



**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

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**

Business Transformation and Systems Integration  
Service/Division de transformation des opérations et  
d'intégrat  
Special Procurement Initiative Dir  
Dir. des initiatives spéciales  
d'approvisionnement  
Terrasses de la Chaudière 4th Floor  
10 Wellington Street  
Gatineau  
Québec  
K1A 0S5

<b>Title - Sujet</b> HR-to-Pay Env Innovation Challenges	
<b>Solicitation No. - N° de l'invitation</b> EN920-190988/L	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> 20190988	<b>Date</b> 2019-12-30
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XE-681-37182	
<b>File No. - N° de dossier</b> 681xe.EN920-190988	<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 2020-01-17</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST	
<b>F.O.B. - F.A.B.</b> Specified Herein - Précisé dans les présentes <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input checked="" type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Ouellette, Kristen	<b>Buyer Id - Id de l'acheteur</b> 681xe
<b>Telephone No. - N° de téléphone</b> (613) 402-8745 ( )	<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>

Solicitation No. - N° de l'invitation  
EN920-190988/L  
Client Ref. No. - N° de réf. du client  
EN920-190988

Amd. No. - N° de la modif.  
001  
File No. - N° du dossier  
681xe.EN920-190988

Buyer ID - Id de l'acheteur  
681xe  
CCC No./N° CCC - FMS No./N° VME

### SOLICITATION AMENDMENT 001

This Solicitation Amendment is issued to modify the Request for Proposal (RFP) document in order to extend the Bid Closing Date, reflect changes made to the RFP document, and to provide Questions and Answers 1 through 6, regarding the Request for Proposal (RFP) EN920-190988/L.

#### MODIFICATIONS TO THE RFP SOLICITATION DOCUMENT:

**1. At page 1, Solicitation Closes on:**

**DELETE:** 2020-01-08  
**INSERT:** 2020-01-17

**2. At page 15 of 39, Article 4.4 Basis of Selection, is amended as follows:**

**DELETE THE FOLLOWING:**

(c) The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60% for the technical merit and 40% for the price.

(d) To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 60%.

(e) To establish the pricing score, each responsive bid will be prorated against the lowest evaluated bid price and the ratio of 40%.

**REPLACE WITH:**

(c) The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.

(d) To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 70%.

(e) To establish the pricing score, each responsive bid will be prorated against the lowest evaluated bid price and the ratio of 30%.

#### ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED

#### TRACKING LOG OF QUESTIONS AND ANSWERS PROVIDED TO DATE

QUESTIONS AND ANSWERS	PROVIDED IN DOCUMENT
Questions and Answers 1 to 6	Solicitation Amendment 001

Q#	QUESTIONS	ANSWERS
1	Due to the holiday season, we request a two-week extension to the due date of this RFP.  Could you please confirm if PSPC will grant one?	Canada has modified the Bid Closing Date to January 17, 2020. Refer to Modification 1 above.
2	Our firm like many has already started a two week shut down. The timing of the release of documents will not allow us to share and analyze the requirements and produce a quality response. We	Canada has modified the Bid Closing Date to January 17, 2020. Refer to Modification 1 above.

Q#	QUESTIONS	ANSWERS
	therefore request an extension of at least two weeks (i.e. minimum January 17 closing date)	
3	Can PSPC please clarify where the bidder should provide an approach to acceleration? At present, there are 30 available points in R6 for "areas of improvement", yet the majority of the rated scoring (120 of 150 points) is allocated to past experience that was already evaluated in the ITQ. Would PSPC consider increasing the weighting of R6 and requiring an approach and workplan as opposed to potential areas of improvement? We believe an approach would provide PSPC with more certainty around what will be delivered by the selected bidder, and reduce potential duplication between the evaluations for the ITQ and the RFP.	The bidder should provide the approach to acceleration in the table. At this time, Canada will not change the scoring.
4	Can PSPC please explain why it chose a price evaluation of 40%? While we appreciate that Phoenix has been a cost challenge for Canada, we think that PSPC would want to strike a stronger balance on technical scoring versus price given the goal is to increase technical performance. Would PSPC respectfully consider amending the pricing evaluation to 30%?	Canada agrees to the change. The Basis of Selection of the highest responsive combined rating of technical merit and price will be modified to a ratio of 70/30, as per this Solicitation Amendment 001.
5	<p>We think it will be difficult to estimate "measured improvements" to performance in the basis of payment because the RFP doesn't define "performance" or how it will be measured by PSPC (e.g. queue volume reduction, number of cases closed, average processing time, capability building, or something else). These are significant unknowns that would be critical to producing an estimate. We have two questions on this topic:</p> <p>a. Can PSPC please clarify what is meant by "measured improvements" (i.e. to what) as well as how it will evaluate the Bidder's achievement against the established metric?</p> <p>b. Separately, would PSPC consider amending the basis of payment to feature a proposed price to address the scope of work, and an additional proposal for a fee at risk model (provided it does not exceed 25% of the total cost per the RFP)? The fee at risk model could be subject to negotiation with the successful bidder.</p>	<p>5a. The Contractor is required to collect relevant existing documentation and information, evaluate the existing case processing procedures, identify areas of opportunity and define high impact initiatives to facilitate the acceleration of pay transaction processes.</p> <p>5b. At this time, Canada will not consider amending the Basis of Payment.</p>
6	Our firm is closed for the Christmas holidays and many of our resources do not return until January 6th. As such, we request an extension of the RFP to January 17th in order for us to properly assess and respond to the subject RFP.	See Response to Question 1.