

Q#1. On page 10 of 33, there is language to suggest a Human Resource Plan is required as part of the proposal. Can Global Affairs Canada please clarify if this is a request for advisory services to be provided by the successful proponent after contract award or rather an internal requirement of the successful proponent to detail how it internally manages human resources?

A#1 As described in 4.1.1.2 Mandatory Technical Criteria, general explanation, bidders are advised to address each mandatory evaluation criteria in sufficient depth to permit a complete requisite analysis and assessment by the evaluation team. The bidder must provide a Human Resource Plan that includes the criteria identified in Mandatory Evaluation Criteria #M2 in order for criteria in sufficient depth to permit a complete requisite analysis and assessment by the evaluation team as part of the technical merit.

Q#2. On page 12 of 33, can Global Affairs Canada please clarify the language requirements of the proponent team (see also Section 5.3). As we understand, resources need to speak English and resources that will facilitate workshops need to be bilingual, is this correct?

A#2 Correct

Q#3. On page 23 of 33, paragraph 7.6.3.1 states the contract must not exceed \$1.7M; paragraph 7.6.3.4 states that the maximum allowance for the optional year is \$700K. Therefore, is the total value of the contract for the 3 years \$2.4M or is the value of the first two years \$1M and the optional year \$700K?

A#3 1.7 Millions with option period excluded taxes.

Q#4. Can Global Affairs Canada please confirm the intent of the solicitation? The scope of work (page 25) would suggest management systems (i.e. ISO) is the driver, but the evaluation criteria only provides 18 points of 100 for ISO (or Lean) experience.

A#4 The intention is to ensure that all stakeholders conform with the ISO certified management system. There is currently evidence that employees require training and change management support in order to align their work activities with related policies, processes and procedures as well as core, leadership and technical competencies.

Q#5. The level of detail currently described in the Statement of Work is very high level and makes it very difficult for a contractor to establish a Firm Price as requested in Annex B. Is there more information available on the scope of work, deliverable expectations, and / or desired advisory team size?

A#5 Global Affairs Canada is prepared to make available to bidders existing documentation as identified in the Statement of Work (SoW), 5.0 Solution. Deliverable expectations are identified in the SoW, 6.0, Deliverables and Associated Schedule. The team size will be unique to each bidder.

Q#6. Paragraphs 7.6.1 and 7.6.2 indicate that the Contractor will be paid for actual time worked, in accordance with the firm all-inclusive per diem rates set out in Annex B, Basis of Payment. Yet, Annex B is looking for a "Firm price". Can Global Affairs Canada please clarify how the price is expected to be established? We assume that the intent is a time-incurred based arrangement.

A#6 Contractor need to proposed a firm all-inclusive per diem rates per resources per level of effort , same for the option period.

Q#7. Given the complexity of the bid response and the level of information required and effort to produce a quality proposal, we request that the solicitation deadline for submission be extended to May 18th.

A# 7 Closing date is extended until May 23, 11 am EST.