



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

Bid Receiving - PWGSC / Réception des soumissions -  
TPSGC

Place du Portage, Phase III  
Core 0B2 / Noyau 0B2  
11 Laurier St./11, rue Laurier  
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**  
Shared Systems Division (XL)/Division des systèmes  
partagés (XL)  
Terrasses de la Chaudière  
4th Floor, 10 Wellington Street  
4th étage, 10, rue Wellington  
Gatineau  
Québec  
K1A 0S5

<b>Title - Sujet</b> ONLINE SURVEY RFP	
<b>Solicitation No. - N° de l'invitation</b> B8815-170230/B	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> B8815-170230	<b>Date</b> 2019-06-13
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XL-141-35728	
<b>File No. - N° de dossier</b> 141xl.B8815-170230	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2019-07-08</b>	
<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> Miller, Tracey	<b>Buyer Id - Id de l'acheteur</b> 141xl
<b>Telephone No. - N° de téléphone</b> (613) 858-2651 ( )	<b>FAX No. - N° de FAX</b> (819) 956-2675
<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</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

## CONTRACT AMENDMENT #001 IS RAISED TO:

1. To answer questions received from the industry.
- 

### Questions and Answers from the Industry

- Q1. Whether companies from Outside Canada can apply for this?  
(For example - from India or USA)
- A1. See Part 6, Section 6.2.
- Q2. Whether we need to come over there for meetings?
- A2. Please see Section 3.2 Section 1: Technical Bid Annex A, section 4 – Deliverables
- Q3. Can we perform the tasks (related to RFP) outside Canada?  
(like, from India or USA).
- A3. See Part 6, Section 6.2.
- Q4. Can we submit the proposals via email?
- A4. Please see Part 3 – BID PREPARATION INSTRUCTIONS
- Q5. In Annex B – Evaluation Criteria – section II. Constraints (Page 66)
- a. May you please clarify if these are also mandatory? Or are they point rated?
  - b. For the policy regarding Standard on Web Accessibility – the request seems to be to provide a template. Will you provide the details so we can quote?
- A5. a) Yes, this is mandatory  
b) The vender needs to provide a template that is WCAG 2.0 compliant level AA.
- Q6. For Protected B – if someone is in the process of acquiring this, but will not have it completed by the bid closing date – July 2019.
- Will they be disqualified? Is there a possibility of winning the bid if a company is not Protected B?  
Can the departments ask for a waiver?
- A6. See PART 6 – SECURITY, FINANCIAL AND OTHER REQUIREMENTS
- Q7. Who are the main departments using this? We note that Citizenship is owner of the RFP, but Treasury has several criteria. Can you provide more details? Who is Treasury using now?
- A7. See 1.2 Summary (d)
- Q8. What is the expected and desired budget for this annual license?

A8. *No Budget was provided*

Q9. Can you provide more details around requirement M42?

A9. *Ability for a respondent to complete a survey on-line (using a web page) or off-line (via an app on a device that isn't connected to the internet) and when it is submitted it will be logged as having either been completed on-line or off-line.*

Q10. There is a requirement (M56) for a dashboard Analysis tool – may you provide more details around what is needed? Are advanced analytics needed? For how many users?

A10. *The dashboard should provide users with access to frequencies that can be filtered by variables such as date, status of completion, question number, etc. Advanced analytics are not required, however if any are available we would be interested to hear about them.*

Q11. Requirement M49 – asks for multiple languages – is this for the survey or for the actual platform? i.e. do you want to create surveys for respondents to be available in multiple languages? Or do you need the software interface to be available in multiple languages (for the users creating the surveys?)

A11. *This is referring to programming surveys in multiple languages. We would expect all pre-set messages in the survey (navigation buttons and errors text) to be available to survey takers in all of the languages supported by the platform.*