

Return Bids to: - Retourner les soumissions à :

**Canada Revenue Agency  
Agence du revenu du Canada**

See herein / Voir dans ce document

**Proposal to: Canada Revenue Agency**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition à: l'Agence du revenu du Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

**Bidder's Name and Address -**

**Raison sociale et adresse du Fournisseur/de l'entrepreneur**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Telephone No. – No de téléphone**

(\_\_\_\_) \_\_\_\_\_

**Fax No. – No de télécopieur**

(\_\_\_\_) \_\_\_\_\_

***Bidder is required to identify below the name and title of the individual authorized to sign on behalf of the Bidder – Soumissionnaire doit identifier ci-bas le nom et le titre de la personne autorisée à signer au nom du soumissionnaire***

\_\_\_\_\_  
**Name and title/Nom et titre**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

**REQUEST FOR PROPOSAL  
AMENDMENT 001 / MODIFICATION DE  
LA DEMANDE DE PROPOSITION 001**

**Title – Sujet**

Website User Experience Verification Services

**Solicitation No. – No de l'invitation**

1000315603A

**Date**

2015-10-23

**Solicitation closes – L'invitation prend fin**

**On – November 18, 2015**

**At – À 2:00 P.M.**

Time zone – Fuseau horaire **EST**

**Contracting Authority – Autorité contractante**

**Address**

**E-mail address**

See herein / Voir dans ce document

**Telephone No. – No de téléphone**

(613) 867-5203

**Fax No. – No de télécopieur**

(613) 957-6655

**Destination - Destination**

See herein / Voir dans ce document

This amendment consists of Questions and Answers to the RFP.

## **Questions and Answers**

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- 1) **Question:** It appears that the work requested in Annex A is definitely associated with expertise in cognitive ergonomics. However, Annexes C and D instead refer to experience associated with quality assurance, specializing in Ariba. Is it possible to clarify the primary expertise required for fulfilling this mandate? UX or quality assurance/Ariba?

**Answer:** Annexes C and D refer to the Canada Revenue Agency's (CRA) e-commerce solution for ordering, receiving and reconciling goods and services. This is an Ariba tool which has been branded internally as "Synergy".

- 2) **Question:** If competency with Ariba is necessary, what level of competency with the Ariba system do we need? Annexes C and D seem to indicate that a sound knowledge of the system is needed in order to meet the requirements of Annex C (Ref. points 5, 6, 7, 8, 9, and 10). It seems that the Contractor will need to use the system in numerous ways.

**Answer:** The Contractor must have the 'level of competency' with Ariba to meet the requirements outlined in the Annex C.

- 3) **Question:** What type of subscription should we consider for the Ariba Supplier Network (ASN)? Is it a standard subscription intended for small transactional volume suppliers, meaning a transactional volume of less than \$50,000 CAD?

**Answer:** The CRA cannot suggest or recommend a subscription type. The requirement is that the Contractor has a subscription that enables them to meet the RFP requirements. The Contractor should work with Ariba to determine which subscription works best for them.