



RETURN BIDS TO : - RETOURNER LES SOUMISSION 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 and/or attached hereto, the goods and/or services 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, en conformité avec les conditions énoncées dans la présente incluses par référence dans la présente et/ou incluses par référence aux annexes jointes à la présente et ci-jointes, les biens et/ou services énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

**Bidder's Legal Name and Address - (ensure the Bidder's complete legal name is properly set out)
Raison sociale et adresse du Soumissionnaire - (s'assurer que le nom légal au complet du soumissionnaire est correctement indiqué)**

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 /Nom

Title/Titre

Signature

Date (yyyy-mm-dd)/(aaaa-mm-jj)

(____)_____
Telephone No. – No de téléphone

(____)_____
Fax No. – No de télécopieur

E-mail address – Adresse de courriel

AMENDMENT TO REQUEST FOR PROPOSAL / MODIFICATION DE DEMANDE DE PROPOSITION

Title – Sujet User Experience (UX) Services	
Solicitation No. – No de l'invitation 1000336620	Date 2017-10-27
Amendment No. - N° modif. 001	
Solicitation closes – L'invitation prend fin on – le (2017-11-22) at – à 2:00 P.M. / 14 h	Time zone – Fuseau horaire EST Eastern Standard Time
Contracting Authority – Autorité contractante Name – Nom Alastair Webb Address – Adresse - See original document/ voir document original E-mail address – Adresse de courriel – alastair.webb@cra-arc.gc.ca	
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 DOCUMENT CONTAINS A SECURITY REQUIREMENT. LE PRÉSENT DOCUMENT COMPORTE UNE EXIGENCE EN MATIÈRE DE SÉCURITÉ.	



SOLICITATION AMENDMENT # 001

This solicitation amendment is raised to:

1. Address the following questions submitted during the solicitation period as per RFP; and
2. Amend the RFP

1. QUESTIONS AND ANSWERS

- Q1. Are there any incumbents currently doing the work?
- A1. Yes, there are companies currently performing the work.
- Q2. Is this a replacement for the Website User Experience (UX) Verification Services contracts issued in 2014 and 2016?
- A2. Yes.
- Q3. In reference to M3 and M4, CRA is asking for firms to have both 36 months (within the last 60 months) and three different projects for each of 12 different UX activities. This creates a wholly unreasonable and impractical matrix of requirements that will eliminate qualified firms who are more than qualified to do the work required under this contract. UX work can be a mixture of short-term and long-term assignments, involving a portion of the listed UX activities. Given this profile, it would be more luck than actual qualifications that a firm would have the required experience. Instead of the current approach for M3 and M4, would CRA consider alternate criteria which would ensure its needs are met while not unfairly disqualifying qualified firms? Examples may include:
-Experience in each 12 UX Activities, with at least 36 months (in the last 96 months) of experience in each of at least 9 of the different activities
-Experience in each of the 12 UX Activities on at least 1 project, with a minimum of 3 different projects involving any of the UX Activities.
- A3. Please see Section 2 Amendments to RFP, #1 below.
- Q4. In reference to M3: "The Bidder's proposal MUST clearly demonstrate a minimum of thirty six (36) months experience ... conducting EACH of the UX services listed below
a. Should that be read to mean, that a bidder without experience in e.g. "9. Content Editorial and Plain Language Writing Services" not qualify to bid?
b. Should that be read to mean that the bidder must demonstrate 36 months experience on EACH ONE of the 12 items listed. I.e. 36 months on "1. Heuristic evaluation"... and 36 months on "12. Multivariate and A/B testing"? That comes to a total of 36 Months X 12 Services = 432 Months experience?
- A4. a. Please see Section 2 Amendments to RFP, #1 below.
b. Please see Section 2 Amendments to RFP, #1 below.
- Q5. In reference to R1, reads in part "... 10 points – ≥120 or more YEARS experience...". Should that read MONTHS?
- A5. Yes, that should read months. Please see Section 2 Amendments to RFP, #2 below.



- Q6. In reference to M3 and M4 - UX Activity #9, Content Editorial and Plain Language Writing Services is not a standard UX Activity, and as such may disqualify many UX firms from consideration. Would CRA consider removing this requirement?
- A6. This activity is important to CRA and therefore CRA will not remove this requirement.
- Q7. In reference to R1 - Where M3 involves experience in 12 different areas, how will R1 be evaluated if a firm has 15 years of experience in, for example, 8 of the 12 activities, and 4 years of experience in the other 4 activities?
- A7. The months of experience will be calculated based on the common months of experience amongst all of the UX activities demonstrated in M3. In this example the Bidder would be awarded points for 4 years of experience in all UX activities demonstrated.
- Q8. Is the intent again to have a slate of providers that you call on whenever there is a particular piece of work, and that the TA will be awarded to the lowest bidder in each case?
- A8. Only one (1) contract will be awarded from this RFP. The work performed under this contract will be on an "as and when requested basis" using the Task Authorization (TA) process described in section 7.26 of the RFP.
- Q9. How many contracts does CRA plan to issue for this RFP?
- A9. Only one (1) contract will be awarded from this RFP. The work performed under this contract will be on an "as and when requested basis" using the Task Authorization (TA) process described in section 7.26 of the RFP.

2. AMENDMENTS TO THE RFP

1. At section 1.2, Mandatory Technical Criteria;

DELETE:

M3 The Bidder's proposal MUST clearly demonstrate a minimum of thirty six (36) months experience in the last sixty (60) months (as of the solicitation closing date) in conducting **each** of the UX services listed below:

INSERT:

M3 The Bidder's proposal MUST clearly demonstrate experience in **at least 9** of the 12 UX services listed below. Each UX service must demonstrate a minimum of thirty six (36) months experience in the last ninety-six (96) months (as of the solicitation closing date).

DELETE:

M4 The Bidder's proposal MUST include a comprehensive summary for a minimum of **three** (3) projects undertaken in the last **five** (5) years (as of the solicitation closing date) for the UX activities listed at M3. For clarity, the Bidder's proposal may include more than three (3) projects in order to meet the requirement to address each UX services in three (3) different projects.

INSERT:

M4 The Bidder's proposal MUST include a comprehensive summary for a minimum of **three** (3) projects undertaken in the last **eight** (8) years (as of the solicitation closing date) for the UX activities listed at M3. For clarity, the Bidder's proposal may include more than three (3) projects in order to meet the requirement to address each UX services in three (3) different projects.



2. At Appendix 2, Point Rated Criteria R1;

DELETE:

10 points – ≥120 or more years experience over and above the mandatory criterion M3.

INSERT:

10 points – ≥120 months experience over and above the mandatory criterion M3.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED