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K1A 0S5

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**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**

Informatics Professional Services Division / Division  
des services professionnels en informatique

Les Terrasses de la Chaudière

10, rue Wellington, 4ième

étage/Floor

Gatineau

Québec

K1A 0S5

<b>Title - Sujet</b> Digital Services-Urgent for COVID19	
<b>Solicitation No. - N° de l'invitation</b> B9220-210014/A	<b>Amendment No. - N° modif.</b> 004
<b>Client Reference No. - N° de référence du client</b> B9220-210014	<b>Date</b> 2020-06-02
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZM-626-37814	
<b>File No. - N° de dossier</b> 626zm.B9220-210014	<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 2020-06-08</b>	<b>Time Zone</b> Fuseau horaire 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> Holden, Carole	<b>Buyer Id - Id de l'acheteur</b> 626zm
<b>Telephone No. - N° de téléphone</b> (613) 858-9217 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<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> Raison sociale et adresse du fournisseur/de l'entrepreneur	
<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>

## AMENDMENT NO. 004

This amendment is raised to answer bidders' questions.

### QUESTIONS AND ANSWERS

#### Question 22:

Section 3 (Page 50 of 94) identifies Robotic Process Automation as one of the key technology capabilities required "...to deal with reduction in agent capacity, address anticipated surge in volumes and allow agents to address more complex situations", while Section 5.1.c of Annex A states (Page 51 of 94) that the "...Contractor must provide methodologies, tools, processes, technical capabilities, solutions and a team of qualified resources, as and when requested, to: .... Implement Robotic Process Automation (RPA) - including RPA solutions to rapidly automate simple, high volume processes, dealing with employee shortages as well as allowing employees to focus on more complex and sensitive cases." However, in Sections 7 and 8.2 of Annex A (Page 57 of 94) only one example of licensed software for Robotic Process Automation (RPA) is listed.

With other RPA SW platforms readily available on existing Government of Canada Supply Arrangements, will IRCC consider the inclusion of other RPA SW solutions as part of the Contractor's Statement of Work?

**Answer 22:** IRCC is not limited to the software reference provided in Sections 7 and 8.2 of Annex A.

#### Question 23:

Section 5.4 of Annex A (Page 52 of 94) states that "... Contractor must develop prototypes using client approved technologies that, will demonstrate the ability to automate/support processes and decision making...", with the initial focus on the Access to Information Process (ATIP).

Given that the RPA SW cited in Sections 7 and 8.2 is not explicitly required as "client approved technologies" in this Section, will the Contractor be afforded the ability to propose alternative RPA SW solutions that are readily available to IRCC on Government of Canada Supply Arrangements and can provide IRCC with equal or better value in meeting their RPA implementation and overall program objectives?

**Answer 23:** IRCC is not limited to the software reference provided in Sections 7 and 8.2 of Annex A.

#### Question 24:

Regarding Debriefings, at which point in time can we request such and how do bidders usually address such when it comes to such Request for Proposal?

**Answer 24:** Please refer to Part 1 – General Information, 1.3 Debriefings.

#### Question 25:

About the Reference letters, can you please clarify exactly what information the letter shall confirm I understand that you need to be able to know that certain experience is already mastered but I want to make sure to not overlook as some of your instructions was confusing.

**Answer 25:** Reference letters are not required. For information regarding Customer References, please refer to Solicitation Amendment 003, Clarification No.1, and Revisions No. 8 and No. 9.

#### Question 26:

Regarding the Budget, is it 10,000,000 for the entire development of 10,000,000 for all retained Providers combined?

#### Answer 26:

Please refer to Part 4 – Evaluation Procedures and Basis of Selection, section 4.4 Basis of Selection, (b) Contract Funding Allocation. Please note that the \$10,000,000 presented in Section 4.4 Basis of Selection, (b) Contract Funding Allocation (ii) is for illustration purposes only.

**Question 27:**

I see that you refer to level 1,2 and 3 of any staff/Human Resources participating to the project (Example Tester). Can you please provide a Guideline on each level, some reference as to understand how you distinguish one level from another.

**Answer 27:** Please refer to Appendix C to Annex A Resources Assessment Criteria and Response Table.

**Question 28:**

Although its a per task contract, will there be an initial lump sum deposit to start the task, as it seems you want to pay on delivery, does this mean that we are responsible for all cost until task are delivered?

**Answer 28:** Please refer to Part 7 – Resulting Contract Clauses, Section 7.9 Payment, a) Basis of Payment

**Question 29:**

About the security requirement, I saw on your link <https://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html> that to obtain such screening we must have an approved user assist, does this mean we shall apply for such once contract is awarded, or does it mean you will assist in obtaining it before the bid expiration data? How do we fulfill such requirement and is it before the contract beginning but after being awarded it or is it before bidding?

**Answer 29:** Please refer to Part 6 - Security, Financial, and Other Requirements, 6.1 Security Requirement.

**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME**