

TASK Based Professional Services (TSPS) Requirement

This requirement is for: **Canada Revenue Agency (CRA)**

This requirement is open only to those **Supply Arrangement Holders under E60ZT-16TSPS** who qualified under Stream : 2. Business Consulting/Change Management Services Stream

The following SA Holders have been invited to submit a proposal.

- 1) Bell Browne Molnar and Delicate Consulting Inc.
- 2) Canadian Development Consultants International Inc
- 3) CGI Information Systems and Management Consultants Inc.
- 4) Deloitte Inc.
- 5) Emerion
- 6) Goss Gilroy Inc.
- 7) Hackett Consulting Inc.
- 8) HumanSystems Incorporated
- 9) IT/Net - Ottawa Inc.
- 10) Modis Canada Inc
- 11) PRA Inc.
- 12) RESEAU CIRCUM INC.
- 13) Risk Sciences International Inc.
- 14) The Social Research and Demonstration Corporation
- 15) Tiree Facility Solutions Inc

Description of the Requirement:

The Canada Revenue Agency (CRA) requires the services of an external party to validate its current service outcomes and assess and optimize how it leverages feedback to ensure that Canadians' service expectations and needs are met.

The CRA has embarked on a significant transformation agenda to enhance its services and to ensure that the interactions its officers have on a daily basis with Canadians are reflective of this renewed focus on service. While this agenda has had tangible impacts on the interactions between Canadians and the CRA, there are a number of pressure points that remain within processes and services that continue to require a sustained effort to ensure that the CRA meets expectations of and provides world class service to Canadians. To this end, the CRA has recently appointed its first Chief Service Officer to further integrate and develop its service vision and provide client-centric service offerings that span across the service continuum.

The CRA requires external assistance to validate its service outcomes and assess and optimize its feedback approach to ensure that Canadians' service expectations and needs are met. Specifically, the Contractor will be required to review and validate the CRA's service outcomes and underlying principles against notably the Government's priorities, and overall trends regarding public and private service delivery.

Level of Security Requirement:

Company Minimum Security Level Required

Protected B

Special comments: Reliability Status

Resource Minimum Security Level Required

Protected B

Special comments: Reliability Status

Applicable Trade Agreements:

Agreement on Internal Trade (AIT)
Canada-Colombia Free Trade Agreement (CCoFTA)
Canada-Peru Free Trade Agreement (CPFTA)
North American Free Trade Agreement (NAFTA)
Canada-Panama Free Trade Agreement (CPaFTA)

Associated Documents:

Request for Proposal (RFP) documents will be e-mailed directly, from the contracting officer, to the Qualified Supply Arrangement Holders who are being invited to bid on this requirement.

Proposed period of contract:

The proposed period of contract shall be from **September 3 to November 30, 2018**

Estimated Level of Effort:

The estimated level of effort of the contract will be for **10 weeks**

Solicitation No.: 1000340610
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NOTE: The Task and Solutions Professional Services (TSPS) Method of Supply is subject to quarterly refresh cycles. If you wish to find out how you can be a "Qualified SA Holder", please contact SPTS.TSPS@TPSGC-PWGSC.GC.CA