

**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À :**

Transport Canada /Transports Canada
Attention: Barbara Gorman
Email/Courriel: barbara.gorman@tc.gc.ca

**SOLICITATION AMENDMENT
MODIFICATION DE LA SOLLICITATION**

Comments – Commentaires

Proposal To: Transport 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.

On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:

1. The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation;
2. This bid is valid for the period requested in the bid solicitation;
3. All the information provided in the bid is complete, true and accurate; and
4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.

Proposition à : Transports 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).

En apposant ma signature ci-après, j'atteste, au nom du soumissionnaire, que j'ai lu la demande de propositions (DP) en entier, y compris les documents incorporés par renvoi dans la DP et que :

1. le soumissionnaire considère qu'il a les compétences et que ses produits sont en mesure de satisfaire les exigences obligatoires décrites dans la demande de soumissions;
2. cette soumission est valide pour la période exigée dans la demande de soumissions ;
3. tous les renseignements figurant dans la soumission sont complets, véridiques et exacts; et
4. si un contrat est attribué au soumissionnaire, ce dernier se conformera à toutes les modalités énoncées dans les clauses concernant le contrat subséquent et comprises dans la demande de soumissions.

Title – Sujet	
Informatics Professional Services / Services informatiques professionnels	
Solicitation No. – N° de l'invitation	Date
T8080-200133-2	July 19 2021 / 19 juillet 2021
Client Reference No. – N° référence du client	
Amendment 1	
GETS Reference No. – N° de référence de SEAG	
Solicitation Closes L'invitation prend fin	Time Zone Fuseau horaire
at – à	02 :00 PM – 14h00
on – le	July 27 August 4, 2021 / 28 juillet 4 août 2021
Daylight Saving Time (DST)	
F.O.B. - F.A.B.	
Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address inquiries to – Adresser toute demande de renseignements à :	
email/Courriel : barbara.gorman@tc.gc.ca	
Area code and Telephone No. Code régional et N° de téléphone	Email: barbara.gorman@tc.gc.ca
343-550-2175	
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction	
National Capital Region	
Instructions: See Herein Instructions : Voir aux présentes	
Delivery required -Livraison exigée	Delivery offered -Livraison proposée
See Herein – Voir aux présentes	
Jurisdiction of Contract: Province in Canada the Bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)	
Compétence du contrat : Province du Canada choisie par le soumissionnaire et qui aura les compétences sur tout contrat subséquent (si différente de celle précisée dans la demande)	
Vendor/firm Name and Address Raison sociale et l'adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone	
e-mail - courriel	
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

RFP QUESTIONS AND ANSWERS AND AMENDMENTS

File: T8080-200133-2
Initiative: Informatics Professional Services
RFP Issued: July 8, 2021
RFP Closes: ~~July 28~~ August 4, 2021 02:00 PM

THIS SOLICITATION AMENDMENT IS RAISED TO:

1. Provide clarification and answers to questions from potential suppliers;
2. Make amendments to the Request for Proposal; and
3. Extend the solicitation closing date by 1 week from July 28, 2021 to August 4, 2021.

Questions and Answers

Number	Questions/Answers
Question 1:	Q1) This RFP is now being re-issued for the third time, this time with minor modifications to Solicitation No. T8080-200133-1 which closed recently on June 2 nd 2021. Can you please clarify the main reason as to why it is now being re-issued again one and a half month after the previous version closed? Were any compliant bids received in the first round? If so, was a contract successfully awarded? If compliant bids were received, why is it re-issued now?
Answer 1:	For Solicitation No. T8080-200133-1 Canada received no bids
Question 2:	Q2) Our records show the following for this solicitation: <ul style="list-style-type: none"> • T8080-200133, opened March 15th and cancelled March 24, 2021. • T8080-200133-1, closed June 2, 2021. • T8080-200133-2, issued July 7, 2021. Each previous issue confirmed that "The work is currently being performed through TEKsystems contract T8086-172450/005/ZM" Can you please indicate how long this company has held contracts for these services and what is the current amount of the contracts? Clarification is needed to help bidders better understand the client's requirement including any changes in the client needs; and in understanding the client's objective or challenges resulting in this solicitation being issued for the 3 rd time over a period of 5 months.
Answer 2:	Some of the work is currently being performed through resources on a Task-Based Omnibus Contract through Teksystems contract T8086-172450/005/ZM with an amended value of \$6,898 500.00.
Question 3 :	Solicitation# T8080-200133-2 appears to be the same or very similar to the T8080-200133-1 issued on May 4, 2021 and T8080-200133 issued on March 15, 2021 however the RFP released today is not stated to be a re-issue of either Solicitation. Can the Crown please provide the outcome of each of the following Solicitations: T8080-200133-1 and T8080-200133?
Answer 3:	Please see Answer 1 and Amendment 2

Number	Questions/Answers
Question 4:	<p>Requests clarification regarding page 71, Attachment 4.1, Bid Evaluation Criteria.</p> <p>MTC1 The Bidder must demonstrate its experience in providing, Stream 1: Applications Services and Stream 4: Business Services Resources – utilizing Level 3 and Level 2 resources by presenting at least one project (contract) whereas the services provided are in line with the Tasks and Deliverables AND Technologies identified in Annex A – Statement of Work. The project must be for services provided for a Government organization client.</p> <p>To be accepted, each contract must:</p> <ol style="list-style-type: none"> 1. have been with a single client; 2. have been awarded within the past five years prior to the solicitation closing date; 3. have an initial minimum value of \$1,000,000.00 (CAD) excluding applicable taxes; 4. have an initial minimum Contract Period of one year; and 5. have provided at least five resources from any of the Categories under Stream 1: Applications Services or Stream 4: Business Services, simultaneously or consecutively for a period of at least 12 consecutive months where at least three fifths of the resources were Level 3. <p>QUESTION 1: Could you please confirm that the first paragraph should state: Application Services AND Stream 4?</p> <p>QUESTION 2: Could you please confirm that the item number 5. should indicate Applications Services OR Stream 4?</p>
Answer 4:	Canada agrees to amend MTC1. See Amendment 4.
Question 5:	Due to the complexity of preparing a response to this solicitation, the large number of bids currently out to tender, and the fact that qualified resources are increasingly difficult to contact during the summer months, we would like to request a two-week extension to the solicitation closing date to ensure that vendors are able to submit high quality responses that provide the best value to the Crown.
Answer 5:	Canada agrees to extend the closing date by 1 week with a new closing date of August 4, 2021. See Amendment 1.
Question 6:	Rated Criteria RTC3 and RTC4 require candidates to provide copies of completed design deliverables from five individual projects OR a signed letter from clients attesting to completed design deliverables. Due to the sensitive nature of projects in scope of the requirement as well as the unavailability and reluctance of clients to support the activities of past contractors for no benefit, would the Crown please remove these stipulations from RTC3 and RTC4 and accept demonstrated of experience developing said deliverables?
Answer 6:	Canada will amend RTC3 and RTC4 as follows: only one of the projects will require the attestation or design deliverable. See Amendment 6 and 7.
Question 7:	MTC1: This requirement requests bidders provide references for services with a "Government organization client". Can it please be confirmed that this can include Municipal, Provincial, Federal, and Crown Agency clients?
Answer 7:	Canada confirms for MTC1, all levels of government will be accepted as a "Government organization client".

Number	Questions/Answers/Amendments
Question 8:	Given the complexity of the bid, compounded by vacations of key team members, can we request an extension to the bid deadline of two (2) weeks? This would help to ensure that the department receives quality bids from members of the vendor community.
Answer 8:	See Answer 5 and Amendment 1.
Question 9:	For Corporate Mandatory Criteria MTC1 , in keeping with the spirit of the criteria, if a vendor in response to MTC1 can demonstrate it has provided same or similar services through one contract that meets all listed criteria with five or more Level 3 resources , can Transport Canada confirm that contract would qualify even if the contract does not include L2 resources?
Answer 9:	Canada confirms that “at least” five resources – where “at least” three fifths of the resources were Level 3.
Question 10	For Corporate Mandatory Criteria MTC1 , Transport Canada seeks to qualify a vendor’s ability to deliver same or similar services as the scope of the resulting contract. As this is a Tier 2 requirement above \$3.75 million, would Transport Canada increase the minimum contract value (criteria #3) from \$1,000,000.00 (CAD) excluding applicable taxes, to \$3.75 million (CAD) excluding applicable taxes, to ensure vendors are capable of delivering services consistent with level of effort Transport Canada requires?
Answer 10	Canada will not increase the minimum contract value for MTC1. Criteria remains as is.
Question 11:	For Corporate Mandatory Criteria MTC1 , Transport Canada seeks to qualify a vendor’s ability to deliver same or similar services. Transport Canada is requesting #9. The front page of each of the reference Contract. As a recommendation to help ensure each contract was for same or similar services, would Transport Canada please amend this criteria to require vendors to also provide the Statement of Work?
Answer 11:	Canada will not amend for MTC1 to require vendors to also provide Statement of work. Criteria remains as is.
Question 12:	For Corporate Point Rated Criteria RTC1 , If vendors demonstrate simultaneously providing 6 resources working in same 3 month period on one contract, would Transport Canada confirm that would qualify as 10 points?
Answer 12:	Canada confirms that the duration of any overlapping time period will be counted only once towards the requirement. A three month period is a three month period regardless of how many resources are working simultaneously as long as the requirement of three or more resources is met.
Question 13:	For Corporate Point Rated Criteria RTC1 , will Transport Canada accept contracts that demonstrate level 3 resources only?
Answer 13:	Canada has amended RTC1 to reflect the requirement for at least two thirds of the resources being Level 3 hence Canada will accept contracts that demonstrate Level 3 resources only. See amendment 5
Question 14:	For Corporate Point Rated Criteria RTC2 , Can Transport Canada confirm that just one of the contracts for RTC2 need to have level 2 resources?
Answer 14:	Canada has amended RTC2 to reflect the requirement for at least two thirds of the resources being Level 3 hence Canada will accept contracts that demonstrate Level 3 resources only. See amendment 5.

