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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

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Title - Sujet Digital Services-Urgent for COVID19	
Solicitation No. - N° de l'invitation B9220-210014/A	Amendment No. - N° modif. 001
Client Reference No. - N° de référence du client B9220-210014	Date 2020-05-29
GETS Reference No. - N° de référence de SEAG PW-\$\$ZM-626-37814	
File No. - N° de dossier 626zm.B9220-210014	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-06-08	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Holden, Carole	Buyer Id - Id de l'acheteur 626zm
Telephone No. - N° de téléphone (613) 858-9217 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

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Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

AMENDMENT NO. 001

This amendment is raised to revise the RFP and to answer bidders' questions.

RFP REVISIONS:

Revision No. 1

At Attachment 4.1 Mandatory Technical Criteria, MTC5, Experience Providing Global Subject Matter Expertise, 1.0 a)

Delete:

- a) A project where the bidder provided a resource that has:
 - i. a minimum of ten years within the past 15 years as of the initial publication date of this solicitation of transformation project experience at a government immigration organization*;
and
 - ii. performed at least two speaking engagements at national or international conferences on the topic of immigration transformation.

Insert:

- a) A project where the bidder provided a resource that has:
 - i. a minimum of ten years within the past 15 years as of the initial publication date of this solicitation of transformation project experience at a government immigration organization*;
and
 - ii. performed at least two speaking engagements at national or international conferences on the topic of immigration transformation **or service transformation**.

QUESTIONS AND ANSWERS

Question 1: If there is no incumbent who worked on any related task to the above referenced RFP

Answer 1: This is a new requirement and therefore there are no incumbent firms.

Question 2: Can the Crown confirm if there are one or more incumbent firms currently providing, or having provided related new technology and/or legacy technology services to the IRCC within the last two (2 years)?

Answer 2: IRCC currently has numerous contracts for IT professional services where vendors are providing related new technology and/or legacy technology services and as a result does business with several firms. That being said, the scope of work for this RFP is a new requirement and therefore there are no incumbent firms.

Question 3:

With respect to mandatory requirement MTC1 - Corporate Experience with Government Organizations the Crown has requested two (2) separate projects that "demonstrate digital transformation of governmental processes from design to implementation"; where a large and complex operation is defined as a country's federal organization responsible for admissibility and case processing for that country, and at least one of the following:

" i. operations regarding matters of immigration; or ii. customs; or iii. international trade."

Recognizing that this would significantly restrict the number of Bidders and competitive responses since this would include a limited number of federal departments (e.g. IRCC, CBSA, GAC), would the Crown consider adjusting the mandatory requirement to:

“where a large and complex operation is defined as a country’s federal or provincial organization responsible for admissibility, entitlement and/or case processing for that jurisdiction, requiring a client service and employee experience transformation”

This would allow the Crown to assess capabilities of a broader range of Bidders who have relevant experience with digital transformation in complex client facing organizations.

Answer 3: IRCC will not consider adjusting the mandatory requirement. IRCC is looking for bidders that have been responsible for admissibility and case processing at the federal level / for a country.

Question 4:

With respect to MTC5: the Bidder must demonstrate project experience where skilled resources were provided. In demonstrating this experience, the Bidder must identify one project for each of the following two areas. The same project can be used to meet both sets of requirements.

- a) A project where the bidder provided a resource that has:
 - i. a minimum of ten years within the past 15 years as of the initial publication date of this solicitation of transformation project experience at a government immigration organization*; and
 - ii. performed at least two speaking engagements at national or international conferences on the topic of immigration transformation.“

The requirement is to demonstrate “Experience Providing Global Subject Matter Expertise”. Will the Crown modify this requirement to broaden the experience to “service transformation” rather than “immigration transformation”?

Answer 4: See Revision 1 from this solicitation amendment.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME