

RETURN BIDS TO :

RETOURNER LES SOUMISSIONS À:

Bid Receiving
 Shared Services Canada | Services
 partagés Canada
 180 Kent Street
 Ottawa, Ontario
 K1G 4A8
 13th 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 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

Title – Sujet Psychometric Testing Tool and Training Services	
Solicitation No. – N° de l'invitation R0000059995	Date September 14, 2020
Amendment number: 9	
Buy & Sell Reference No. – N° de reference de SEAG R0000059995	
File No. – N° de dossier R0000059995	
Solicitation Closes – L'invitation prend fin at – à 02 :00 PM on – le September 15, 2020	
Time Zone Fuseau horaire EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Inquiries to : - Adresser toutes questions à: Julie Dessureault	Buyer Id – Id de l'acheteur
Telephone No. – N° de téléphone : 613-608-3114	FAX No. – N° de FAX 613-948-0990
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : See Herein	

Instructions : See Herein

Instructions: Voir aux présentes

Delivery required - Livraison exigée See Herein	Delivered Offered – Livraison proposée
Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Facsimile No. – N° de télécopieur Telephone No. – N° de téléphone	
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

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

Amendment #09 is raised to:

- 1) Respond to questions 52
- 2) Remind bidders that SSC will sponsor interested bidders, **prior to bid closing**, if they currently do not hold the required Security Requirements. 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 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</p>

	learning solutions for the certification of facilitators.
<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 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>If you wish to raise requested changes or exceptions you will need to raise them at the RFP Stage and SSC will provide a response to specific questions or requests.</p> <p>You must be in compliance with the Standard Acquisition Clauses and Conditions (SACC) Manual.</p>

<p><u>Question 12 :</u></p> <p>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?</p> <p>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.</p> <p>Yes, only electronic copies are allowed. Please refer to PART 3 – BID PREPARATION INSTRUCTIONS for more details.</p>
<p><u>Question 13 :</u></p> <p>1.2.4 (page 4) Training Courses for SSC Facilitators - Estimated usage 10 courses.</p> <p>Question: 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.</p> <p>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></p> <p>2.1 Standard Instructions, Clauses and Conditions (page 5)</p> <p>Question: 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></p> <p>3.1 Bid Preparation Instructions (page 8)</p> <p>Question: We are a bit confused by the wording of this paragraph.</p> <p>Are we to submit both an email (soft-copy) and a paper (hard-copy) version of our bid?</p> <p>Question: 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>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 Julie.Dessureault@canada.ca</p> <p><u>The bid must be submitted in separate files</u> as follows:</p> <p>Section I: Technical Bid (1 soft copy)</p> <p>Section II: Financial Bid (1 soft copy)</p>

	<p>Section III: 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>Question: 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 4.3 Final Reports 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>Accessibility Requirements (page 43/44) 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>M2 (page 15) **One (1) resource must be bilingual and must be able to provide training and support services in French and English. <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 4.9 Support Services in the Statement of Work.</p>
<p><u>Question 20 :</u></p> <p>M3 (Page 15) - providing training, support and advice to facilitators/clients with respect to the interpretation of psychometric tools and their use for team building, leadership development and career</p>	<p>The definition of support services can be found in the section 4.9 Support Services in the Statement of Work.</p>

