



**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

<b>Title - Sujet</b> ONLINE SURVEY RFP	
<b>Solicitation No. - N° de l'invitation</b> B8815-170230/B	<b>Amendment No. - N° modif.</b> 003
<b>Client Reference No. - N° de référence du client</b> B8815-170230	<b>Date</b> 2019-07-16
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XL-141-35728	
<b>File No. - N° de dossier</b> 141xl.B8815-170230	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2019-07-22</b>	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Miller, Tracey	<b>Buyer Id - Id de l'acheteur</b> 141xl
<b>Telephone No. - N° de téléphone</b> (613) 858-2651 ( )	<b>FAX No. - N° de FAX</b> (819) 956-2675
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

## CONTRACT AMENDMENT #003 IS RAISED TO:

1. To answer questions received from the industry
  2. Modify the Contract
- 

### 1. Questions and Answers from the industry;

Q29. In Amendment 002 A23 states: 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.

Canada included a significant number of security requirements in Annex G and H comprised of both mandatory and rated requirements. If the Crown is not evaluating the vendors on the mandatory security requirements, then how will the Crown determine if the winning bidder is actually compliant with the mandatory requirements? Additionally, how does Canada plan to evaluate the bidders' proposals if Canada does not evaluate the bidder's ability to meet these critical requirements?

Due to the importance of the security requirements, and for fair and equal evaluation of competition, we respectfully request that Canada include the evaluation of the security requirements as part of this RFP. This way Canada can determine whether or not the bidders are compliant, and for those who are, how they measure in comparison.

*A29. The information in the Annex G and H is provided for information purposes only and as guidance to bidders to identify which security requirements will need to be met after contract award should they be chosen as the winning bidder. Only the winning bidder will be evaluated against criteria identified in Annex G and H following the contract award.*

Q30. Section 3. Scope of Work: IRCC anticipates that it may initially acquire user licenses for 100 users, including maintenance and support services for 1 year, with the options to add additional users, renew maintenance and support services, and order training and professional services on an as-and-when requested basis.

This section states that IRCC may "order training and professional services on an as-and-when requested basis". However, the basis of payment does not include any section for as-and-when professional services. Can you please define what Canada means by "as-and-when requested services"? And if there are services required for as-and-when, would Canada please include this in the basis of payment?

*A30. IRCC will not require any additional training and professional services other than what is already being priced out as per section 4.3 of the RFP.*

### 2. Modifications

At Annex A – REQUIREMENT, delete section 3. **Scope of Work** and its entirety and insert the following;

IRCC anticipates that it may initially acquire user licenses for 100 users, including maintenance and support services for 1 year, with the options to add additional users, renew maintenance and support services.

The Software Solution must include the following functionality:

- Enable Clients to design and implement surveys;
- Secure password authentication;
- Standardized question and questionnaire features;
- Enable the electronic collection of data;
- Enable the analysis of data;
- Enable reporting of data findings;
- Enable data input and export.

The Software Solution must:

- Be a managed service that consists of:
    - The required hardware platforms and storage to support the Software Solution.
    - Any required network, security & platform software/services (e.g. Operating Systems, Databases, Directories, Firewalls) to support the Software Solution and the required application software to support the Software Solution.
    - The required services to implement and configure the Software Solution, inclusive of importing existing data in the Software Solution.
    - The required services to maintain the Software Solution inclusive of software releases, upgrades and bug fixes, as they become available.
      - Technical support for the Software Solution.
  - Be hosted on and store all data on the Contractor's secure servers in Canada;
  - Be compliant with Web Content Accessibility Guidelines (WCAG 2.0) level AA and have a secure connection via HTTPS protocol using SSL encryption;
  - Be scalable and handle a minimum of 100 concurrent users as well as handle a minimum of 2 million completed survey responses per year;
  - Allow Users to design surveys using a drag and drop interface with basic and advanced questionnaire structures, allowing for rapid survey creation;
  - Allow Users to customize survey templates and URLs to comply with GC policies and guidelines;
  - Create an administration control panel where the Client can manage all user information within their department (including secure password authentication and assigning access permissions);
  - Generate individual and aggregate response data and allow Users to export reports;
  - Capture the general location of the IP address and the specific location must be masked, as per following guidelines <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=26761> (Date: 2013-01-31)
  - Allow Users to work in the official language of their choice (English and French);
- Allow surveys to be configured so that respondents can take the survey in the official language of their choice (English and French)