Number	Questions/Answers/Amendments
Question 15:	<p>Within Section 4.3 Financial Evaluation, Transport Canada currently has a median range that encompasses any rate to a value of minus (-) 20% of the median, and an upper median rate to a value of plus (+) 30% of the median. A -20% range incentivizes vendors to price well below the market median rate to score maximum financial points, and opens Transport Canada up to risk of receiving unqualified resources due to the rate.</p> <p>As an example if the Median rate across all bids was determined to be \$800 per diem for a category, Transport Canada is current awarding maximum points to vendors at -20% who would price at \$640 per diem. There is a dramatic difference between resources a company can attract at \$800 compared to \$640.</p> <p>In order to encourage vendors to submit rates supported by the market price for Services Designers, would Transport Canada please consider changing the median band to -10%?</p>
Answer 15	Canada has reviewed your request and the current financial evaluation will remain as is.
Question 16:	<p>Resource Assessment Criteria, For RTC3 for the Level 3 resource and RTC4 for the Level 2 resource, Transport Canada awards four (4) points per project supported by design deliverables; up to five (5) projects (20 points), and 2 points per project supported by design deliverables; up to 5 projects (10 points), respectively.</p> <p>Can Transport Canada amend the criteria to allow resources to demonstrate multiple deliverables per project? Therefore assigning points per deliverable instead of points per project? Examples for RTC3, five deliverables would equal 20 points and for RTC4, five deliverables would equal 10 points?</p>
Answer 16	Canada has reviewed your request and RTC3 remains as is.
Question 17:	Resource Assessment Criteria , RTC3 states “The Contractor should demonstrate that the proposed Level 3 Technical Architect.” Please confirm this should be “Level 3 Business Transformation Architect” and amend the criteria accordingly.
Answer 17	Canada confirms that this RTC3 should read “Business Transformation Architect”. See Amendment 5.
Question 18:	Due to the level of effort required to gather copies of deliverables, client reference signatures, copies of contracts, as well as prepare templates for the corporate criteria, we respectfully request a two-week extension to the solicitation closing date to allow Bidders adequate time to prepare our response.
Answer 18	See Answer 5 and Amendment 1.
Question 19:	With regards to MTC1, can you please confirm our understanding that bidders can present one or more contracts demonstrating services relevant to the SOW under TBIPS Stream 1 <u>OR</u> TBIPS Stream 4, as long as all numbered items 1 to 5 are met?
Answer 19:	Canada confirms that the bidder must provide at least one project (contract) that must meet all the identified criteria and demonstrates services under Stream 1 and Stream 4.
Question 20:	With regards to MTC1, we assume that each contract presented must meet the criteria 1 through 5. Can you please confirm our assumption?
Answer 20:	Canada confirms that each identified criteria must be met.