<p>development purposes.</p> <p><u>Question:</u> What does “support” mean within this context?</p>	
<p><u>Question 21 :</u></p> <p>2 Department Requirement (Page 41) 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 4.3 Final Reports in the Statement of Work. In addition, the team dynamic tool must meet the requirement of section 4.4 Team Reports.</p>
<p><u>Question 22 :</u></p> <p>2 Department Requirement (Page 41) 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 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>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><u>Question 23 :</u></p> <p>Annex A, Statement of Work 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 “http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html” provided in Part 5 – 5.1.1. – Integrity Provisions – declaration of convicted offences.</p> <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>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> http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html</p>
<p><u>Question 27:</u></p> <p>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></p> <p>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>
<p><u>Question 29</u></p> <p>Is the Crown inclined to amend M1 to allow for the 2 years of experience to be within the last 5 years instead of 3?</p>	<p>No</p>
<p><u>Question 30</u></p> <p>I'd like to know if we use the wording from Annex A, or would you prefer that we write in our own words?</p> <p>PROJECT TITLE: Psychometric assessment tool(s) and services to support the development of Shared Services Canada employees and teams.</p> <p>1. CONTEXT: Shared Services Canada has identified the need to support the development of its leadership at all levels of the department. A key feature in leadership development involves opportunities/tools to enable individuals to better understand themselves and to engage and support the groups they lead. Following the completion of individual or team tests, facilitated discussions will take place to give participants the opportunity to interpret the results and apply the information to promote leadership growth.</p>	<p>To avoid confusion, it would be preferable to use what is written in Annex A. If you use your own words, please ensure that they are easy to understand and are not confusing when compared to the wording used by SSC.</p>
<p><u>Question 31</u></p> <p>With respect to Part 7 - Resulting Contract Clauses (page 28), does it need to be included in the technical bid, financial bid or certification?</p>	<p>Please refer to PART 3 - BID PREPARATION INSTRUCTIONS for more details.</p>



<p><u>Question 32</u> Likewise for the signed task authorization, does it need to be included in the technical bid, financial bid or certification?</p>	<p>The task authorization is a document used only when the contact is set up; it is not necessary to include it with your bid. Please refer to PART 3 - BID PREPARATION INSTRUCTIONS for more details.</p>
<p><u>Question 33</u> Insurance requirements: I have a scan of the insurance certificate to be included—does it go with the financial bid?</p>	<p>This document should be included in Section 1 or Section III. Please refer to PART 3 - BID PREPARATION INSTRUCTIONS for more details.</p>
<p><u>Question 34</u> Should the annexes be attached to the technical bid, financial bid or certifications, or should they be submitted as a separate document?</p>	<p>These documents should be included in Section 1 or Section III. Please refer to PART 3 - BID PREPARATION INSTRUCTIONS for more details.</p>
<p><u>Question 35</u> We have examples of detailed individual and team reports. Can we create a separate document, or do we include them in a specific section (technical, financial or certifications)?</p>	<p>Any documents concerning the evaluation of the technical aspect should be submitted with the technical section. Please refer to PART 3 - BID PREPARATION INSTRUCTIONS for more details.</p>
<p><u>Question 36</u> My question concerns the calculation of the pricing score (PS), specifically on the Evaluated Bid Price (Pi). Here is an excerpt from the tender notice: 4.4.3 The lowest evaluated price (LP) of all responsive bids will be identified and a pricing score (PS), determined as follows, will be allocated to each responsive bid (i): PS_i = LP / Pi x 30. Pi is the evaluated price (P) of each responsive bid (i). If I look at the financial bid table, to which I randomly added numbers to get an example, the evaluated bid price (Pi) would be \$9,090. This means that a Pi at \$9,090 would be used in the</p>	<p>The evaluated bid price is as follows: D1 + D2 as indicated in ATTACHMENT 1 TO PART 3 - PRICING SCHEDULE.</p>



calculation to determine the pricing score (PS).				
	ESTIMATED USAGE	PROPOSED FIRM ALL-INCLUSIVE RATES (\$ CAN) Initial Contract Period A)	PROPOSED FIRM ALL-INCLUSIVE RATES (\$ CAN) Option Period 1 B)	PROPOSED FIRM ALL-INCLUSIVE RATES (\$ CAN) Option Period 2 C)
Psychometric assessment tool	7000 tests	\$100 per test	\$90 per test	\$80 per test
Training course for SSC Facilitators	10 courses	\$10,000 per course	\$9,000 per course	\$8,000 per course
Evaluated bid price (applicable taxes excluded) = D1+D2				
<p>In my opinion, if we look at the example in the above table, the evaluated price would actually be \$720,000 $\\$90 \times 7000 \text{ tests} = \\$630,000$ $\\$9,000 \times 10 \text{ courses} = \\$90,000$ Evaluated Bid Price = \$720,000 (Pi)</p> <p>Can you please confirm the calculation to determine the Evaluated Bid Price (Pi)?</p>				
<u>Question 37</u>				
<p>I have a quick question where the first page of the RFP refers to “this document comes with a security requirement” and part 6 (6.1.1 a) refers to it again but 7.3.4 mentions there is no security requirement.</p> <p>Can you confirm no security certificate is required to BID?</p>		<p>The security requirement has been added on AMENDMENT 4 of the RFP.</p>		

<p><u>Question 38:</u></p> <p>Page 40, Chapter 7.22 Is there a requirement that the data and the system must be stored in Canada and run on Canadian servers – or does Shared Services Canada consider both the UK and Ireland in the EU suitable?</p>	<p>The information/data must remain/be stored in Canada and run on Canadian Servers.</p>
<p><u>Question 39:</u></p> <p>In regards to page 40; 7.22 Protection and Security of Data Stored in Databased, we have the following private questions for you after talking to our contact at the Office of Small and Medium Enterprises.</p> <ul style="list-style-type: none"> a) Do you need security clearance at the time of bidding? b) Can our company be sponsored for security clearance? We are the global partner for www.luminalearning.com in Canada and our head office is located in the UK with servers in Ireland. c) Will this process incur any costs for us as the Contractor? If yes, we would like to see a quote first before going ahead with this. d) Are there any other standards that we need to meet? For example, specific standards such as PCI or cloud security controls? Can you confirm what is the audit process, who is responsible for conducting it and who may fund this? e) At what point in time does the service we provide need to start? 	<ul style="list-style-type: none"> a) Bidders need to request sponsorship prior to bid closing. b) Yes, SSC will be sponsoring bidders. Requests are to be send to Julie.Dessureault@canada.ca c) There is no cost to provide a proposal. d) All standards that bidders are required to meet are outlined in the Request for Proposal (RFP). e) <u>For the successful bidder</u>, services are to start on contract award.

<p>Question 40:</p> <ol style="list-style-type: none"> 1. On addendum 4, please indicate what security clearance is required? 2. If the facilitators are conducting Virtual Sessions, in 6. a) what access to protected and/or classified information or assets are there? 3. Please indicate what will be stored on your site. 11 a)? 4. For the bilingual facilitator. Do they have to speak French Canadian or can they speak French (Parisian?) 	<ol style="list-style-type: none"> 1. Reliability. The security requirement has been updated under RFP Amendment 4. 2. The facilitator will have access to the information on the participants of sessions. They will not have access to other protected or classified information. 3. The information for SSC employees who have completed a psychometric assessment or that have received an invitation to complete a test can be stored by the provider. 4. A facilitator that speaks European French can be acceptable if he/she : <ul style="list-style-type: none"> • can understand the accent and expressions of Canadian French. • Can express himself/herself clearly enough so that French Canadian speakers can understand what is being communicated.
<p>Question 41:</p> <p>Page 29, clause 7.3.1. General Conditions - 2035 (2020-05-28), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.</p> <p>QUESTION: Will Shared Services Canada (“SSC”) accept the insertion of necessary language around our use and retention of “raw data”? This is essential. This clause is PRIVILEGED INFORMATION which SSC can distribute within the agency.</p>	<p>No, 2035 (2020-05-28), General Conditions-Higher Complexity cannot be amended.</p>
<p>Question 42:</p> <p>Page 41, clause 7.22. PROTECTION AND SECURITY OF DATA STORED IN DATABASED</p> <ol style="list-style-type: none"> a) QUESTION : Will SSC approve the use of Vendor’s subprocessor, AWS, in Germany and Republic of Ireland? This is essential as the product being sold is a multi-tenant product. Vendor has no plans to create 	<ol style="list-style-type: none"> a) No, as indicated in response to Question 38 above: <p><i>The information/data must remain/be stored in Canada and run on Canadian Servers.</i></p>



<p>an instance in Canada. In clause 7.22.2, Vendor’s offering is hosted on AWS in Germany and Republic of Ireland. Client will have to pre-approve this location since it is outside of Canada.</p> <p>b) QUESTION: Will SSC approve the deletion as indicated below? This is PRIVILEGED INFORMATION.</p> <p>c) QUESTION: Will SSC approve the use of Vendor’s subprocessor, AWS outside of Canada? This is PRIVILEGED INFORMATION.</p>	<p>b) No</p> <p>c) No</p>
<p>Question 43:</p> <p>In clause 7.22.5, Vendor will need client approval as there are no instances of vendor platform in Canada.</p> <p>QUESTION: Will SSC approve routing traffic through another country? This is PRIVILEGED INFORMATION.</p>	<p>No, the information/data must remain/be stored in Canada and run on Canadian Servers.</p>
<p>Question 44:</p> <p>In clause 7.22.6, vendor will need client approval of: . The Contracting Authority will only consider requests to route domestic traffic through another country that meets the requirements of subsection 1. This is essential because the product being sold is a self-serve option of vendor platform, which is hosted on AWS in Germany and Republic of Ireland.</p> <p>QUESTION: Will SSC approve of the deletion and insertion as indicated below? The reason is that vendor platform is hosted by AWS who will never be able to access unencrypted data at any time for any reason.</p> <p>In clause 7.22.7, Vendor will need to delete the word “any” in front of the word “data.” We will insert the word “unencrypted” before the word “data.” Vendor does use subprocessors, as mentioned above. Further, if there are additional products sold, there will be a need for the client to approve ex-Canada subprocessors.</p>	<p>No</p>



Question 45:

Page 51, ANNEX C - ICT ACCESSIBILITY REQUIREMENTS

- a) QUESTION: Will SSC accept Vendor’s VPAT for Vendor Platform as is without any changes?
- b) QUESTION: Will SSC accept the insertion of language in the first paragraph as indicated below?

Proposed Solution via vendor platform portal does have SOME WCAG compliance, but not all because of the function of how proposed solution online assessments work. We have provided the VPAT this platform.

In the first paragraph at the very end, we have inserted the words “, as applicable to the Statement of Work for Vendor Solution.” This is because as stated before, not all WCAG requirements apply to proposed solution.

For the limited purpose of Vendor’s online employee assessments, which is the product offered in the RFP, Vendor Solution via Vendor’s Digital Product Suite, Canadian Government’s “Guideline On Making Information Technology Usable By All” and “Accessibility Strategy for the Public Service of Canada,” Solution has WCAG 2.0 compliance as described in the attached copy of Vendor’s VPAT dated as of April 2019 (revised) *solely for client employee users who take the online assessment.*

The VPAT does NOT apply to client employee admin users in the self-service option of Vendor Solution. However, we are unable to remediate this specific matter for admin users in the self-service option of Vendor Solution. Of course, if there is a specific need by Canadian Government, we are happy to discuss those. Other than our VPAT, Vendor cannot comply with all of the technical requirements in clause 5 because they do not necessarily apply to our online offerings. Of course, Shared Services Canada and Vendor’s engagement team can discuss other accessibility methods that will accomplish the goals of the final negotiated statement of work.

- A. Please refer to M7 which outlines the requirements the bidders must meet with respect to the Accessibility requirements in order to be considered compliant. No VPAT was requested as part of the Mandatory requirements.
- B. No



