



RETURN BIDS TO:

IRCC.BidsReceiving-Receptiondessoumissions.IRCC@cic.gc.ca

Attn: Jasdeep Jande

FOR ELECTRONIC BIDS:

The electronic mailbox is equipped to send an automatic reply to all messages received. If you do not receive an automatic response, please contact the Contracting Authority to ensure your bid was received. Please note that it is the bidder's sole responsibility to ensure that all bids submitted are received in their entirety by Citizenship and Immigration Canada by the closing date and time indicated in this RFP.

IMPORTANT NOTICE TO SUPPLIERS

The Government Electronic Tendering Service on buyandsell.gc.ca/tenders will be the sole authoritative source for Government of Canada tenders that are subject to trade agreements or subject to departmental policies that require public advertising of tenders.

REQUEST FOR PROPOSAL

Proposal To: Citizenship and Immigration 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.

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

Instructions : See Herein

Instructions: Voir aux présentes

**Issuing Office – Bureau de distribution
Citizenship and Immigration Canada
Procurement and Contracting Services
70 Crémazie
Gatineau, Québec K1A 1L1**

Title – Sujet	
Cloud based Enterprise Learning Management System (LMS) for department wide use at Immigration, Refugees and Citizenship Canada	
Solicitation No. – N° de l'invitation	Date
CIC-152202	June 8 2021
Amendment No. – N° de modification	
001	
Solicitation Closes – L'invitation prend fin at – à	Time Zone Fuseau horaire
2:00 PM on – June 22 2021	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 :	
IRCC.BidsReceiving-Receptiondessoumissions.IRCC@cic.gc.ca	
Telephone No. – N° de téléphone :	
343-574-4425	
Destination – of Goods, Services, and Construction:	
Destination – des biens, services et construction : See Herein	
Delivery required - Livraison exigée	
See Herein	
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	
Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur	
(type or print)/ (taper ou écrire en caractères d'imprimerie)	
Signature	Date



Amendment 001 – RFP CIC-152202

Amendment 001 is raised to:

- **Update Part 1 – General Information;**
- **Update Part 3 – Bid Preparation Instructions;**
- **Update Part 4 – Evaluation Procedures and Basis of Selection;**
- **Update Appendix B, Supplemental Terms and Conditions;**
- **Update Appendix C – Terms of Payment;**
- **Update Appendix D – Statement of Work; and**
- **Update Appendix G – Security and Privacy Obligations.**

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1. PART 1 – GENERAL INFORMATION

Sub article 1.2 Summary is deleted in its entirety and replaced with:

1.2 Summary

1.2.1 This bid solicitation is being issued to fulfill the requirement of Citizenship and Immigration Canada, hereinafter known as Immigration, Refugees and Citizenship Canada (IRCC) to acquire a web-based Software as a Services model Learning Management System (LMS) that can be configured to meet specific IRCC requirements and allows for the management, delivery, tracking, reporting and evaluation of all training and learning content.

The end state will be a cloud-based, browser accessed technology-enabled system, available to up to 12,000 departmental employees. This system will allow employees to consume learning content while maintaining and tracking their progress. The cloud-based application/system must provide a streamlined and enhanced end-to-end learning experience and allow effective, complete, and overall control of learning content management, robust analytics, administration, and communication with learners, learning providers, and decision makers. For the purposes of this solicitation, Bidders must meet the security requirements identified under *Tier 1 – Security Requirements for SaaS* but may be asked to meet the *Tier 2 – Security Requirements for SaaS* before the first option period is exercised.

2. PART 3 – BID PREPARATION INSTRUCTIONS

Sub article 3.3. Section II: Financial Bid is deleted in its entirety and replaced with:

3.3 Section II: Financial Bid

- a) In the Financial bid, Bidders must submit the proposed SaaS Solution with their commercial pricing and any prices or rates applicable for professional services to be provided by the Bidder. It is required that the SaaS Solutions and Commercial Prices section of the Submission be presented as per the Pricing Schedule provided in **Appendix E, Basis of Payment**. The Financial Submission should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the Submission will be evaluated.
- b) The following must be addressed in **Appendix E, Basis of Payment**:
 - i. **SaaS Publisher’s Part No.:** Bidders should provide the part number that the SaaS Publisher uses to identify the SaaS Solution commercially;



- ii. **SaaS Solution's Name:** Bidders must provide the commercial name that the SaaS Publisher uses to identify the SaaS Solution commercially.
- iii. **SaaS Publisher's Name:** Bidders must provide the name of the SaaS Publisher that owns the Intellectual Property rights to the SaaS Solution;
- iv. **Cloud Service Provider (CSP)'s name:** Bidders must identify the existing Cloud Service Provider (CSP) that hosts the proposed SaaS Solution.
- v. **Prices:** Bidders must submit prices for the SaaS Solution and any applicable professional services proposed in Appendix E, Basis of Payment. The prices must be:
 - A. the Bidder's commercial pricing
 - B. in Canadian dollars; and,
 - C. exclusive of Goods and Services Tax or Harmonized Sales tax.
- vi. **Unit of Measure:** Bidders must enter the unit of measure for their SaaS Solution Price (such as "per user", "per entity", etc.) under which the SaaS Solutions will be provided to Canada;
- vii. **Language(s) available:** Bidders must indicate the language(s) under which the SaaS Solution is available, designated as "EN" for English, "FR" for French, or "EN, FR" for both;

Bidders must submit their financial bid in accordance with Appendix E, Basis of Payment. The total amount of applicable taxes must be shown separately, if applicable.

Bidders should include the following information in their financial bid by completing Appendix O, Vendor Information and Authorization and include it with their bid:

- 1. Their legal name;
- 2. Their [Business Number](#) (BN); and
- 3. The name of the contact person (including this person's mailing address, phone and facsimile numbers, and email address) authorized by the Bidder to enter into communications with Canada with regards to:
 - a) their bid; and
 - b) any contract that may result from their bid.

Financial proposals must clearly identify the personnel proposed and the associated category for evaluation purposes only. Proposed per diem rates or firm prices must be in Canadian dollars.

The Bidder's rates in response to this RFP and resulting contract(s) must include all overhead, general & administrative costs and profit. Included are the following costs that may be incurred in providing the required services: computer hardware and software, word processing, preparation of reports, photocopying, courier services, facsimile services, telephone services, local travel expenses, and administration related to non-local travel expenses. Local as used here is defined as where the Work is to be performed in Canada as may be specified in the RFP and the resulting Contract(s).

Bidders must provide in their financial bid a price breakdown as detailed in Appendix E, Basis of Payment.

3. PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

Sub article 4.1 Evaluation Procedures is deleted in its entirety and replaced with:

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.



- (b) An evaluation team composed of representatives of Canada will evaluate the bids.
- (c) **Requests for Clarifications:** If Canada seeks clarification or verification from a Bidder about its Submission, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet any deadline will render the Submission non-responsive, on “hold”, or will create delay in processing contract award.
- (d) **Right of Canada:**
 - a. In the event of a sole compliant bid, Canada reserves the right to reject any SaaS Solution proposed by a Bidder and enter into negotiation related to any prices under Appendix E, Basis of Payment;
 - b. Canada reserves the right to reject or negotiate any of the terms and conditions proposed by a Bidder and submitted under Appendix J, Service Level Agreement (SLA). No contract will be awarded unless and until Canada has approved all such terms and conditions

4. APPENDIX “B”, SUPPLEMENTAL TERMS AND CONDITIONS

Sub article B3. SACC Manual Clauses is deleted in its entirety and replaced with:

B3. SACC Manual Clauses

The following SACC manual Clauses are incorporated by reference and form part of this Contract:

ID	Date	Title
A9117C	2007-11-30	T1204 - Direct Request by Customer Department
A9116C	2007-11-30	T1204 Information Reporting by Contractor

5. APPENDIX C – TERMS OF PAYMENT – TASK AUTHORIZATIONS

Sub article C8. Subcontracts is deleted in its entirety.

6. APPENDIX D, STATEMENT OF WORK

Sub article D 5.3 Delivery Dates is deleted in its entirety and replaced with:

D 5.3 Delivery Dates

The following table provides estimated delivery dates for some of the key activities related to the set-up configuration, testing, and hand-off the LMS solution to IRCC. Specific timelines will be developed and agreed upon by IRCC and the Contractor following award of contract.

Deliverable	Description	Estimated Delivery Date
Kick Off Meeting	Comprehensive Project Plan; Communication Plan;	1 week following contract award
Planning and Design	Technical Infrastructure Design and Implementation Plan; Training Plan; Requirements Validation Document; System Design Blueprint	6 weeks following kick off meeting
Data and Content integration	Testing Plan(s);	10 weeks following contract award



	Risk Management/ Mitigation plan	
Quality Assurance, Testing and Training	Quality Assurance and Testing Reports; Submission of Complete User System Manual	12 weeks following contract award
Implementation & Support	Support Plan	12 weeks from contract award
Hand-off	IRCC Autonomy	14 weeks from contract award
Acceptance and Close-out & ongoing support	Project Closeout Plan; Implementation Plan; Change Management Plan;	20 weeks from contract award

7. APPENDIX G – SECURITY AND PRIVACY OBLIGATIONS

Appendix G, sub article 6 – Cloud Service Provider (CSP) IT Security Assessment program is deleted in its entirety and replaced with:

6. Cloud Service Provider (CSP) IT Security Assessment Program

- a. Within the **initial** contract period, the Contractor must demonstrate compliance with the security requirements selected in the GC Security Control Profile for Cloud-Based GC IT Services for Protected B, Medium Integrity and Medium Availability (PBMM) (<https://www.canada.ca/en/government/system/digital-government/modern-emergingtechnologies/cloud-computing/government-canada-security-control-profile-cloud-based-it-services.html>) for the scope of the Cloud Services provided by the Contractor. Compliance must be demonstrated through the mapping of security controls to the applicable industry certifications identified below, and validated through independent third party assessments.
- b. Compliance will be assessed and validated through the Canadian Centre for Cyber Security (CCCS) Cloud Service Provider (CSP) Information Technology (IT) Security Assessment Process (ITSM.50.100) (<https://cyber.gc.ca/en/guidance/cloud-service-provider-information-technology-security-assessment-process-itsm50100>).

The Contractor must demonstrate that they participated in the process by successfully on-boarded, participated in, and completed the program. This includes providing the following documentation:

- i. A copy of the confirmation letter that confirms that they have on-boarded into the program;
- ii. A copy of the most recent completed assessment report provided by CCCS; and
- iii. A copy of the most recent summary report provided by CCCS.

The Contractor should contact the CCCS Client Services, as indicated in Appendix L, SaaS IT Security Assessment Program, for any additional information related to the CSP IT Assessment Program.

It is the continuous obligation of the Contractor of the proposed Cloud Services to notify CCCS when there are significant changes to its delivery of the IT Security services supporting the Contractor offering.

Certifications identified below, and validated through independent third party assessments.

- c. In the situation where the Contractor is a SaaS provider using a GC-approved IaaS Provider that already complies with Section 4 - Third-Party Assurance and Section 6 - Cloud Service Provider (CSP) IT Security Assessment Program, sub-sections (1) and (2) the SaaS provider must provide



Canada with a copy of an email provided by the Canadian Centre for Cyber Security (CCCS) confirming that the Contractor has completed the CCCS CSP ITS Assessment Program. The email must state that the CSP has been assessed by the CSP ITS Assessment Program and that the CSP has received a final report with regards to the assessment. For any questions, CCCS can be contacted by email at contact@cyber.gc.ca.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.