

Questions and Answers + Addendums, RFP#20200019

Q1. Is there an incumbent vendor that is, or has been, performing these services?

A1. Services similar to services requested in RFP#20200019 are delivered by Adirondack Information Management Inc., Amita Corporation, Artemp Personnel Services Inc., The AIM Group Inc., in Joint Venture.

Q2. Can you please provide us with a definition of 'Canadian Public Sector' for your reference requirements? Does that include Federal, Provincial and Municipal clients? Does it also extend to Agencies or other quasi-government bodies such as Professional Regulatory bodies (eg. College of Dental Surgeons)?

A2. Please refer to Addendum # 1 below:

ADDENDUM # 1

I. RFP # 20200019, Pages 25-26, Section A, Corporate Mandatory Technical Criteria, Table 1 – Corporate Mandatory Technical Criteria, M1, M2 and M3

INSERT:

In Mandatory Corporate Requirements M1, M2, and M3, insert the following line (as the last line):

*** Canadian Public Sector client is defined as Canadian Federal Government Department, Agency or a Crown Corporation.

Q3. Reference: Table 8 - Resource Point Rated Technical Criteria, A11. Tester (Level 2) - In the rated evaluation grid for the Tester, Level 2 resource, the maximum total points is listed as 90 points, however, the total of the points for R1, R2, R3, and R4 is only 70 points. Can the Crown please confirm that the maximum total points for the Tester (Level 2) resource should read as 70 points?

A3. Please refer to Addendum # 2 below:

ADDENDUM # 2

II. RFP # 20200019, Page 24, Section 4.6 BASIS OF SELECTION

DELETE:

5. For the purpose of this particular solicitation, total number of points is defined as number of points scored for Corporate Point Rated Technical Criteria **plus** number of points scored for Firm Resources Requirement Point Rated Technical Criteria (**i.e. Maximum 290 points**)

REPLACE BY:

5. For the purpose of this particular solicitation, total number of points is defined as number of points scored for Corporate Point Rated Technical Criteria **plus** number of points scored for Firm Resources Requirement Point Rated Technical Criteria (**i.e. Maximum 270 points**)

III. RFP # 20200019, Page 33, second to last row of Table 8 – Resource Point Rated Technical Criteria, A11. Tester (Level 2).

DELETE:

Maximum total points for Corporate Rated requirements	90 Points
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REPLACE BY:

Maximum total points for Corporate Rated requirements	70 Points
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Q4. Reference: Page 14 of the RFP – On page 14 of the RFP, there is a clause that states “For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programmes that were successfully completed by the resource by the time of bid closing. If the degree, designation or certification was issued by an educational institution outside of Canada, the Bidder must provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).

There is a requirement in each of the resource evaluation grids that ask for a post-secondary degree/diploma, however many resources with MS Dynamics CRM expertise have computer science/IT-related degrees from non-Canadian universities for which they have not obtained equivalency assessments. Given the relative scarcity of MS Dynamics CRM resources in general, let alone those with Canadian degrees, would the Crown accept a non-Canadian university degree or two-year diploma without benefit of an academic credential assessment?

A4. Requirement for academic credential assessment and qualification recognition for non-Canadian degrees, designations or certifications is SA requirement and cannot be overrun. The answer is no.

Q5. Given the number of resources needed to respond to this RFP, the complexity of the corporate criteria, and the detailed level of substantiation required to meet the mandatory/rated requirements, we would like to respectfully request a one (1) week extension to the closing date of the RFP.

A5. Please refer to ADENDUM # 3 below.

ADDENDUM # 3

- I. RFP # 20200019, bids submission deadline (wherever is found in the aforementioned RFP)**

DELETE:

2:00PM Eastern Standard Time (EST), May 19, 2020

REPLACE BY:

2:00PM Eastern Standard Time (EST), May 26, 2020