



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions -
TPSGC

Place du Portage, Phase III
Core 0B2 / Noyau 0B2
11 Laurier St./11, rue Laurier
Gatineau
Québec
K1A 0S5
Bid Fax: (819) 997-9776

**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
Shared Systems Division (XL)/Division des systèmes
partagés (XL)
Terrasses de la Chaudière
4th Floor, 10 Wellington Street
4th étage, 10, rue Wellington
Gatineau
Québec
K1A 0S5

Title - Sujet ONLINE SURVEY RFP	
Solicitation No. - N° de l'invitation B8815-170230/B	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client B8815-170230	Date 2019-07-02
GETS Reference No. - N° de référence de SEAG PW-\$\$XL-141-35728	
File No. - N° de dossier 141xl.B8815-170230	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-07-22	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Miller, Tracey	Buyer Id - Id de l'acheteur 141xl
Telephone No. - N° de téléphone (613) 858-2651 ()	FAX No. - N° de FAX (819) 956-2675
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

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

CONTRACT AMENDMENT #002 IS RAISED TO:

1. To answer questions received from the industry
 2. Modify the Contract
 3. Extend bid closing date
-

1. Questions and Answers from the industry;

Q12. While Canada has been quite specific about the Mandatories and the Rated requirements, there does not seem to be a means for a supplier to earn any extra points in the rated area. What happens if a supplier believes that they have a function that would be quite relevant and beneficial to Canada but it is not captured in the current rating scheme?

Q13. Does Canada see the possibility that it will require any specific functional changes over time (not foreseen at the moment), particularly as the contract may continue for a number of years? If Canada required customization, particularly for the tool to stay relevant to Canada, what is the process for that? What if a tool is selected that is not able to customize to meet Canada's needs?

A12&A13.

As per the requirement in the RFP, Canada is looking for a Commercial off the Shelf solution (COTS) and does not require a customized solution at this time. Should the requirement change in the future, Canada will address at that time.

Q13. I would like to initiate an epost submission and was wanting to know if you could send the details on how to do that.

A13. See PART 3 – BID PREPARATION INSTRUCTIONS, section 3.1 Bid Preparation Instructions

Q14. Annex A - Section 3.0 - Scope of Work – would Canada please indicate the number of completed survey responses received by IRCC in each of the last two years?

A14. *In 2018, IRCC had approximately 24,500 completed surveys and thus far in 2019 IRCC has had 85,500 completed surveys.*

Q15. With respect to bid submission, page 55 states: "Any references by the Bidder to websites must be documented with printed copies of the referenced pages..." Does this apply if we are submitting electronically or can we submit URLs here without including an attachment?

A15. *We cannot accept URLs as any references by the Bidder to websites. Referenced pages must be documented with screen shots in the Contractors bid.*

Q16. M65 states: The contractor must be able to disable or provide functionality that allows Canada to disable, the serving or display of any third party commercial advertisement or solicitation on any pages or screens of the services, displaying content created by or under the control of Canada.

Would Canada please define 'third party commercial advertisement or solicitation'. Can you provide examples of what is classified as third party commercial advertisement or solicitation? Is the third party separate from the Contractor entity?

A16. *IRCC does not want banner advertisement or solicitation to be displayed by the Contractor or any third party on the same page as the survey.*

Q17. R2 states: The Software Solution should have the ability to track the last site visited by the user. Do you mean the last site visited by the Respondent taking the survey? It specifies the last site "visited by the user." Does that refer to someone building the survey? Please clarify the requirement.

A17. *This refers to the respondent. If they linked to the hosted online survey solution via another website or a webpage, IRCC wants to know what it was.*

Q18. R12 states: The Software Solution should have the ability to save options/scales for later use (without cookies). The questions and variables should be stored in the system and easily selected for re-use at a later date, in multiple surveys and in multiple languages.

Please clarify that this question relations to a user creating a survey and not a Respondent taking the survey.

A18. *This refers to the user creating a survey.*

Q19. General - as more and more services move to digital self-serve, does the IRCC intend to intercept web visitors with surveys on any of the IRCC digital properties or apps? (Related to R2)

A19. *There is no intention to use this capability at this time.*

Q20. General – The document does not mention GDPR anywhere. Is this an aspect to consider?

A20. *As per GDPR, under article 2, "This Regulation does not apply to the processing of personal data: d. by the competent authorities for the purposes of the prevention, investigation, detection or prosecution of criminal offenses, the execution of criminal penalties, including the safeguarding against and the prevention of threats to public security.*

Q21. General - An important aspect when looking at a department-wide survey solution is to control for "over-sampling of respondents". How does IRCC plan to set interaction frequency rules such as limits to the number of survey invitations and/or emails any one respondent can receive within a specified period of time?

A21. *This aspect is outside of the scope of this RFP so it cannot be evaluated.*

Q22. Will there be an opportunity to provide a live demonstration of the proposed solution prior to selection?

A22. See PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION, 4.2 Technical Evaluation, d) Proof of Proposal Test for Top-Ranked Bid.

Q23. In the RFP, “Annex B Evaluation Criteria”, and “Form 2 Substantiation of Technical Compliance” outline the format and tables where the bidders are to populate their responses to the Mandatory and Rated Technical Criteria.

Can Canada please clearly outline where the bidders are to respond to the requirements in Annex G Mandatory Security Technical Criteria and Annex H Point-Rated for Security Mandatory Technical Criteria? Neither Annex B, Evaluation Criteria, nor Form 2 include these requirements as part of the response template.

A23. *This requirement was provided to let bidders know what would be asked if they are successful. We do not require a detailed response at the RFP stage however, we will be asking for proof/explanation of how they meet the requirements once the chosen bidder is identified and we initiate the alternate solutions. These lists were only provided as a means for them to assess what would be required in advance.*

Q24. **Annex E - Cloud-Based GC Services -- Under Appendix A - Security Control Profile (page 26),**

Four information references are outlined:

- Federal Risk and Authorization Management Program (FedRAMP) Moderate [20]
- Cloud Security Alliance (CSA) Cloud Controls Matrix (CCM) [13]
- AICPA Service Organization Controls (SOC) [21]
- ISO/IEC 27001:2013 Information technology -- Security techniques -- Information security management systems – Requirements [22]

If we already meet the requirements for those references, do we need to fill out anything regarding each line/requirement of the table and its mappings? We currently have FedRAMP, CSA CCM, and ISO 27001, with SOC report in process (SOC reports in place for our data centers).

Is a response to each line/requirement required, or are we sufficient if we have the certifications that three of the four requirements (the fourth [SOC] being provided by data centers)?

A24. *The certification will be enough as far as proof of meeting this requirement. It will not be required until the alternate solutions is initiated with the successful bidder.*

Q25. **Pricing:** Bidders must submit their financial bid in accordance with the Basis of Payment in Annex B. The total amount of Applicable Taxes must be shown separately. Unless otherwise indicated, bidders must include a single, firm, all-inclusive price quoted in Canadian dollars in each cell requiring an entry in the pricing tables

Given that Annex B is Evaluation Criteria, please confirm IRCC means to refer to Annex C Basis of Payment?

A25. *Correct. Annex C – Basis of Payment. See Modification 1 below.*

Q26. Sections 2.3 and 7.12 in the RFP outline the contractual requirements for Former Public Servants. Company X does have a former public servant who is now an employee. This employee did not work for IRCC, nor will they provide any service related to this contract. Would Canada please confirm that the Former Public Servant clauses in the RFP do not apply in this case?

A26. *If applicable, yes the Former Public Servant clauses will apply.*

Q27. Several requirements within section 7 (in particular 7.5, 7.6, 7.7a) define functional requirements of a service offering – suggesting the crown is open to a Software as a service model. The benefit of a SaaS solution to Canada is that the service offering is standardized in order to facilitate continuous innovation within the platform and deliver the lowest possible cost to our clients. Where this becomes unmanageable is when considering the priority of documents outlined in the RFP:

- (a) these Articles of Agreement, including any individual SACC Manual clauses incorporated by reference in these Articles of Agreement;
- (b) supplemental general conditions, in the following order:
 - (i) 4008 (2008-12-12), Supplemental General Conditions - Personal Information, apply to and form part of the Contract. (c) general conditions 2030 (2018-06-21), Higher Complexity – Goods;
- (d) Annex A, Statement of Requirement;
- (e) Annex B, Evaluation Criteria;
- (f) Annex C, Basis of Payment;
- (g) Annex D, Security Requirements Check List;
- (h) Annex E, Government of Canada Security Control Profile for Cloud-based GC Services
- (i) Annex F, Privacy and Security Requirements
- (j) Annex G, Security Screening Requirements
- (k) Annex H, Point-rated Criteria for Mandatory Security Technical Criteria
- (l) Annex I, Bidder Forms
- (m) the Contractor's bid dated _____, as clarified on "or" as amended on _____, not including any software publisher license terms and conditions that may be included in the bid, not including any provisions in the bid with respect to limitations on liability, and not including any terms and conditions incorporated by reference (including by way of a web link) in the bid.

This holds that the bidder's proposal is the least in order of precedence – and has the effect of fully diluting so many established, mature and secure functional services within our (and intuitively other proponents) solution. It would appear that this structure was selected based on a perpetual software and services model, and not a SaaS model.

To ensure a manageable contract at lowest possible price, would Canada agree to a negotiation phase before contract award to finalize of the priority of documents?

A27. *There will be no negotiations on the order of documents or terms and conditions at time of Contract award. Please send specific questions related to any terms and conditions that need clarification.*

Q28. Section 1.2 – Summary: This section of the RFP outlines several expectations from Canada on the proposed solution and solution provider. Given that it is in the RFP and will be part of the contract, even if a bidder were to meet all mandatory and rated requirements outlined in the

Annexes, should the winning bidder not meet an expectation outlined in section 1.2, the bidder could be considered in breach of contract.

Would Canada please consider moving all functional requirements into the evaluated Statement of Requirements?

A28. *Canada will not be moving all functional requirements into the evaluated Statement of Requirement as Section 1.2 is a summary of the mandatory and rated requirements that bidders must meet. These requirements are listed/detailed in the attached Annexes of the RFP document.*

2. Modifications

Modification 1.

Delete: 3.1 Section II: Financial Bid States and its entirety and replace with the following;

3.3 Section II: Financial Bid

- a) **Pricing:** Bidders must submit their financial bid in accordance with the Basis of Payment in Annex C. The total amount of Applicable Taxes must be shown separately. Unless otherwise indicated, bidders must include a single, firm, all-inclusive price quoted in Canadian dollars in each cell requiring an entry in the pricing tables.
- b) **All Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option to extend the Contract Period. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.
- c) **Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No bidder will be permitted to add or change a price as part of this confirmation. Any bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.
- d) **Exchange Rate Fluctuation**
C3011T (2013-11-06), Exchange Rate Fluctuation

Note: the above modification is to Change the Annex reference to the correct one.

3. Extend Bid Closing Date;

At Page 1, Solicitation Closes, delete 2019-07-08 and insert 2019-07-22.

Note: the above modification is to extend the RFP closing date to July 22, 2019.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.