Number	Questions/Answers/Amendments
Question 21:	With regards to MTC1, for the contracts to be accepted, item #2 states “have been awarded within the past five years prior to the solicitation closing date” – We note that many contracts recently have been ongoing over 5 years. Given that it is not really relevant as to when the contract was awarded, we suggest that statement #2 be amended to read: “Have been <u>active and ongoing</u> for at least 1 year within the past five years prior to the solicitation closing date”. Can you please consider making this small amendment to item #2?
Answer 21:	Canada has reviewed your request and MTC1 remains as is.
Question 22:	In Attachment 4.2 – Pricing Schedule, the financial tables have ‘Level of Expertise’ listed as 6 and 4. Please confirm Bidders should amend these to 3 and 2, respectively?
Answer 22:	Canada confirms (Level of Expertise) should read Level 3 and Level 2 respectively. See Amendment 8.
Question 23:	Please confirm the solicitation closing date? The RFP document states July 27 and Buy and Sell states July 28.
Answer 23:	See Answer 5 and Amendment 1.

Amendments

1. DELETE from Page 1, Solicitation Closes, July 28, 2021 and REPLACE with August 4, 2021.

2. INSERT: **REISSUE OF BID SOLICITATION**

Clause A9043T (2013-04-25)

This bid solicitation cancels and supersedes previous bid solicitation number T8080-200133 dated March 15, 2021 with the cancelled date closing of March 24, 2021.

This bid solicitation cancels and supersedes previous bid solicitation number T8080-200133-1 dated May 4, 2021 with a closing of May 31, 2021 at 14:00 eastern standard time.

A debriefing or feedback session will be provided upon request to bidders/offerors/suppliers who bid on the previous solicitation.

3. DELETE 2.3 Enquires – Bid Solicitation in its entirety and INSERT the following:

2.3 Enquires – Bid Solicitation

- a. All enquiries must be submitted in writing to the Contracting Authority no later than ~~40 calendar. before the bid closing date.~~ **July 23, 2021**, Enquiries received after that time may not be answered.
- b. Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a "proprietary" nature must be clearly marked "proprietary" at each relevant item. Items identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

4. DELETE THE **CORPORATE MANDATORY CRITERIA MTC1** in its entirety and REPLACE with the following:

Part A: Corporate Mandatory Criteria

MCT1 BIDDER'S PROJECT EXPERIENCE

The Bidder must demonstrate its experience in providing, Stream 1: Applications Services ~~and~~ or Stream 4: Business Services resources – utilizing Level 3 and Level 2 resources by presenting at least one project (contract) whereas the services provided are in line with the Tasks and Deliverables AND Technologies identified in Annex A – Statement of Work. The project must be for services provided for a Government organization client.

To be accepted, each contract must:

1. have been with a single client;
2. have been awarded within the past five years prior to the solicitation closing date;
3. have an initial minimum value of \$1,000,000.00 (CAD) excluding applicable taxes;
4. have an initial minimum Contract Period of one year; and
5. have provided at least five resources from any of the Categories under Stream 1: Applications Services or Stream 4: Business Services, simultaneously or consecutively for a period of at least 12 consecutive months where at least three fifths of the resources were Level 3.

To demonstrate this experience, the Bidder must provide a brief description and a customer reference for the Informatics Professional Services contract. The description and reference must include the following information:

1. A description of the project outcomes, tasks and deliverables;
2. The first and last name of the resource(s) and the total number of days billed per resource under the Contract;
3. A Contract serial number or other unique contract identifier;
4. The start date and expiry date of the Contract;
5. The Contract value, including GST/HST;
6. The number of Resources simultaneously or consecutively provided concurrently over 12 months where at least three fifths of the resources were Level 3;
7. The organization name;
8. The name, title, and either the telephone number or email address of the organization's contact responsible for the contract who can validate the information presented; and
9. The front page of each of the reference Contract.

It is the Bidder's responsibility to ensure that any information divulged is with the permission of the reference provided.

5. DELETE THE POINT RATED **CORPORATE MANDATORY CRITERIA RTC1 and RTC2** in its entirety and REPLACE with the following:

Part B: POINT RATED CORPORATE EXPERIENCE

	Rated Technical Criteria	Maximum Points	Points Allocation	Bidder's Response (Reference to Substantiating Materials included in Bid)
RTC1	<p>The Bidder should have experience providing IT Professional Service Resources to undertake work that is the same or similar* as the tasks identified in Annex A of this Bid Solicitation.</p> <ol style="list-style-type: none"> 1. Using one or more reference Contract(s) that have been completed or are ongoing in the last seven years as of bid closing date, the Bidder should demonstrate that it has experience simultaneously or consecutively providing three or more resources from either Stream 1: Applications Services or Stream 4: Business Services; 2. Each Contract identified must: <ol style="list-style-type: none"> a) Have an Initial Contract Period of at least three months, not including amendments, where the Bidder provided resources Level 2 and/or Level 3 resources from Stream 1: Applications Services or Stream : Business Services - where at least two thirds of the resources were Level 3 across different Contracts as long as the services were provided simultaneously; b) The services provided by each Resource must have been the same or similar* to at least four of the tasks identified in Annex A Statement of Work of this Bid Solicitation; 3. The Bidder should provide the following information for each Contract identified: <ol style="list-style-type: none"> a) The name of the organization; b) The Client's full name, title, email address, and telephone number; c) The Contract number or reference number; d) The Project name under which the services were provided (if applicable); 	40	A total of five (5) points will assigned per three month period for a maximum of forty (40) points.	

