

Learning Services Requirement

This requirement is for **Employment and Social Development Canada (ESDC)**

This requirement is open only to those **Supply Arrangement Holders under E60ZH-2100LS** who qualified for **(\$0 - \$3.75M)** for the following categories:

Stream 5 – Training Delivery

[Category 5.2 – Training Facilitator - Junior](#)

[Category 5.2 – Training Facilitator - Senior](#)

The following SA Holders have been invited to submit a proposal.

1. 1101417 Ontario Inc.
2. 4Plan Consulting Corp.
3. 8231281 Canada Inc.
4. Accenture Inc.
5. Adirondack Information Management Inc., Redwood e-learning Systems in JOINT VENTURE
6. Algonquin College of Applied Arts and Technology
7. Bluedrop Performance Learning Inc.
8. Building Blocks Technologies Inc.
9. CAE Inc.
10. Calian Ltd.
11. CompuEase Inc.
12. CONSEILS STRATEGIQUES A-Z INC.
13. Customer Service Professional Network Inc.
14. Deloitte Inc.
15. DiversiPro Inc.
16. Donohu Brent Training & Consulting
17. Elevated Thinking Inc.
18. Eliquo Training and Development Incorporated
19. Ernst & Young LLP
20. Fifalde Consulting Inc.
21. Franklin Covey Canada, Ltd.
22. GP Strategies Canada ULC
23. Graybridge International Consulting Inc.
24. GROUPE EDGENDA INC.
25. Groupe Intersol Group Ltee.
26. Harbinger SCR Inc.
27. Health & Safety Professionals Inc.
28. Innoagile Inc
29. Integrated Learning International Inc.
30. Interplay Creative Media Inc
31. Ivey Business School Foundation
32. Kenneth Anderson
33. KeyNorth Professional Services Group Inc.
34. Kilo Communications Inc.
35. L. Paul Frechette Consulting Services Inc.
36. Lean Agility Inc.
37. LNW Consulting Inc
38. mergespeaks Inc.

39. Michael Nolan Associates Ltd
40. Modest Tree Media Inc.
41. Modis Canada Inc
42. Open Text Corporation
43. PHOENIX PMC INC.
44. Power HR Inc.
45. PRECISIONERP INCORPORATED
46. PrecisionIT Inc,IDS Systems Consultants Inc., PrecisionERP Incorporated, in JOINT VENTURE
47. Primex Project Management Limited
48. Procept Associates Ltd.
49. Promaxis Systems Inc
50. QMR Staffing Solutions Incorporated
51. Resolution Alliance Inc.
52. Reticle Ventures Canada Incorporated
53. Samson & Associés CPA/Consultation Inc
54. SETYM International inc.
55. Sia Partners Inc. / Sia Partenaires Inc.
56. SoftSim Technologies Inc.
57. The ALRM Group Inc.
58. The Belding Group of Companies Inc.
59. The VCAN Group Inc.
60. The VCAN Group Inc., D.J. Films-Multimedia, Inc., IN JOINT VENTURE
61. The Willis Business College Limited
62. TRM Technologies Inc.
63. Valcom Consulting group Inc.
64. Y2 Consulting Psychologists Inc./Psychologues consultants Y2 inc.
65. York University, Schulich Executive Education Centre (SEEC), Schulich School of Business
66. Zernam Enterprise

Description of the Requirement:

ESDC requires the professional services to provide facilitation services for the delivery of the virtual training: Dealing with Crisis in a Call Centre Environment. This virtual training will need to be delivered an estimated minimum of 40 times up to a maximum of 50 times. The current number of learners is approximately 1,600 employees. The minimum of planned English session is estimated to be 34, and the minimum of planned French session is 10. The difference between the minimum number of 40 and the maximum number of 50 is to cover situations of unplanned learner absence.

Applicable Trade Agreements:

Canada Free Trade Agreement (CFTA)
 Canada-Chile Free Trade Agreement (CCFTA)
 Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)
 Canada-Colombia Free Trade Agreement
 Canada-European Union Comprehensive Economic and Trade Agreement (CETA)
 Canada-Honduras Free Trade Agreement
 Canada-Korea Free Trade Agreement (CKFTA)
 Canada-Panama Free Trade Agreement
 Canada-Peru Free Trade Agreement
 Canada-Ukraine Free Trade Agreement
 Canada-United Kingdom Trade Continuity Agreement
 World Trade Organization-Agreement on Government Procurement (WTO-GPA)

Proposed Period of Contract:

The proposed period of Contract will be from Contract award to March 31, 2024 plus three (3) additional one (1) year option period.

File Number: 100023718

Contracting Authority: Michelle Pauzé

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