



02/10/2023

File No. 10075535

**ADDENDUM 2**

**RE: Request for Proposal # 10075535**

**No consideration will be given for extras and/or changes because the tenderer was not familiar with the contents of this Addendum.**

A question has been received from potential tenderer about the subject Request for Proposals. The purpose of this Addendum to the Request for Proposals is to summarize the question and answer the information of all potential bidders.

**Question # 1:**

In the table “Language Training Detailed”, found in the SOW on page 35, it mentions “B. Part-Time group virtual teacher led training”. However, there’s no other mention of group training in the RFP and the Pricing Schedule only includes individual tutoring services. Is group tutoring part of this RFP?

If group tutoring is part of this RFP:

- a. Is it possible to add this category of services to the Pricing Schedule?
- b. Would self-study be part of the group training methodology too?
- c. Could we have group tutoring sessions of 1.5 or 2 hours instead of 3 hours in addition to the self-study?

**Answer # 1:**

- a. See updated table:

CATEGORY OF SERVICES	ESTIMATED USAGE (ANNUALLY)	UNIT	FIRM PRICE PER UNIT	TOTAL
Subscription based training program (self-study without tutoring)	Unlimited	Licenses		
Second language level assessments	200	Evaluations		
Tutoring Services – Individual	8,000	Hours		
Part-Time Group Training - Virtual teacher led training (not including self-study)	150	Learners		

- b. No
- c. No

**Question # 2:**

At R4 Pedagogical advisor, it mentions hours of supervision for the first bracket, but then it switches to hour of tutoring:

For supervising services experience:



- 1,500 – 3,000 hours of supervision – 5 points
- 3,001 – 4,500 hours of tutoring – 10 points
- Over 4,500 hours of tutoring – 20 points

**Answer # 2:**

This is not an error. 5 points are issued should the advisor not have any tutoring experience but only have supervision hours.

**Question # 3:**

In section 3.1 Bidder's Preparation Instructions for Section IV - Additional Information  
What is required in this section as there is no description /details provided in what Bidders need to submit in this section?

**Answer # 3:**

This section is for any information that does not fit into the other sections, but you believe to still be pertinent to your bid response. It is not mandatory.

**Question # 4:**

4a)

In R3, , you require written confirmation from each Client Organization to support all the experience shown in each of these sections to gain the maximum points for each level. (Level A, B and C),

4b)

in R4 you require written confirmation from each Client Organization to support all the experience shown in each of these sections to gain the maximum points for total hours and,

4c)

In R5 you require written confirmation from each Client Organization to support all the experience shown in each of these sections to gain the maximum points for total hours for each of the 20 instructors we are putting into our bid.

We feel this would take an excessive amount of time not only as a Bidder to reach out to each of the client departments but also expect our clients to have them to provide written confirmation for the 3 levels for R3, another written confirmation for R4 and then possibly 20 more for each instructor we are offering.

At a minimum that is 24 written confirmations (if we as a bidder have 1 project that we have 20 instructors assigned that meets all the mandatory and point-rated requirements) but more realistic is going to be a lot more as for each of the 20 resources we need to illustrate 2500+ hours of language training and more than likely be at least 15 written confirmations per instructor at the best.

We are asking for the written confirmation be removed or change it that the Bidder must provide written certification from the owner(s) of the Bidder certifying all information provided is true.

If you require all of these written confirmations then we would need an extra month at a minimum to gather all of these written notices.

**Answer # 4:**

Written confirmations **are** required, and a 2-week extension has been granted. Solicitation closing date is now:

**February 28, 2023 @ 2:00p.m. EST**



**Question # 5:**

In R4, it is stated:

A) For tutoring services experience, per Teaching Resource:

- 1,500 – 2,000 hours of tutoring – 10 points
- 2,000 – 2,500 hours of tutoring – 30 points
- Over 2,500 hours of tutoring – 50 points

Maximum points for A) : 50 points

So should the maximum points be 1,000 points ?

We are unsure how to get the maximum points as what would happen if we had 19 teachers with over 2500 hours while 1 was at 2000 hours?

OR

Is the 2500 hours combined total hours between all 20 teachers? Which means we could have 19 teachers with 2 hours each and 1 with 2500 hours?

We are asking for clarification on how the points will be rewarded in R4.

**Answer # 5:**

Should any 1 of the resources fall below the max hours, they drop down a level

ie – If ONE of the 20 resources have less than 2500 hours of tutoring but more than 2000 – they would score 30

Hours cannot be combined

**Question # 6:**

In the updated Basis of Payment table, for the part-time group training it mentions “Learners” as a unit. We believe it would be easier to provide an hourly rate for group training for a whole group. Would it be possible to provide the estimated number of group tutoring hours and ask for an hourly rate?

**Answer # 6:**

The hourly rate would be up to the company as part of their bid. The rates will remain per learner.

**Question # 7:**

For the group training, what would be the maximum number of learners per group?

**Answer # 7:**

Maximum learners per group is 8

**For questions # 8 - #10:**

We would like to understand and challenge the Mandatory criterion M1. Indeed, our e-learning platform is hosted in Europe according to the highest data protection and security standards and is respecting stricter norms than PIPEDA by being GDPR-compliant. In that sense:



**Question # 8:**

Is the services being hosted in Canada a mandatory requirement required by law or could it be bypass in any way ? Given you our "hosting policy", ISO 27001 security audit, ...

**Answer # 8:**

We would need to complete an entire security reassessment in order to allow this. Which we are not willing to do as that would create a considerable delay which would not be acceptable. We encourage this company to expand into Canada and bid on future contracts.

**Question # 9:**

If the criterion is non-negotiable, can you explain us the reason ? We would genuinely understand the why of the situation to justify the investment of installing such infrastructures in Canada to our management (as they are extremely expensive for SMEs).

**Answer # 9:**

This would need to be answered by IT Security – we do not hold these expertise.

More information can be found [here](#).

**Question # 10:**

If this criterion can be amended, under which conditions ? And can we get a deadline extension to assemble our bid response ?

**Answer # 10:**

No further extensions are being given at this time.



**All other terms and conditions of the Request for Proposals remain unchanged.**

**Tenderers are to acknowledge this Addendum by signing in the space provided below and enclosing a copy of this document with their Technical Bids.**

Sincerely

Kristen Bell-Lalonde  
Supply Specialist

RECEIPT ACKNOWLEDGED

Name of Company \_\_\_\_\_

Signature \_\_\_\_\_

Canada