



**SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION**

Proposal to / Propositions aux:
statcan.macs-bids-smc-soumissions.statcan@canada.ca

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par le présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Amendment No. – N° modif. 003	Page 1 of/de 3
Date : January 19,2018	
Address inquiries to – Adresser toute demande de renseignements à: statcan.macs-bids-smc-soumissions.statcan@canada.ca	
Area code and Telephone No. Code régional et N° de téléphone (613) 355-9837	Facsimile No. N° de télécopieur (613) 951-3189
Destination See Herin	

Instructions :
See herein

Instructions:
Voir aux présentes

Solicitation No – N° de l'invitation : J007546
Solicitation closes – L'invitation prend fin At – à : 14:00 EDST On – le : February 1,2018/ 1 février 2018

Name and title of person authorized to sign on behalf of vendor (type or print) – Nom et titre de la personne autorisée à signer au nom du fournisseur (caractère d'impression).
Name – Nom :
Title – Titre :

Delivery required – Livraison exigée	Delivery offered – Livraison proposé
Vendor Name and Address – Raison sociale et adresse du fournisseur Facsimile No – N° de télécopieur : Telephone No – N° de téléphone :	
Signature	Date

AMENDMENT 003

This amendment is raised to:

1. Modify Cover page of RFP
2. Answer question form industries
3. Modify Evaluation Criteria

1. DELETE on the cover page of the RFP:

Sollicitation closes – L’invitation prend fin
 At – à : 14h00 EDT
 On – le : January 30, 2018 / 30 janvier 2018

INSERT

Sollicitation closes – L’invitation prend fin
 At – à : 14h00 EDT
 On – le : February 1, 2018 / 1 février 2018

2. Question

What is your implementation timeline from contract award?

Answer

The intention is to do the first mail out in March 2018

3. AT Attachment 1 to Part 4 Evaluation Criteria

DELETE in its entirety

INSERT

**Attachment 1 to Part 4
Evaluation Criteria**

1. Mandatory Technical Criteria

Ref. No.	Mandatory Criteria(MC) Pass/Fail	Cross Reference Bid Page Number
M1	<p><u>Contract Manager/Liaison Officer</u></p> <p>The Bidder must identify in their proposal the name of the resource that will act as a Contract Manager/Liaison Officer between the provider and Statistics Canada and administer the Contract on the part of the provider.</p> <p>The Bidder must demonstrate that the proposed contact has a minimum of five (5) years’ experience in customer services.</p>	
M2	<p><u>Bidder</u></p>	

	<p>The Bidder must demonstrate details of the proposed approach, minimum information to include is the methodology used to manage performance and quality assurance to managing the Cheque Issuing Process, Cheque Mail-Out and the Reconciliation Process (as per Annex A).</p>	
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2. Point Rated Technical Criteria

The criteria contained herein will be used by Statistics Canada to evaluate each Proposal that has met all of the Mandatory Requirements. Bidders are advised to address these requirements in the following order and in sufficient depth in their proposals to enable a thorough assessment. Statistics Canada assessment will be based solely on the information contained within the Proposal. Statistics Canada may confirm information or seek clarification from Bidders.

Ref. No.	Point-Rated Criteria (R)	Cross Reference Bid Page Number
R1	<p>Performance and Quality Assurance (20 points maximum)</p> <p>The Bidder should identify the approach and methodology used to manage performance and quality assurance. The methodology should include the following attributes:</p> <p>A) The Bidder must demonstrate that they have contingency plans systems and / or procedures in place to allow contract obligations to be met in the event of disruption in the contractor's normal business operations. (Maximum ten (10) points) (Maximum one (1) page)</p> <p>B) Identify the methods for auditing the quality and performance of the work. (Maximum ten (10) points) (Maximum one (1) pages)</p> <p>Scale for above <u>A</u> & <u>B</u> Elements:</p> <p>10 points = Demonstrated complete and full understanding of the requirement; clear recognition of problems and sound, even creative solutions; 8 points = Very good understanding overall; fair understanding of some minor areas; recognition of problems, some incomplete solutions; 6 points = Overall fair understanding; missing many points including some major areas; limited appreciation of problems and solutions; 4 points = Weak understanding, missing many major areas; weak understanding of problems; 0 point = No demonstrated understanding of the requirement</p> <p>The Maximum number of points awarded: 20</p>	

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED