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Revision to a Request for a Standing Offer

Révision à une demande d'offre à commandes

Departmental Individual Standing Offer (DISO)

Offre à commandes individuelle du département(OCID)

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Offer remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'offre 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

Title - Sujet Public Engage. / Consult. Services		
Solicitation No. - N° de l'invitation EN578-181138/C	Date 2019-08-27	
Client Reference No. - N° de référence du client EN578-18-1138	Amendment No. - N° modif. 003	
File No. - N° de dossier cy016.EN578-181138	CCC No./N° CCC - FMS No./N° VME	
GETS Reference No. - N° de référence de SEAG PW-\$\$CY-016-77563		
Date of Original Request for Standing Offer		2019-08-08
Date de la demande de l'offre à commandes originale		
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-09-30		Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
Address Enquiries to: - Adresser toutes questions à: Schou, Christian		Buyer Id - Id de l'acheteur cy016
Telephone No. - N° de téléphone (613) 995-2278 ()	FAX No. - N° de FAX () -	
Delivery Required - Livraison exigée		
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: See herein		
Security - Sécurité This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.		

Instructions: See Herein

Instructions: Voir aux présentes

Acknowledgement copy required	Yes - Oui	No - Non
Accusé de réception requis	<input type="checkbox"/>	<input type="checkbox"/>
The Offeror hereby acknowledges this revision to its Offer. Le proposant constate, par la présente, cette révision à son offre.		
Signature	Date	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
For the Minister - Pour le Ministre		

This reason for this amendment is to advise all potential offerors of the questions and answers pertaining to this Request for Standing Offer.

QUESTIONS AND ANSWERS

- Q7 Could the GC validate that for R2 Project Management, you are required to submit 3 projects only regardless of whether or not you are submitting in person only, online only, or both? Related, could you confirm that as per page 56 of the RFSO the total of 285 points for the R2A In person Sub Category and 200 points for the R2B Online Subcategory include the 110 points available in the Project Management? Finally, on page 63 of the RFSO could you confirm that the reference to 15 points per project as it relates to R2.1 is a typo and it should be 30 points per project?
- A7 Only 3 projects are required in response to R2.1 regardless of whether or not you are submitting for in-person only, online only, or both. The total of 285 points for the R2A In person Sub Category and 200 points for the R2B Online Subcategory include the 110 points available in the Project Management.
- The reference to the points per project was a typo and was corrected to 30 points in amendment 002 along with a few other similar typos in that section.
- Q8 As the GC is aware, there is an understood gulf in methodology, tasks, and processes between how most In person public engagement projects are carried out versus online public engagement projects. How is the GC distinguishing the evaluation between Project Management projects related to In person versus Online given this gulf?
- A8 Although there are significant differences between managing an in-person and online project, criteria R2.1 for Project Management Firm's Experience is requesting more general information, such as, but not limited to, managing staff and schedules and reporting to the client. As a result we only require 3 projects in response to R2.1. If the Offeror will be submitting for both Subcategory A. In-person and Subcategory B. Online, projects provided for R2.1 Project Management Firm's Experience could be either all In-Person, all Online or a mix of both.
- Criteria under R2A and R2B of Category 2: Implementation and Facilitation are much more technically specific and require more information from the Offeror whether it is for Subcategory A - In person or Subcategory B - Online. An Offeror who does not provide 3 examples of delivering projects that meet each requirement of a subcategory would not qualify for that subcategory.
- Q9 It seems that the qualification bar for online "tools" is low and that potential suppliers could qualify for public engagements with, for example, a license for Webex. Given the complexity that can be a part of any GC public engagement, how would a supplier with limited capability/limited software tools be able to respond to any kind of complex public engagement if they were to qualify in the online sub-category?
- A9 The Criteria which requests project examples in this Request for Standing Offer were heavily influenced by the criteria used in the previous Request for Standing Offer for these same services. Offerors that submit an Offer for Subcategory B- Online will be assessed against all the required criteria for that specific subcategory. If an Offeror obtains a Standing Offer simply for Category 2, Subcategory B-Online, the only projects they will be considered for are those where a Client department only selects that one single subcategory. A supplier that is then chosen for a given project under the Standing Offer would still need to have all the tools necessary to deliver the tasks outlined in that project's individual Statement of Work.

Q10 Could you please confirm if there is a particular file format that GC wishes to receive a response in? (Word, PDF?)

A10 Both Word and PDF are acceptable.

Q11 Could the GC elaborate on their rationale for using 10,000 respondents and 50 words of text for each respondent as their threshold for "Automated Complex Text Analysis" in R3? As a company that has gone to great lengths to invest in and see strong benefit from Natural Language Processing and AI we are very comfortable in saying that significant insights can be gained from analyzing the unstructured text from as few as 50 users, depending upon your NLP capabilities. By setting such a high user threshold it indicates that GC feels and intends to only incorporate NLP/AI when those thresholds are met, which would be unfortunate in terms of the insights that would be lost. Assuming that the GC is intending to use NLP/AI for projects with fewer than 10,000 respondents would the GC consider lowering the threshold to a more typical level of 500 to 1,000 users?

