



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)

Blank lines for bidder information

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

Form containing amendment details: Title - Sujet, Solicitation No., Date, Amendment No., Solicitation closes, Contracting Authority, Telephone No., Fax No., Destination, and a security requirement notice.



SOLICITATION AMENDMENT # 03

This solicitation amendment is raised to:

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

***** Please note that for requests for electronic copies of Appendix 1 and 2, it is the original version of Appendix 1 and 2 that will be sent. Please ensure you are up to date with the RFP Amendments for any revisions made to Appendix 1 and /or Appendix 2. The expectation is that if any of the mandatory requirements and / or Financial Tables are revised, that Bidders will attach the related RFP Amendments along with their responses to the revised requirements within their official bid submission. *****

1. QUESTIONS AND ANSWERS

- Q4.** Can you provide a detailed list of the technology landscape? It's important to understand the type of solution that we will need to test in order to propose a solution that address all your testing requirements.
- A4.** As per the advanced testing requirements within section 2.9 Item #2, Java Swing would be the technology platform under test.
- Q5.** Regarding Step 5 – Proof of Proposal Testing, Page 15 of 79 --- Bidders may need to propose an Enterprise Testing Solution that consists of different testing software products in order to meet all requirements. Does the Bidder need to show a fully configured and integrated solution during the POP, or is it sufficient to demonstrate that the proposed testing software products address the requirements as stated in the Bidder's proposal. That is, CRA-specific configuration and development of APIs would be done following contract award as part of the Enterprise Testing Solution implementation, and not as part of the POP.
- A5.** Only mandatory requirements will be tested in the Proof of Proposal.
- Q6.** Regarding Step 5 – Proof of Proposal Testing, Page 15 of 79 --- When will CRA provide a copy of the POP Testing script and use cases?
- A6.** A list of mandatory requirements for Proof of Proposal demonstration will be provided to the winning vendor following bid evaluation as described in the RFP.
- Q7.** Regarding Step 5 – Proof of Proposal Testing, Page 15 of 79 --- Does CRA expect the Bidder to demonstrate compliance with all mandatory requirements within those 10 working days?
- A7.** CRA reserves the right to test all or some of the mandatory requirements.
- Q8.** What is the difference between the support requirements of M3 and the support requirements of M4?
- A8.** M3 states the standard support availability requirement while M4 states specifically the response time for any Technical Support requests which must not exceed 4 hours. **Please see section 2 below for revised M4.**



- Q9.** Which vendors participated in the demos in response to the CRA Enterprise Testing Solution RFI (Sol. No. 1000111222) that was published November 25, 2016?
- A9.** Information regarding the vendors who participated during the RFI process is not required for the purposes of the RFP and hence will not be disclosed.
- Q10.** Can CRA provide an extension to January 8th, 2018 (after Holiday Season)?
- A10.** No extension is granted at this time.
- Q11.** For M91, since CRA is providing the infrastructure, what information does CRA want Bidders to provide to show software compliance with M91?
- A11.** Each vendor must confirm that the solution software can support the availability level as identified in M91 through product specifications or as part of a referenced solution in mandatory requirement number one (M1). **Please see section 2 below for revised M91.**
- Q12.** For M92, since CRA is providing the infrastructure, what information does CRA want Bidders to provide to show software compliance with M92?
- A12.** Each vendor must confirm that the solution software can support the transaction rate identified in M92 through product benchmarks or as part of a referenced solution in mandatory requirement number one (M1).
- Q13.** Section 7.21 Basis of Payment states “The Contractor will be paid firm hourly rates annually during the Contract Period for the Professional Services described at Annex A: SOR, in accordance with Annex B: List of Deliverables and Pricing, Harmonized Sales Tax extra, in accordance with the Terms of Payment and Invoicing clauses identified herein.” What is meant by “annually” in the context of hourly rates for professional services?
- A13.** “Annually” in this context refers to the firm hourly rates being provided during each year (or annually) of the Initial Contract Period (Years #1-5 inclusive). **Please see section 2 below for revised Article 7.21.**
- Q14.** Can the crown provide clarification on how CRA expects the project to be managed and delivered end to end as well as the breakdown of responsibilities between CRA and the vendor?
- A14.** CRA is managing the project and delivery. From time to time, CRA may require the use of professional services from the winning vendor for technical and training services regarding the ETS.
- Q15.** Can the crown confirm the difference between the vendors responsibilities and CRAs responsibilities for the following activities including oversight, configuration, future process definition, project management and implementing new employee processes?
- A15.** Each of these is a CRA responsibility.
- Q16.** So that we can better understand the services component in comparison to the straight cost for the licenses, can the crown clarify the scope of services concerning installation, configuration, testing, deployment and integration and will these services be considered in the evaluation and how?
- A16.** If needed, these services will be procured after contract award through Task Authorizations issued by CRA. Per diems are to be provided in the Financial Table for Item #3 and will be part of the evaluation.



- Q17.** Can the crown clarify if the expectation is for the vendor to install, configure, implement and test the solution or is the expectation that the vendor will provide coaching for these activities to CRA staff?
- A17.** These services if needed will be procured after contract award through Task Authorizations issued by CRA.
- Q18.** Can the crown advise on the potential risks of this project to better help scope the services offering so that these risks can be managed during the project?
- A18.** Services will be requested as needed therefore we cannot advise on potential risks at this time.
- Q19.** Can the solution be hosted in a cloud environment and are there specific data security requirements?
- A19.** No, the solution is not going to be hosted in a cloud environment. All data security requirements that CRA must address as part of the solution design have been included in the RFP.
- Q20.** Can CRA describe the key pain points faced with the current solutions in place today?
- A20.** These are already documented in the RFP within Section 1.2 entitled Summary.
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2. AMENDMENTS TO THE RFP

1. At Part 6 of the RFP entitled Security Requirements, delete in its entirety and replace with:

Part 6 Security Requirements

Security Requirements

1. Before issuance of a Task Authorization that requires a security clearance, the following condition must be met:
 - A. the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 7 - Model Contract.
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the issuance of a task authorization to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.



2. At Appendix 1 – Mandatory Criteria, delete M4 in its entirety and replace with:

Req. No.	Requirement Description	Compliant		Reference Location / Page #
		Yes	No	
M 4.	When a request is made for Technical Support, it must be provided within the Eastern Daylight time zone and available with a response time of four (4) hours. This includes web support, email and telephone support.			

3. At Appendix 1 – Mandatory Criteria, delete M91 in its entirety and replace with:

Req. No.	Requirement Description	Compliant		Reference Location / Page #
		Yes	No	
M 91.	The ETS must support service and database clustering to enable the solution to achieve up-time of 99.9%.			

4. At Annex A: Statement of Requirements, delete Requirement #2 in its entirety and replace with:

Req. No.	Requirement Description
2.	When a request is made for Technical Support, it must be provided within the Eastern Daylight time zone and available with a response time of four (4) hours. This includes web support, email and telephone support.

5. At Annex A: Statement of Requirements, delete Requirement #93 in its entirety and replace with:

Req. No.	Requirement Description
93.	The ETS must support service and database clustering to enable the solution to achieve up-time of 99.9%.

6. At **Article 7.21** entitled **Basis of Payment**, delete the second paragraph (beginning with “The Contractor will be paid firm hourly rates annually....”) in its entirety and replace with:

The Contractor will be paid firm hourly rates during the Contract Period for the Professional Services described at Annex A: SOR, in accordance with Annex B: List of Deliverables and Pricing, Harmonized Sales Tax extra, in accordance with the Terms of Payment and Invoicing clauses identified herein.



7. At **Article 7.27**, delete **subsection 7.27.1** entitled **Single Payment (applicable to the perpetual License portion of this Contract and the Professional Services and Training)**, in its entirety and replace with:

7.27.1 Single Payment (applicable to the perpetual License portion of this Contract and no more than once a month for the Professional Services and Training)

Canada will pay the Contractor upon completion of delivery of the perpetual License and will pay the Contractor no more frequently than once per month for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- a) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b) all such documents have been verified by Canada; and
- c) for all professional services and training requests, a copy of time sheets to support the time claimed has been provided and the Work delivered has been accepted by Canada.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED