



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des soumissions -  
TPSGC**

**11 Laurier St. / 11, rue Laurier**

**Place du Portage, Phase III**

**Core 0B2 / Noyau 0B2**

**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**

Communication Procurement Directorate/Direction de  
l'approvisionnement en communication  
360 Albert St./ 360, rue Albert  
12th Floor / 12ième étage  
Ottawa  
Ontario  
K1A 0S5

<b>Title - Sujet</b> POR - Quantitative	
<b>Solicitation No. - N° de l'invitation</b> 24062-180203/A	<b>Amendment No. - N° modif.</b> 002
<b>Client Reference No. - N° de référence du client</b> 24062-18-0203	<b>Date</b> 2018-02-13
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$CY-021-74254	
<b>File No. - N° de dossier</b> cy021.24062-180203	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-03-02</b>	<b>Time Zone</b> Fuseau horaire Eastern Standard Time EST
<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> Amaral, Paola	<b>Buyer Id - Id de l'acheteur</b> cy021
<b>Telephone No. - N° de téléphone</b> (613) 998-8588 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<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 (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>

## **AMENDMENT 002**

The purpose of the amendment is to answer bidders' questions received in response to this RFP.

### **Questions and Answers:**

**Q2: *In 9.08.01 and 9.09.01, the RFP indicates that email and telephone support will be required. To help us estimate a level of effort, could you please tell us the email and call volumes that the previous vendor experienced? It would be helpful to know approximate average daily volumes of each of email and phone calls.***

**R2:** The 2017 Public Service Employee Annual Survey was conducted in February and March 2017, over a period of 4 weeks. Over this period, the vendor received a total of 433 telephone calls, and of these, 33 individuals completed the survey by phone (out of 129,997 completed surveys). As for the number of emails received, the vendor received 3,539 emails to the dedicated email address during the data collection period.

*Details related to the calls made to the Help Desk are broken out as follows:*

Request to resend link: 143  
Request to add employee: 155  
Questions/comments re: purpose, content, scope, eligibility: 51  
Interview completed by phone: 33  
Request for new link (shared with another): 24  
Request to change a response in a completed questionnaire: 16  
Confirming completion/no-response: 11  
Technical difficulty (frozen, link won't work, etc): 12

*A breakdown of the emails received is as follows:*

Request for new invitation/not yet received: 2,594  
Access code missing/not working, resend invitation/link: 454  
Questions/Comments about survey (referred to client): 143  
Problems with access/firewall: 136  
Request issue of new link (shared link with another): 110  
Prefer not to participate/unsubscribe: 44  
Request to change a response in an already completed questionnaire: 30  
Questions/comments about confidentiality: 24  
Problems within survey/data issues: 4

**Q3: *In 9.12.02, the RFP indicates that it will be necessary to merge the 2018 PSES data with historical data. Is the historical data already merged into one data set, or will the successful proponent be required to merge multiple historical data sets?***

**R3:** The historical aggregate data will already be merged into a single data set. The layout, codes, and labels in the historical aggregate data set will be identical to those of the 2018 PSES aggregate data set.

**Q4: *In 4.2.1, the RFP indicates that that Option 1 requires a firm unit price for additional surveys. What mix of additional surveys should all bidders assume between web and mail-out/mail-back***

Solicitation No. - N° de l'invitation  
24062-180203/A  
Client Ref. No. - N° de réf. du client  
24062-18-0203

Amd. No. - N° de la modif.  
002  
File No. - N° du dossier  
cy021.24062-180203

Buyer ID - Id de l'acheteur  
cy021  
CCC No./N° CCC - FMS No./N° VME

---

***responses? Should we all assume the same distribution as for the base surveys? Or will the additional surveys be biased towards mail-out/mail-back?***

**R4:** For Option 1, the bidder should assume the same distribution of web and mail-out/mail-back responses as for the base survey.

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.**