A11 The threshold of 10,000 respondents and 50 words, including in both official languages, is to ensure that Offerors can deliver for the biggest projects. It does not preclude using automated complex data analysis for smaller projects.

This Standing Offer will cover meetings with a dozen of stakeholders and engagement initiatives with possibly hundreds of thousands of participants. Our objective is to offer opportunities for providers who can offer services for smaller projects while ensuring that big projects get the services required. Offerors that have the capacity to excel at both the big and small projects are welcome to apply under both sub-categories.

Q12 I want to bring the Annex "E" - Financial Proposal Form to your attention.

The form is asking offerors to submit pricing based on an hourly rate and doesn't provide an option for a fixed fee. Hourly rates are suitable for consulting firms (who bill hourly for their services) however we are a software company that delivers a product. The hourly rate model is appropriate for all the service categories and subcategories with the exception of R2 Project Management and R2B Subcategory B - Online.

We deliver a digital engagement platform via two procurement options:

The first option is a single consultation project while the second enables a client to post and archive as many projects as they wish on a single platform. Both options are needs of the Government of Canada and have a fixed price (annual subscription) that includes all support services (defined deliverables).

Much like buying a car (or any other product), we can't break down the fixed price into an hourly rate. Can you please take this into consideration and amend Annex "E" - Financial Proposal Form to include an option for a software delivery model (fixed fee) in addition to the current services delivery model (hourly rate)?

I also suggest providing procurement options for a single project AND unlimited projects as this would cover the digital engagement platform needs of the Government of Canada.

A12 This standing offer will not have an option for client departments to purchase a platform for a fixed fee. This does not preclude Departments from undertaking separate procurement activities if they simply want access to online consultation platforms.

The cost of the necessary software tools must be included in the Offeror's hourly rates if it is the Offeror's in-house/joint-venture platform. If the platform would be obtained by the Offeror through subcontracted services, it would need to respect Annex B Basis of Payment, B.1.1 Subcontracted Services. Please see the response provided to Question 2 of Amendment 002 for more detail.

Q13 Can we please get APPENDIX "1" SAMPLE TEMPLATE "PROPOSED PROJECT SUMMARY SHEET" in excel format?

A13 We do not have the appendix currently available in excel format, but we will include a version in word under the attachments section of the buyandsell page.

Q14 Most GC departments involved in consultation and engagement have become comfortable with digital spaces (communication and practices) and may not require additional consulting services to help manage an online engagement platform that already comes with adequate support services. This may not have been the case five years ago but it is now. The request for standing offer (as it stands) will no doubt cause confusion as GC departments will be connected with the Best Value Offeror listed under GSIN T001HB: Stakeholder and Citizen Consultation and Engagement Services - Online thinking this is the best option when in fact they may end up paying for unnecessary services. The option of procuring a digital engagement platform (and related expertise/support services) directly should be made available to GC departments alongside procuring via a consulting firm.

A14 The scope of this requirement is limited to Public Engagement and Consultation Services, and supporting services needed to carry out these activities. Qualified Offerors will be responsible for recommending suitable online engagement platforms that meet the requirements of each individual project. Online engagement platform providers that do not have the necessary expertise to qualify under this Request for Standing Offer can still provide their online engagement platform to qualified offerors if it was determined that they are the most suitable for a given project.

The main intent of this tool is not to provide access to a platform for Clients Departments that can manage engagement processes on their own. This tool is being put in place for Client Departments that require outside consultation services on a given project, either due to a lack of expertise internally or a lack of available resources internally. Clients Departments that are simply looking for an online engagement platform are able to procure it outside this Standing Offer.

Please refer to the answer to Question 12 in this amendment and Question 2 of amendment 002 for additional information.

Q15 The way the request for standing offer has been written gives an unfair advantage to companies that can eat the cost of the online engagement platform's procurement in order to achieve Best Value Offeror. To compete, other Offerors need to procure a 3rd party digital engagement platform at a variable cost and bundle this into an hourly rate. How can this not be considered a conflict of interest and a conflict to procedural fairness for other consulting firms (Offerors) and Canadian digital engagement software companies that have been excluded from this request for standing offer?

A15 Please refer to the answer to Question 12 in this amendment.

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EN578-181138/C
Client Ref. No. - N° de réf. du client
EN578-18-1138

Amd. No. - N° de la modif.
003
File No. - N° du dossier
cy016.EN578-181138

Buyer ID - Id de l'acheteur
cy016
CCC No./N° CCC - FMS No./N° VME

- Q16 Please consider bundling face-to-face and online engagement services together (as almost all projects these days include both) but excluding the digital engagement platform component from this request for standing offer. Consider a separate competition through which the GC can identify the best available digital engagement platform providers (which include expertise and required support services) and prequalify them for use by GC departments who do not require a consulting firm's involvement.
- A16 This Request for Standing Offer is structured in a way to allow Client Departments the ability to bundle various consultation services they require, whether in-person or online. The different subcategories allows Offerors the option to offer only the specific services they wish to provide. The only option that could not be included in this Standing Offer is the procurement of a platform on its own. Any department that simply needs access to platform is able to do so separately from this Standing Offer. Please see answer 2 of amendment 002 for more details.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.