



## 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 etage, 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> 004
<b>Client Reference No. - N° de référence du client</b> B8815-170230	<b>Date</b> 2019-07-18
<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 2019-07-23</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT	
<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 #004 IS RAISED TO:

1. To answer questions received from the industry
  2. Extend bid closing date
- 

### 1. Questions and Answers from the industry;

Q31. This RFP is for a cloud service. Cloud services (SaaS software) are based on consumption models. A major driver of the cost to deliver this cloud service is the number of responses the service delivers, beyond the number of users accessing the solution. Given the government-wide clause included in this RFP, one user from a large Citizen Facing department could create a survey to all Canadians that generates 30+ million transaction responses. Clearly the infrastructure, operations staff, software and support for the survey respondent necessary to deliver that outcome cannot be contemplated on a per user basis.

As such, our licensing model is based two elements:

1. on a per user basis where the base package allows for a maximum number of responses,
2. the incremental purchase of expected survey responses.

IRCC provided volumetrics based on 2018 and ytd 2019 survey responses. While we could price for IRCC, it is difficult to respond to this basis of payment with no limit to the volumetrics of potential survey responses.

We would like to recommend the basis of payment consider a limited number of responses (to the Crown's discretion) per user base for Tables 1, 2, 3 and 4. Here is our recommendation:

Table 1 – base package for 100 users to a maximum of XX responses

Table 2 – base package for 100 users to a maximum of XX responses

Table 3 – base package for 100 users to a maximum of XX responses

Table 4 – additional users would come with a base package of XX responses

We would then recommend a Table 5 that allows for licensing for increments of responses in amounts determined by the Crown's discretion.

le. Option year 1 (2,3,4) – price per increment of 10,000 responses.

This way, Canada has the ability to leverage the flexibility and benefits of a cloud based service, and does not have to add more "users" in order develop surveys where there the amount of responses is significant. One of the benefits of the solution is the efficiency and ease of use of the tool. Thereby enabling users/ researchers to be more efficient and effective in their research. Essentially, research organizations such as yours may not need to add additional users, given the effectiveness of the team and their ability to create unlimited surveys.

Given that this contract may be leveraged by any department during the initial contract year and the option years, without the addition of a consumption based basis of payment we could be in a position where we cannot bid.

Would Canada please:

1. State a maximum number of survey responses that is included within Table 2 – Item 1, Table 3 – Item 1,2,3,4;

2. Include a Table 5 as part of the basis of payment for the purchase of additional survey responses beyond the maximum number defined above.

Given our experience, our recommendation is that the maximum number of surveys included with the 100 User license should be 100,000.

A31. *The pricing request is for IRCC's immediate needs based on the information provided. As such, please bid based on the information provided in the RFP and amendments. Should other Departments wish to access the resulting Contract, a quote from the supplier would be required and would need to adhere to the resulting Contract terms, conditions and pricing.*

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**2. Extend Bid Closing Date;**

At Page 1, Solicitation Closes, delete 2019-07-08 and insert 2019-07-23.

**Note:** the above modification is to extend the RFP closing date to July 23, 2019.

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