AMENDMENT TO REQUEST FOR PROPOSAL / MODIFICATION DE DEMANDE DE PROPOSITION

RETURN BIDS TO : - RETOURNER LES SOUMISSION À:

Canada Revenue Agency
Agence du revenu du Canada
See herein / Voir dans ce document

Proposal to: Canada Revenue Agency
We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein and/or attached hereto, the goods and/or services listed herein and on any attached sheets at the price(s) set out therefor.

Proposition à : l'Agence du revenu du Canada
Nous offrons par la présente de vendre à Sa Majesté la Reine du Chef du Canada, en conformité avec les conditions énoncées dans la présente incluses par référence dans la présente et/ou incluses par référence aux annexes jointes à la présente et ci-jointes, les biens et/ou services énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Bidder's Legal Name and Address - (ensure the Bidder's complete legal name is properly set out)
Raison sociale et adresse du Soumissionnaire - (s'assurer que le nom légal au complet du soumissionnaire est correctement indiqué)

____

____

____

Bidder is required to identify below the name and title of the individual authorized to sign on behalf of the Bidder – Soumissionnaire doit identifier ci-bas le nom et le titre de la personne autorisée à signer au nom du soumissionnaire

____
Name /Nom

____
Title/Titre

____
Signature

____
Date (yyyy-mm-dd)/(aaaa-mm-jj)

(____)___________________________________
Telephone No. – No de téléphone

(____)___________________________________
Fax No. – No de télécopieur

____
E-mail address – Adresse de courriel

Title – Sujet
Online Survey Tool

Solicitation No. – No de l'invitation	**Date (yyyy-mm-dd)(aaaa-mm-jj)**
1000348876	2020-06-30

Amendment No. - N° modif.
004

Solicitation closes – L'invitation prend fin	**Time zone – Fuseau horaire**
on – le 2020-07-14 **at – à 11:59 P.M. / 23:59 h**	EDT/HAE Eastern Daylight Time/ Heure Avancée de l'Est

Contracting Authority – Autorité contractante

Name – Nom :
Timothy Berg

Address – Adresse :
250 Albert St. Ottawa, ON, K1A 0L5

E-mail address – Adresse de courriel :
timothy.berg@cra-arc.gc.ca

Telephone No. – No de téléphone
(613) 946-2100

Fax No. – No de télécopieur
(613) 957-6655

Destination - Destination

See herein / Voir dans ce document

SOLICITATION AMENDMENT # 004

This solicitation amendment is raised to:

1. **Address the questions submitted during the solicitation period as per RFP; and**
2. **Amend the RFP and extend the solicitation close date.**

---

1. QUESTIONS AND ANSWERS

Q16. What is your estimated number of survey responses you received in:
a. 2017
b. 2018
c. 2019
d. Projected number of responses for 2020
e. Do you anticipate this growing at as a result of the COVID situation

A16. Please see A9 in RFP Amendment #003**.**

Q17. R4 – indicates a requirement for WCAG 2.0 – AAA but in Annex A 4.1.1 it indicates WCAG 2.0 – AA. Please clarify if it is AA or AAA ?

A17. Please see A10 in RFP Amendment #003.

Q18. Please provide 3 typical survey use Cases (example - for internal customer, external citizens, other)

A18. Please see A11 in RFP Amendment #003.

Q19. What if any survey tools are you currently using?

A19. Please see A1 in RFP Amendment #003.

Q20. 4.1.5 references access to configure and design surveys by CRA personnel. Is a programming interface through the use of an API a requirement?

A20. A programming interface through the use of an API is not a requirement.

Q21. In section 4.1.7 ,should the required storage of content not also stipulate the data should be stored in Canada?

A21. Please see A13 in RFP Amendment #003.

Q22. 4.1.9 \ CRA plans on targeting surveys

a. How are surveys going to be targeted?
b. What data interface?

A22. a. Surveys will be targeted by email address.

b. As per 4.8.3 of the Statement of Requirement (SOR), the online survey tool must allow CRA Users to send out surveys through virus-free email invite links.

Q23. 4.1.11 should it not be stipulated that backups of both survey construction and response Data be backed up in Canada?

A23. Please see A13 in RFP Amendment #003.

Q24. Survey approval workflows are an integral part of process. What does CRA anticipate this to be for :
i. Anonymous surveys
ii. Targeted surveys

A24. The survey approval workflow is an internal process and will not be managed through the tool.

Q25. In the RFP you identified an SLA for Technical support but we didn't see anything about the availability of that support. Do you need 24x7 for the phone/email availability?

A25. No, 24/7 availability is not required. CRA Users must be able to either call a toll-free telephone number or email for support if encountering any difficulties with the tool during Business Days and Business Hours.

Please see Section 2 – Amendments to the RFP, below.

Q26. In section 4.3.1 you identify that you want to have a platform with a graphical user interface that doesn't require coding. Do you still want to have the ability to use a programming language in a survey for additional customization? If this is required please amend section 4.3.1 to include the requirement for usage of programing languages.

A26. No - As per 4.3.1 , the online survey tool must include a user friendly interface to design surveys, that does not require coding or a programming language to configure or design a survey.

Q27. In section 4.3.15 you identify the need for a contact management system to allow for individual email distribution, but you didn't state that system needs to manage contacts over time across multiple surveys.

Will you require the ability to have the contact management system store profile information and continually update data on each user in that system through future research participating and/or for future data you want to update on the contact? Do you need Self service options as well as feeds participant info in dashboards? Please update 4.3.15 to reflect this requirement if needed.

A27. The profile information stored can be unique to each survey. Continual updates of profile data and use of a particular profile across multiple surveys is not required. Any functionality relating to dashboards are set out in the Reporting requirements in 4.10 of the SOR.

Q28. In question 4.5 you reference a number of different survey question types. Do you need a signature question? Please update 4.5 to add a Signature Question as there are many use cases where you will want respondents to sign their name.

A28. We do not require a signature question as the nature of Public Opinion Research (POR) is to collect the information anonymously.

Q29. In the 4.8 you state the need to have sophisticated emailing capabilities and reporting around them. Can you confirm that the other specific modes of distribution you require such as SMS, Tablet, QR Code, or other forms of distribution methods beyond email? Can you provide information on the email capabilities and reporting?

A29. We do not require other modes of distribution. Please see sections 4.8 and 4.10 of the SOR for the Data Collection and Reporting requirements.

Q30. 4.10.4 & 4.10.6 you talk about the platform having descriptive statistics and cross tabulations as a requirement. Is the tool required to also run other forms of statistical modeling such as regression or cluster analysis? Please update requirements in 4.10.4 and 4.10.6.

A30. No other forms of statistical modeling are required.

Q31. 5.3.1 – resource attend meetings with PA in Ottawa. Can you provide more information on what the meetings are, resource expectations, and frequency? Are you looking for a resource dedicated to CRA? What skills does the resource require?

A31. Please refer to requirement 5.3.2 of the SOR for details regarding the meetings and the expectations. The resource would require enough technical knowledge to be able to discuss tool capabilities and address potential problems and provide solutions.

Q32. 5.5.1 – web experience tool kit –What is the tool kit? Is it a list of requirements? Can you expand on how you want the tool kit integrated? A type of technology? Design capability?

A32. As indicated in 5.5.1 of the SOR, the web experience toolkit must be used to create a template with the GC/CRA brand that will be used for the surveys.

Please see the following link for details on the web experience tool kit: https://wet-boew.github.io/v4.0-ci/index-en.html

Q33. I was hoping to get some more clarity around the project. The Government of Canada website gives me an overview of the potential project and the RFP document/brief gives an outline on how to submit our proposal. Our solution is completely customizable and is project dependent, so any additional details you can provide around the nature of the project would be appreciated. For example, will the tool be something that members of the CRA will be responsible for and building each survey or will they want us to custom build for them? Either way is possible we are just looking for a little more info to help with budgeting and scoping the project.

A33. The Online Survey Tool will be provided and hosted by the bidder/supplier. CRA Users will use the tool to build and post surveys. The bidder/supplier is not required to build the surveys.

Q34. Appendix A – Table A – R02 (page 19) RE : Data transmissions and processing initiated in one part of Canada to a Canadian server should be routed exclusively through Canadian networks. This is not possible and should be removed. This is the sole domain of network providers and cloud vendors cannot dictate how communications will be routed from a vendors DC to customer CRA sites.

A34. Please see Section 2 – Amendments to the RFP, below.

Q35. 6.4 (page 25) - For Cloud / SaaS, please confirm Advance payment. Single payment should be removed.

A35. Please see A8 in RFP Amendment #003.

Q36. 6.6 (page 26) SACC 4003 is for On- Prem licenses. We don’t use SACC 4003 for Cloud Subscription. We have negotiated Cloud terms and conditions with the Government of Canada. Can we suggest the same terms in our proposal?

A36. As per Article 2.6 of Part 2 Bidder Instructions, “Any modifications or conditional pricing by the bidder, including deletions or additions to the articles, clauses, terms and conditions contained or referenced in this RFP and/or SOR document will render the bid non-responsive and the bid will receive no further consideration.”

Q37. 6.6 (page 27) - When a service is restarted after being shut-down, it might need additional work to be restarted. Please confirm these would have to be paid.

Further clarifications:
6.6 (page 27) - Supplemental Terms and Conditions

Paragraph 9 which starts with – ‘ The Contractor may terminate Canada’s license with respect…

The question is about the last sentence – ‘ If Canada’s license is terminated, once Canada has corrected the breach, the Contractor shall re-instate Canada’s license with respect to the licensed software under the exact same terms and conditions as granted in the contract for the license, at no additional cost.

Question: When a service is restarted after being shut-down, it might need additional work to be restarted. Please confirm these would have to be paid (vs no additional cost).

A37. No – at no additional cost.

Q38. 6.7 (page 27) - What does “Freely transferable” license mean? From User to User? Between Department?

A38. As per Section 08 of Article 6.6 Supplemental Terms and Conditions, “The license to use the Licensed Software under the Contract is transferable by Canada, in whole or in part, under the same conditions of the Contract, to any Device or Client, as applicable, or to any Canadian government department, corporation or agency, as defined in the Financial Administration Act, R..S. C.1985, c.F-11, as amended from time to time, or to any other party for which the Department of Public Works and Government Services Canada has been authorized to act under section 16 of the Department of Public Works and Government Services Act, S.C. 1996, c.16, as long as Canada informs the Contractor of the transfer within thirty (30) days of the transfer occurring.”

Q39. Approximately how many surveys per year do you wish to deploy?

A39. We do not have any information on how many surveys per year we wish to deploy. Please see A9 in RFP Amendment #003 for usage details.

Q40. Approximately, how large is the database of contacts you wish to deploy the surveys to?

A40. As per requirement 4.8.8 of the SOR, the tool must upload and store a minimum of 250,000 contacts.

Q41. In the past, what has been your average response rate to a survey?

A41. The average response rate for surveys varies based on survey type and topic. Survey response rates have ranged from 5% to 70%.

Q42. What is your goal number of survey responses received for this RFP?

A42. We do not have a goal number of survey responses. Please see A9 in RFP Amendment #003 for usage details.

Q43. RO4 described that the tool must meet WCAG 2.0 at the AAA level while requirement 4.1.1 described that WCAG 2.0 at the AA level. Which is correct?

A43. Please see A10 in RFP Amendment #003.

Q44. Can you clarify the difference between requirement 4.4.6 "skip to a page" and 4.4.10 (allow CRA users to hide a page). Since skipping to a page would involve hiding a page or pages that are skipped over, can you explain if there is any use case difference between these two requirements.

A44. "Skip to a page" refers to the ability to skip to a page based on a certain and specific response. This allows for the ability to skip a page or multiple pages in succession based on a specific response (e.g all those who said yes in Q4 skip to page 9).

"Hide a page" refers to the ability to hide specific pages based on previous responses or some other parameters (such as a filter that has been created or respondent information for targeted surveys) that are not directly after the specified response, (e.g. hide pages 26-28 for all those who identified as male in Q5).

Q45. 'proof of proposal testing' on page 11, step 6, the contracting authority may request the bidder to 'demonstrate and test' the related product. In essence, I am wondering, do you expect for the software to be completed prior to submission of the proposal? One cannot 'test' a written document. Is this a proposal or rather an opportunity to demonstrate a product demo? I am quite sure we can satisfy every single requirement of the project above, although this project has not yet started from my dev team as we are yet to have been awarded the contract.

A45. The online survey tool/software must be ready for Proof of Proposal testing. Please refer to Part 4 Evaluation and Selection of the RFP for further details regarding the Steps in the Evaluation Process.

2. AMENDMENTS TO THE RFP

7. On the front page of the Request For Proposal document:

DELETE:

2020-07-02

INSERT:

2020-07-14

8. Under Table A of Appendix 2: Point Rated Criteria:

DELETE:

R02	Data transmissions and processing initiated in one part of Canada to a Canadian server should be routed exclusively through Canadian networks. In order to demonstrate compliance, the Bidder must provide the location of where the data is collected and how the data is maintained in Canada.	**No – 0 points** **Yes – 10 points**	

INSERT:

R02	Data access and processing must be initiated in Canada, and securely transmitted using at a minimum TLS 1.2 with AES 256 ciphers to a server hosted in Canada for storage. In order to demonstrate compliance, the Bidder must provide proof that their web presence is hosted in a Canadian cloud vendor region, and that they are using the above mentioned TLS.	**No – 0 points** **Yes – 10 points**	

9. Under section 5.4 Technical Support Services of Annex A: Statement of Requirement:

DELETE:

5.4.1 Help Desk

CRA Users must be able to either call a toll-free telephone number or email for support if encountering any difficulties with the tool. If contacting the help desk via email, the user shall receive a notification or acknowledgement within 24 hours that the request has been received. At least 80% of issues must be resolved within 48 hrs of acknowledgement.

INSERT:

5.4.1 Help Desk

CRA Users must be able to either call a toll-free telephone number or email for support if encountering any difficulties with the tool during Business Days and Business Hours. If contacting the help desk via email, the user shall receive a notification or acknowledgement within 24 hours that the request has been received. At least 80% of issues must be resolved within 48 hrs of acknowledgement.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED