



**RETURN BIDS TO :**

**RETOURNER LES SOUMISSIONS À:**

Bid Receiving  
 Shared Services Canada | Services  
 partagés Canada  
 180 Kent Street  
 Ottawa, Ontario  
 K1G 4A8  
 13<sup>th</sup> Floor

**AMENDMENT REQUEST FOR PROPOSAL**

**DEMANDE DE PROPOSITION**

**Proposal To: Shared Services Canada**

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 or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out thereof.

**Proposition aux: Services partagés Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées **Instructions : See Herein** ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexées, au(x) prix indiqué(s)

*Comments - Commentaires*

**This document contains a Security Requirement**

**Vendor/Firm Name and address**  
**Raison sociale et adresse du fournisseur/de l'entrepreneur**

**Issuing Office – Bureau de distribution**

*Shared Services Canada – SA Authority*  
 Procurement Operations  
 180 Kent Street  
 Ottawa, Ontario  
 K1G 4A8

<b>Title – Sujet</b> Psychometric Testing Tool and Training Services	
<b>Solicitation No. – N° de l'invitation</b> R0000059995	<b>Date</b> August 12, 2020
<b>Amendment number:</b> 3	
<b>Buy &amp; Sell Reference No. – N° de reference de SEAG</b> R0000059995	
<b>File No. – N° de dossier</b> R0000059995	
<b>Solicitation Closes – L'invitation prend fin</b> <b>at – à 02 :00 PM</b> <b>on – le September 8, 2020</b>	
	<b>Time Zone</b> Fuseau horaire EDT
<b>F.O.B. - F.A.B.</b> Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
<b>Address Inquiries to : - Adresser toutes questions à:</b> Julie Dessureault	<b>Buyer Id – Id de l'acheteur</b>
<b>Telephone No. – N° de téléphone :</b> 613-608-3114	<b>FAX No. – N° de FAX</b> 613-948-0990
<b>Destination – of Goods, Services, and Construction:</b> <b>Destination – des biens, services et construction :</b> See Herein	

**Instructions: Voir aux présentes**

<b>Delivery required - Livraison exigée</b> See Herein	<b>Delivered Offered – Livraison proposée</b>
<b>Vendor/firm Name and address</b> Raison sociale et adresse du fournisseur/de l'entrepreneur	
<b>Facsimile No. – N° de télécopieur</b> <b>Telephone No. – N° de téléphone</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/firm (type or print)-</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>



**Amendment #03 is raised to:**

- 1) Respond to questions 12-28.
- 2) Remind bidders that there will be a Security Requirement added to this requirement of Reliability up to Protect "B" and that the clauses and Security will be updated prior to Solicitation Closing Date.
- 3) Remind bidders that SSC will sponsor interested bidders if they currently do not hold the required Security Requirements as indicated above. To obtain security sponsorship, please email Julie.Dessureault@canada.ca

QUESTION	RESPONSES
<p><u>Question 1:</u></p> <p>It says that two CVs of professionals certified in psychometric analysis must be provided, but is it possible to have several individuals?</p>	<p>Only the two proposed professionals will be evaluated as part of the procurement process, but we are open to working with other professionals if necessary. Those new resources will be also be evaluated at a later date.</p>
<p><u>Question 2:</u></p> <p>To better evaluate the cost, must the bid be based on three consecutive years of full-time work?</p>	<p>The cost must be based on the use of the psychometric tools and training as needed.</p>
<p><u>Question 3:</u></p> <p>Is there any cost to bid?</p>	<p>No, there is no cost to bid.</p>
<p><u>Question 4:</u></p> <p>Page 12 of the French document indicates that ten courses need to be provided for the facilitators. Do these ten courses relate to content that is different, for which training is given repeatedly or once per content?</p>	<p>We are referring to the certification courses for facilitators. We need to certify existing SSC facilitators and facilitators who will be joining the department throughout the duration of the contract.</p>
<p><u>Question 5:</u></p> <p>5A) In planning this mandate, will the following be added?: Analyses of organizational culture, work environment, the make-up of groups, specific needs to be considered?</p> <p>5B) Ongoing training, tracking of learning, mentoring and coaching?</p>	<p>5A) SSC facilitators do not have a mandate to carry out analyses of the organizational culture and work environment. Having psychometric tests that include these types of analyses would be interesting but is not required to fulfill the mandate of SSC facilitators.</p> <p>As mentioned in the statement of work, the tool needs to be able to identify individual needs and combine individual psychometric profiles to show the</p>



	<p>make-up of the groups.</p> <p>5B) SSC facilitators do not have a mandate to carry out ongoing training, tracking of learning, mentoring and coaching. However, the vendor may pursue these learning solutions for the certification of facilitators.</p>
<p><u>Question 6:</u></p> <p>6A) In the French document, are the SSC “animateurs” different from the “facilitateurs”?</p> <p>6B) How many “animateurs” are there? How many “facilitateurs”?</p>	<p>6A) The term “facilitateurs” refers to Shared Services Canada (SSC) facilitators.</p> <p>6B) There are currently 11 facilitators. The actual number to be trained will vary as facilitators arrive and leave throughout the duration of the contract.</p>
<p><u>Question 7:</u></p> <p>-Who is responsible for tracking the completions?</p>	<p>After a test is completed, the vendor must produce and share the report.</p>
<p><u>Question 8:</u></p> <p>How many people with a disability are there who would need support to take the tests?</p>	<p>SSC employs roughly 420 people with various accessibility needs. The actual number varies depending on the departures and arrivals of employees.</p>
<p><u>Question 9:</u></p> <p>It is indicated that the platform allows for psychological tests to be assigned. Is this in relation to stress? To which difficulties?</p> <p>Do you have specific requirements regarding the types of psychological tests that you would like?</p>	<p>The requirements regarding the tests are specified in the statement of work.</p>
<p><u>Question 10:</u></p> <p>Can meetings, training and consultations be done remotely?</p>	<p>Yes, training and consultations may be done remotely.</p>
<p><u>Question 11 :</u></p> <p>We are in the process of reviewing the RFP, and we have a question. If we have any exceptions, are we</p>	<p>If you wish to raise requested changes or exceptions you will need to raise them at the RFP Stage and SSC</p>



Canada Canada Canada

<p>able to include this in the RFP? Or... does it work that if we respond to the RFP it means we are in compliance with the Standard Acquisition Clauses and Conditions (SACC) Manual? If we have exceptions, where/when do we raise them?</p>	<p>will provide a response to specific questions or requests.  You must be in compliance with the Standard Acquisition Clauses and Conditions (SACC) Manual.</p>
<p><u>Question 12 :</u>  In the “Mandatory Technical Criteria” section, under point M1 – M3 and M4, the name of the client, department, etc., is requested. Can we refer a client even if it is not part of a department?  Also, I would like to confirm that only electronic copies are allowed? So we don't have to send in a paper copy?</p>	<p>Yes, you can refer a client that is not a department.  Yes, only electronic copies are allowed. Please refer to <b>PART 3 – BID PREPARATION INSTRUCTIONS</b> for more details.</p>
<p><u>Question 13 :</u>  1.2.4 (page 4) Training Courses for SSC Facilitators - Estimated usage 10 courses.  <b>Question:</b> Does 10 Courses equal 10 people? What is the estimated number of Facilitators being trained?</p>	<p>No, 10 courses does not equal 10 people to train. To train the current facilitators, there will be many participants in the same session for the first session(s). Later sessions might have a single participant.  There are currently 11 facilitators. The actual number of facilitators that will be trained will vary as facilitators arrive and leave SSC throughout the duration of the contract.</p>
<p><u>Question 14 :</u>  2.1 Standard Instructions, Clauses and Conditions (page 5)  <b>Question:</b> Is there a specific template we need to use for this bid?</p>	<p>There is no specific templates to be used to submit a bid but the format needs to respect PART 3 – BID PREPARATION INSTRUCTIONS, 3.1 Bid Preparation Instructions</p>
<p><u>Question 15 :</u>  3.1 Bid Preparation Instructions (page 8)  <b>Question:</b> We are a bit confused by the wording of this paragraph.  Are we to submit both an email (soft-copy) and a paper (hard-copy) version of our bid?</p>	<p>All bids need to be submitted <u>electronically (softcopy)</u> in the format outlined under PART 3 – BID PREPARATION INSTRUCTIONS, 3.1 Bid Preparation Instructions in the RFP to <a href="mailto:Julie.Dessureault@canada.ca">Julie.Dessureault@canada.ca</a>  The bid must be submitted in separate files as follows:</p>



<p><b>Question:</b> With “Separately bound sections”, do you mean we are sent you three different files? With the file naming of “Section I: Technical Bid”, etc. Or one file with three different chapters?</p>	<p><b>Section I:</b> Technical Bid (1 soft copy)</p> <p><b>Section II:</b> Financial Bid (1 soft copy)</p> <p><b>Section III:</b> Certifications not included in the Technical Bid (1 soft copy)</p> <p><i>Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.</i></p>
<p><u>Question 16 :</u></p> <p>Annex A, Statement of Work (Page 41) 2. DEPARTMENT’S REQUIREMENT</p> <p><b>Question:</b> Does the department expect a tool similar to an MBTI or DISC profile? And has the departments budget been focused on the price point of an MBTI or DISC profile?</p>	<p>Yes, SSC is looking for a tool similar to an MBTI or DISC profile. The profile must meet the requirements established in the section <b>4.3 Final Reports</b> of the Statement of Work.</p> <p>The budget for this request reflects the price point for similar psychometric tools.</p>
<p><u>Question 17 :</u></p> <p>Can you please confirm that bids will only be sent by email, no paper copies required.</p>	<p>Correct, all bids need to be submitted electronically in the format outlined under PART 3 – BID PREPARATION INSTRUCTIONS, 3.1 Bid Preparation Instructions in the RFP</p>
<p><u>Question 18:</u></p> <p><b>Accessibility Requirements (page 43/44)</b> When reading these pages it is unclear to us if the Facilitator system needs to be Accessibility compliant; or do the Accessibility requirements mainly apply to the Participant side of the system?</p>	<p>The accessibility requirements apply for the vendor’s system (Online Platform)</p>
<p><u>Question 19 :</u></p> <p><b>M2 (page 15)</b> **One (1) resource must be bilingual and must be able to provide training and <b>support services</b> in French and English.</p> <p><u>Question:</u> Can you please help us understand what is meant by “support services” as it applies to both official languages?</p>	<p>The vendor must be able to provide French and English support service as described in the section <b>4.9 Support Services</b> in the Statement of Work.</p>



<p><u>Question 20 :</u></p> <p><b>M3 (Page 15)</b>  - providing training, <b>support</b> and advice to facilitators/clients with respect to the interpretation of psychometric tools and their use for team building, leadership development and career development purposes.</p> <p><u>Question:</u> What does “support” mean within this context?</p>	<p>The definition of support services can be found in the section <b>4.9 Support Services</b> in the Statement of Work.</p>
<p><u>Question 21 :</u></p> <p><b>2 Department Requirement (Page 41)</b>  Shared Services Canada requires psychometric tool(s) and associated services to support the development of approximately 7,000 persons across the department over the next three years. The tools(s) must be appropriate for use by employees at any level, including Executives. The tool(s) will form part of the leadership development program. They will be used to gather insight regarding an individual’s behaviors, skills, leadership style and psychological characteristics. In the group setting, the tool(s) should uncover characteristics regarding group dynamics which may enhance / hinder performance.</p> <p><u>Question:</u> Within our product offering we offer different psychometric tools, for Personality, for Team dynamics, for Leadership (how the leader perceives themselves) and a 360 tool (how others perceive the leader).</p> <p>Is it the department’s intention to use ALL the psychometric tools for all 7000 persons across the department? Regardless of the employees’ level, including Executives?</p> <p>If no, could you be more specific as to the department’s needs?</p>	<p>SSC delivers leadership training and team building activities. SSC facilitators must be able to select the leadership tool or the team dynamics tool depending on the activity that will be delivered.</p> <p>All the tools must meet the requirements established in the section <b>4.3 Final Reports</b> in the Statement of Work. In addition, the team dynamic tool must meet the requirement of section <b>4.4 Team Reports</b>.</p>
<p><u>Question 22 :</u></p> <p><b>2 Department Requirement (Page 41)</b>  The tool(s) should be based on recognized scientific research and/or industry standards such as: Myers-Briggs Type Indicator (MBTI) or the DISC system of</p>	<p>An adaptive questionnaire means that it adapts itself to the responses of the participants. For example, if a candidate answer that he is not a manager, the questionnaire will skip the questions regarding his experience as a manager.</p>



<p>William Moulton Marston (associated with the language of colors) so as to support the validity of results. Adaptive questioning should be used to ensure greater validation of results.</p> <p><u>Question:</u> What exactly is meant by Adaptive questioning?</p>	
<p><u>Question 23 :</u></p> <p><b>Annex A, Statement of Work</b> 4.7 Training Services The number of training sessions and the number of participants by session will depend on the operational needs.</p> <p><u>Question:</u> What is the estimated number of Facilitators participating in the “train the trainer” sessions?</p>	<p>SSC currently has 11 facilitators that need to be trained. In the future, SSC might need to train more facilitators to replace facilitators that left or to increase its cadre of facilitators.</p>
<p><u>Question 24:</u></p> <p>4.8 Facilitation <u>Question:</u> What is the estimated number of facilitators running a workshop simultaneously?</p>	<p>Generally, SSC has an instructional delivery model where a single facilitator delivers a session.</p>
<p><u>Question 25 :</u></p> <p>4.8 Facilitation <u>Question:</u> What will be the estimated, maximum number of participants per workshop?</p>	<p>12 participants would be the maximum number of participants in the same session.</p>
<p><u>Question 26:</u></p> <p>We have difficulty in accessing the link “<a href="http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html">http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html</a>” provided in Part 5 – 5.1.1. – Integrity Provisions – declaration of convicted offences.</p>	<p>The link provided in the RFP is correct and does direct to the proper location to access the information/form.</p> <p><u>Link:</u> <a href="http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-">http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-</a></p>



Canada Canada Canada

<p>Could you please advise how we can get to the integrity regime website to download the forms required for this section? If possible, please provide us a proper link.</p>	<p><a href="#">eng.html</a></p>
<p><u>Question 27:</u> Which service providers can submit a bid?</p>	<p>All service providers who offer the services being sought are eligible to bid.</p>
<p><u>Question 28</u> Have you invited any service providers to bid?</p>	<p>No, SSC has not invited any specific suppliers to bid. The RFP is open to all service providers that offer the services being sought.</p>