supplier.

2. Definition of requirement

The Courts Administration Service has a requirement for a part-time individual tutoring/self-paced learning program, using a virtual modeled approach and requires a qualified language school to provide tailored language training services to approximately 30 learners through a phased in approach

2.1 Objective

CAS' objective is to provide blended (self-study and with tutoring), full-time and part-time second language training, in French and English to CAS employees to:

1. ensure that clients can be served nationally in the official language of their choice;
2. ensure the quality of services at CAS in both official languages;
3. promote the use of both official languages in the workplace;
4. establish a bilingual workplace; and
5. develop their full professional potential in a bilingual environment.

2.2 Scope

CAS requires a solution that comprises the following components, but not limited to:

1. a subscription-based training delivered via a web portal for all CAS employees;
2. tutor-led training delivered in classroom, in a virtual classroom and by telephone applicable to selected CAS employees;
3. a language proficiency level evaluation delivered by a web portal;
4. an on-site Second-language evaluation (SLE) preparation course, on an as and when required basis;
5. a virtual SLE preparation course; and
6. a tutor-led SLE preparation session.

2.3 Tasks

Assessment:

The Contractor must evaluate, by virtual platform, each user to determine their proficiency level for each of the three language skills (written comprehension in the second official language;

written expression in the second official language; and oral proficiency in the second official language) according to the [Government of Canada Qualification Standards in Relation to Official Languages](#).

Training Plan/Schedule: The Contractor must provide a training plan tailored to the proficiency level of each user, levels A, B, or C, along with the estimated number of hours of training. We require a flexible learning approach that adapts to our employees' different schedules and as such the tutoring sessions must be offered between the hours of 7 a.m. to 6 p.m. EST/DST from Monday to Friday. The learners will require 3 to 9 hours of weekly self-paced study with a virtual learning program followed by 1 to 3 hours of weekly individual tutoring sessions done virtually to be scheduled in advance. Tutoring services must be delivered on an as and when requested basis.

Progress Reporting: The feedback on the activities must be provided verbally during or after each activity. Online progress reports (End of Session Reports) as well as absence reports on each learner are to be made available to departmental contract management team.

2.4 Technical Environment

The web portal must run and function properly when implemented in the technical environment described below:

Windows 10, Microsoft Edge, Google Chrome

3. Criteria for assessment of the Statement of Capabilities (Minimum Essential Requirements)

Any interested supplier must demonstrate by way of a statement of capabilities that it meets the following requirements:

3.1 Capability

The second language training must be provided at the levels A, B, and C in accordance with the Government of Canada Qualification Standards in Relation to Official Languages [Government of Canada Qualification Standards in Relation to Official Languages](#).

The second language training must be flexible to accommodate different schedules, as follow:

1. Full Time Individual Virtual tutoring
2. Part Time Individual Virtual tutoring
3. Individual Second Language Test Preparation (virtual)
4. SLE Preparation
5. Oral Language Proficiency Level Evaluation conducted virtually
6. Second Language Assessment

The proposed solution must meet the Web Content Accessibility Guidelines (WCAG) 2.0 – See definition at <http://www.w3.org/TR/WCAG20/>.

3.2 Learning Management System (LMS)

While not limiting to the following considerations, the solution must:

1. Provide virtual accessibility and availability 24 hours a day, 7 days a week
2. Feature reporting capabilities that are downloadable, printable, and accessible online;
3. Allow the learner to choose English or French as the interface language, according to the learner's preference;
4. Offer online access to every learner's personal profile, progress reports, self-study progress, and training schedule (number of hours per week of training, and tutoring schedule);
5. Provide the learner with translations in their native tongue (French or English) of explanations and new vocabulary;
6. Offer an automated, online language assessment (placement test) to determine the learner's initial module;
7. Allow for full-time (15 hours or more of tutoring per week) and part-time (14 hours or less of tutoring per week) delivery of second language courses, for both official languages—Canadian English and French—in order to achieve and maintain language proficiency levels A (Beginner), B (Intermediate) and C (Advanced);
8. Accessible in self-study with or without a tutor;
9. Offer online access to Technical Authorities with different access rights, such as the ability to consult the learner's profile, tracking the learner's progress, downloading / printing various usage reports, online timesheets to balance invoices received; and
10. Provide the learner's manager with an online access to the learner's personal profile, progress reports, self-study progress and training schedule (number of hours per week of training, and tutoring schedule).

3.3 Experience:

The Contractor must clearly demonstrate in their Statement of Capabilities that their proposed resources have experience providing bilingual (English and French) language training to adult learners, by remote tutoring through a virtual platform for a minimum of three (3) years within the last seven (7) years, at the beginner (Level A), intermediate (Level B) and advanced (Level C) levels and Active Offer of Services.

To demonstrate the experience accumulated, the Contractor must provide, as a minimum, the following information for each of the language levels—beginner (Level A), intermediate (Level B) and/or advanced (Level C):

- Name(s) of client organizations receiving the services;
- Start and end dates of the tutoring services provided (month/year to month/year);
- Total number of hours for each period

We require, at minimum, the following amount of tutoring hours per Level:

- Active offer of service: 4 hours of tutoring (minimum)
- Beginner (Level A): 1,000 hours of tutoring (minimum)
- Intermediate (Level B): 1,000 hours of tutoring (minimum)
- Advanced (Level C): 3,000 hours of tutoring (minimum)

3.4 Education:

The Contractor resources must have at minimum, a bachelor's degree in the field of education, delivered by a recognized Canadian institution OR a minimum of three (3) years'

education experience acquired in the last five (5) years, professional attainment related to second language training.

To demonstrate their education, the Contractor must provide a copy of the university degree, Professional designation, accreditation, and/or certification from a recognized Canadian institution. OR

The Teaching Resources who do not hold a university degree in the field of education from a recognized Canadian institution, but with at least three (3) years' experience acquired in the last five (5) years in teaching French and/or English as a second language to adults, by remote tutoring through a virtual platform or in class tutoring, should demonstrate this by providing a detailed resume of experience.

3.5 Knowledge and understanding of Online Module Language Training:

The Contractor must provide learners with **access to a web portal Learning Management System (LMS)** that delivers, enables and supports bilingual language training in French and English;

- The LMS must provide a fully interactive self-study modular based French and English language training program;
- The LMS must be able to run and function properly within the technical environment described above, including any laptop or desktop without the requirement to connect to any outside server for any reason whatsoever;
- The LMS must provide language training content at the Active Offer of Services level in accordance with the obligation of making an active offer and put the client's experience at the heart of the discussions.
- The LMS must enable users to prepare individually for Second Language Evaluation tests (English and French) prescribed by the Public Service Commission of Canada.
- The contractor must offer a subscription that allows access to an unlimited number of licenses for all Courts Administration Service employees for the online training program to respond to all the training requests with and without tutoring;
- The LMS web portal must be able to run and function properly within the technical environment described above, including any laptop, desktop or server;
- The LMS must provide language training content at the levels A, B, and C in accordance with the Government of Canada ;
- The LMS must provide language training content at the Active offer of service in both official languages;

Qualification Standards in Relation to Official Languages;

- The LMS must enable users to prepare individually for Second Language Evaluation tests (English and French) prescribed by the Public Service Commission of Canada;
- The LMS must be available 24 hours a day/ 7 days a week/365 days a year;
- The LMS must enable users to register and provide personal data in an automated and secure environment;
- The LMS must enable users to access their personal profile via a password, including their training schedule (number of hours of training per week and the course schedule with the tutor);
- The LMS must enable administrators to monitor activities and download usage, and performance reports of all users;

- The LMS must enable administrators to track the hours billed for any training session and enable administrators to download invoices;
- The LMS must ensure the security of personal data and Information.

4. Applicability of the Trade Agreements to the Procurement

This procurement is not subject to any trade agreements.

5. Set-aside under the Procurement Strategy for Aboriginal Business

This procurement is not subject to any set-asides for Aboriginal Suppliers.

6. Comprehensive Land Claims Agreement (s)

This procurement is not subject to a Comprehensive Land Claims Agreement.