<p>Question 46:</p> <p>With respect to SACC Manual Clause 2035 19 (2008-05-12) Ownership, please clarify whether or not the definition of Work excludes a Contractor’s pre-existing intellectual property that may be utilized in providing the Work.</p>	<p>An existing IP would not apply as there are no IP requirements.</p>	
<p>Question 47:</p> <p>I would like to ask for consideration an extension for submission date to September 15th or 22nd . Due to Covid and mandatory holidays we struggle to meet the current submission date.</p>	<p>Yes, we approve an extension until September 15, 2020. Please see amendment cover page.</p>	
<p>Question 48:</p> <p><u>In reference to the following:</u></p> <table border="1" data-bbox="191 873 894 989"> <tr> <td data-bbox="191 873 894 989"> <p>Question 38: Page 40, Chapter 7.22 Is there a requirement that the data and servers – or does Shared Services Canada consider both the UK &</p> </td> </tr> </table> <p>Is this an absolute must or is this something that can be negotiated?</p>	<p>Question 38: Page 40, Chapter 7.22 Is there a requirement that the data and servers – or does Shared Services Canada consider both the UK &</p>	<p>As indicated in the response to question 38, all information/data must remain/be stored in Canada and run on Canadian Servers. Bidders are required to meet this requirement.</p>
<p>Question 38: Page 40, Chapter 7.22 Is there a requirement that the data and servers – or does Shared Services Canada consider both the UK &</p>		
<p>Question 49</p> <p>We didn’t see mentioned in the RFP the duration you were looking for the certification training. Were you looking for a 1 or 2 or 3 day session? We just want to make sure we are pricing what you are looking for.</p>	<p>Our expectation is not based on the duration, but rather on the content. We expect that at the end of the certification, the participants should understand the profiles enough that they can afterward facilitate training and team building activities themselves.</p> <p>In general, these type of certification is more than a one-day session.</p>	
<p>Question 50</p> <p>Can we use the same projects / project descriptions to relate to the different categories through the mandatory and the rated criteria if the same project applies in the different areas.</p>	<p>Yes, if the description explain clearly how the project meets each criterion.</p>	



<p><u>Question 51</u></p> <p>Would you be willing to remove the reliable security status for instructors. We currently deliver training for hundreds of federal government employees a year at government sites and our own location and our instructors do not require reliable security status. Since Covid -19 hit we have deliver training virtually to hundreds of federal government employees in private group sessions and again have not required reliable security status. Instructors don't generally have any information on students – the vendor would have that information and they would have the DOS security clearance.</p>	<p>The security requirements associated with this contract cannot be modified.</p>
<p><u>Question 52</u></p> <p>As we were reviewing to submit we noticed what we believe to be an error in the RFP.</p> <p>The problem is the Bid Evaluated Price is calculated by adding the average <u>unit cost</u> of assessments and courses without consideration of the <u>Estimated Usage</u>. This will cause major implications on procurement for Shared Services .</p> <p>For example : bid evaluated price is \$5,045 (5000+45), which would result in a contract total of \$365,000 (7000x45 + 5000x10). If you changed the test unit cost to \$150 and the course unit cost to \$10, your Bid Evaluated Price would \$160, but the contract total would be \$1,150,000</p> <p>This was somewhat raised in the below question but until we calculated the math we didn't see it.</p> <p>Question 36 of the RFP Amendments raised the issue somewhat: <i>My question concerns the calculation of the pricing score (PS), specifically on the Evaluated Bid Price (Pi)</i>. It goes on to demonstrate the math, but doesn't raise the obvious disparity in the eventual Contract Total based on the Estimated Usage. The SSC answer was: <i>The evaluated bid price is as follows: D1 + D2 as indicated in ATTACHMENT 1 TO PART 3 - PRICING SCHEDULE.</i></p> <p>We request an amendment to the Pricing Schedule and delay in the submission deadline.</p>	<p>This is not an error. The estimated usage column for the services is used to assist bidders in providing the All Inclusive Rate per test and the all inclusive rate per training course for each contract period, as indicated in ATTACHMENT 1 to PART 3, PRICING SCHEDULE.</p> <p>The amount indicated in the Estimated Usage column represents the “estimated total usage” for the Initial Contract Period and all optional periods.</p> <p>As per 1.4 Volumetric Data: The inclusion of volumetric data in this document is for reference purposes only and does not represent a commitment by Canada that Canada's future usage of the services described in the bid solicitation will be consistent with this data.</p> <p>The RFP extension will not be granted.</p>



1. At 7.3.4 Security Requirements

DELETE:

There are no security requirement

INSERT:

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:

PWGSC FILE No. R000059995

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of PROTECTED A ,issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to PROTECTED information, assets or site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CSP, PWGSC. Until the security screening of the Contractor personnel required by this Contract has been completed satisfactorily by the CSP, PWGSC, the Contractor/ personnel **MAY NOT HAVE ACCESS** to **PROTECTED** information or assets, and **MAY NOT ENTER** sites where such information or assets are kept, without an escort.
3. The Contractor **MUST NOT** utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CSP, PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of PROTECTED A.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, PWGSC.
5. The Contractor/Offeror must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached at Annex _____;
 - (b) Industrial Security Manual (Latest Edition)

2. At 7.10 PRIORITY DOCUMENTS

DELETE:

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (c) the general conditions 2035 (2020-05-28), General Conditions - Higher Complexity - Services;
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) Annex C, ICT Accessibility Requirements
- (g) Annex D, Accessibility Guidance for Printed Documents
- (h) the signed Task Authorizations (including all of its annexes, if any); and
- (i) the Contractor's bid dated _____.



INSERT:

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (c) the general conditions 2035 (2020-05-28), General Conditions - Higher Complexity - Services;
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) Annex C, ICT Accessibility Requirements
- (g) Annex D, Accessibility Guidance for Printed Documents
- (h) Annex E, Security Requirement Check List (SRCL)**
- (i) the signed Task Authorizations (including all of its annexes, if any); and
- (j) the Contractor's bid dated _____.

3. AT ANNEX E-SECURITY REQUIREMENT CHECKLIST (SRCL)

INSERT:

Contract Number / Numéro du contrat R000059995
Security Classification / Classification de sécurité

SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE			
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Shared Services Canada		2. Branch or Directorate / Direction générale ou Direction Learning and Development	
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail The vendor must be capable of evaluating individuals through an accessible online psychometric evaluation tool that will produce psychometric profiles. The vendor must provide training to SSC facilitator on how to deliver training regarding the results of the psychometric profiles.			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No / Non	<input checked="" type="checkbox"/> Yes / Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>	
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>	
Not releasable / À ne pas diffuser <input type="checkbox"/>			
Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information			
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	
PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>	
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>	
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	

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PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
 Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui
 If Yes, indicate the level of sensitivity:
 Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
 Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? No / Non Yes / Oui
 Short Title(s) of material / Titre(s) abrégé(s) du matériel :
 Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMBLEMES			

Special comments:
 Commentaires spéciaux : _____

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
 REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
 Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No / Non Yes / Oui
 If Yes, will unscreened personnel be escorted?
 Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
 Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
 Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? No / Non Yes / Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
 Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? No / Non Yes / Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
 Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
 Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? No / Non Yes / Oui

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PART C - (continued) / PARTIE C - (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.
 Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens Production	✓															
IT Media / Support TI	✓															
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
 La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
 La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



Government of Canada

Gouvernement du Canada

Contract Number / Numéro du contrat R000059995
Security Classification / Classification de sécurité

PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) Martin Gaudreau	Title - Titre Act. Manager, Leadership Team	Signature Gaudreau, Martin	Digitally signed by Gaudreau, Martin Date: 2020.07.28 16:33:26 -0400'
Telephone No. - N° de téléphone 873-354-0680	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel martin.gaudreau@canada.ca	Date 28-07-2020
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) Steve Ross	Title - Titre A/Chief Security Officer	Signature <i>Steve Ross</i>	Digitally signed by Ross, Steve DN: cn = Ross, Steve C = CA, o = SC OU = SSC-SPC Date: 2020.08.11 11:23:14 -0500'
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel steve.ross@canada.ca	Date
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input type="checkbox"/> No / <input type="checkbox"/> Yes Non / Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées)	Title - Titre	Signature	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
Lyndsay Clark - Contract Security Officer Lyndsay.clark@tpsgc.pwgsc.gc.ca (613) 957-9388	Title - Titre Contract Security Officer	Signature Clark, Lyndsay	Digitally signed by Clark, Lyndsay Date: 2020.08.13 08:20:05 -0400'