7. Justification for the Pre-Identified Supplier

The pre-identified supplier was selected based on the following capabilities:

Language Research Development Group uses a blended methodology, composed of Self-Study and Tutoring. This methodology allows the learners to progress at their own pace and at the same time reducing costs. Each learner will have lessons with a tutor tailored to their individual strengths, weaknesses, and learning style. Tutoring sessions can be held by telephone, Skype or WebEx, and each session is available 7 days a week from 6 am to midnight (based on the Eastern Standard Time). The learner is free to choose their preferred time for tutoring sessions, in order to create a personalized schedule that works best for them.

At the end of each module, every learner must complete an end-of-module evaluation, to serve as a checkpoint to ensure the learner's progression. This evaluation will come with a report.

Learning Management System (LMS): every learner is provided a personal account to access the LMS, a web-based portal. Learners can access it at any time from a computer, a tablet or a smartphone, allowing the learner to learn at their own pace and according to their own schedule. Learners have access to other tools such as a question forum, extended reference guide, conjugation tables, glossary, buddy system, as well as progress tracking. Information for each learner's personal account manager can be found on the LMS as well. At the end of each lesson, the tutor fills out an end-of-session report that learners and managers can access to on the LMS.

The LMS is also useful to coordinators and managers, who have access to free coordinator accounts in order to track their budget and their employees' progress.

It is the intent of the department to enter into a contract with Language Research Development Group (LRDG) to provide identified individuals with virtual language training services through online self-paced module exercises and coaching sessions.

8. Government Contracts Regulations Exception

The following exception to the Government Contracts Regulations invoked for this procurement under subsection: Only one person is capable of performing the contract. (6 (d)).

9. Exclusions and/or Limited Tendering Reasons

Exclusions and/or limited tendering reasons invoked under the following agreements:

- Canada-Korea Free Trade Agreement (CKFTA)- For your purposes, the relevant provision of Canada-Korea is Article 14.3, which points to the procedural rules in the WTO-GPA:
- Canada-Chile Free Trade Agreement (CCFTA) - Chapter K, Article kbis 16-2c
- Canada-Colombia Free Trade Agreement (CCFTA) - Article 1402: Security and General Exceptions
- Canada-Honduras Free Trade Agreement (CHFTA) - Chapter 17 –Government Procurement – Article 17.11 –Limited Tendering – 2 (b) (ii)
- Canada-Panama Free Trade Agreement (CKFTA) - Chapter 16 Government Procurement - Article 16-10 Limited Tendering - (b) ii)
- Canadian Free Trade Agreement (CFTA) Articles 513.b) ii) and c) i); - the protection of patents, copyrights, or other exclusive rights
- Canada-Peru Free Trade Agreement (CPFTA) - Chapter 14 Government Procurement-Article 14 - Security and General Exceptions - 2 c

10. Ownership of Intellectual Property

Ownership of any foreground intellectual property arising out of the proposed contract will vest with the Contractor.

11. The Period of the Proposed Contract

The proposed contract is for a period of one (1) year inclusive, from the date of award, with an irrevocable option to extend the period by up to two (2) additional periods of one (1) year each.

12. Cost Estimate of the Proposed Contract

The total estimated value of the contract for one year is estimated at \$55,000.00

Option Years 1 & 2 estimated at \$110,000.00

The total including option years estimated at \$165,000.00 . (\$186,450.00 with taxes).

13. Name and Address of the Pre-identified Supplier

Name: Language Research Development Group

Address: 1407 rue Saint-Alexandre, Montréal (QC), H3A 2G3

14. Suppliers' Right to Submit a Statement of Capabilities

Suppliers who consider themselves fully qualified and available to provide the goods, services or construction services described in the ACAN, may submit a statement of capabilities in writing to the contact person identified in this notice on or before the closing date and time of this notice.

This statement of capabilities must clearly demonstrate how the supplier meets the advertised requirements.

15. Closing Date and Time for a Submission of a Statement of Capabilities

The closing date and time for accepting statements of capabilities is June 16, 2022 at 2:00 p.m. Eastern Daylight Time.

16. Inquiries and Submission of Statement of Capabilities

Enquiries and statement of capabilities are to be directed to:

Procurement.Approvisionnement@cas-satj.gc.ca

Attention: Darlene Simms