	Rated Technical Criteria	Maximum Points	Points Allocation	Bidder's Response (Reference to Substantiating Materials included in Bid)
	<p>e) The start and end dates for the Initial Contract; Period, not including amendments; f) The number of Resources provided; and g) The description of the services provided including specific timelines by the Resource to demonstrate compliance with the identified tasks.</p> <p>Note to Bidder: The reference Contract must have been contracted with the Bidder submitting a bid for this requirement. "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a Contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.</p> <p>*Similar is defined as industry accepted service design methods and practices resulting in their associated artifacts.</p>			
RCT 2	<p>The Bidder should have experience in providing multiple Stream 1: Applications Services or Stream 4: Business Services - utilizing Level 3 and/or Level 2 resources within 5 business days for work of a temporary nature of three to six (3 to 6) months or less.</p> <p>1. Each Contract identified must:</p> <ul style="list-style-type: none"> a) Have been with a single client on a single contract on which Task Authorizations for the short term resource requests were issued; b) The submitted requests occurred within the last three (3) years as of the bid closing date. <p>2. The Bidder should provide the following information for each Contract identified:</p> <ul style="list-style-type: none"> a) The name of the client organization; 	20	A total of five (5) points will be allocated for each contract	

	Rated Technical Criteria	Maximum Points	Points Allocation	Bidder's Response (Reference to Substantiating Materials included in Bid)
	b) The project name under which services were provided (if applicable); c) The client's full name; d) The client's title, email address and telephone number; e) The Contract number or reference number; f) The requested task authorization start and end date; g) The final task authorization start and end date; h) Total effort on the task authorization; and i) Task authorization description of tasks and deliverables. Note to Bidder: The reference Contract must have been contracted with the Bidder submitting a bid for this requirement. "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a Contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.			
Maximum Score				60
Minimum score required to be compliant (70%)				42

6. DELETE THE **RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE RTC3** in its entirety and REPLACE with the following:

B. 7 Business Transformation Architect (Service Design) Resource - Level 3

RTC #	Rated Technical Criteria	Rated Technical Criteria	Points Allocation
RTC3	The Contractor should demonstrate that the proposed Level 3 Business Transformation Architect has completed one of the deliverables listed below while working on a project listed in MTC4. The following deliverables will be accepted and must demonstrate that they consider interactions and experience in terms of effectiveness, efficiency, and satisfaction across services and service activities (i.e. they cannot focus on a single service activity or touchpoint).	20	Four (4) points per project supported by design deliverables; up to five (5) projects (20 points).

	<ol style="list-style-type: none"> 1. Service vision or strategy (e.g. Channel Strategy, SWOT, Lean Business Model, Customer Lifecycle Maps, Value Stream Maps); 2. Service Design strategies and plans; 3. Objectives, benefits, key results or other factors that define the success of a service or service activities that include metrics that quantify success in terms of the effectiveness, efficiency, and satisfaction to enhance the overall client experience (CX) and employee (EX) of the service or service activities; 4. Research strategies and plans; 5. Research artifacts or visualization (e.g. Personas, Journey Maps, Service Blueprints, System Maps, Jobs to be Done, User Stories, Story Boards); 6. Reports detailing the synthesis and analysis or research activities; 7. Ideation artifacts or visualizations (e.g. Affinity Maps, Clustering, Sorting, and Refining Ideas, Decision Matrices); 8. Reports detailing the synthesis and analysis of ideation activities; 9. Contextual service prototypes (e.g. Simulations, Investigative Rehearsals, Pilots, Service Safaris, Story Boards, interactive prototypes, Service Staging, Future State Journey Maps, Future State Service Blueprints); 10. Reports detailing the synthesis and analysis of prototyping activities; 11. Service Design Deliverables (SWOT, Service Safaris, Client Journeys, Process Diagrams, Service Blueprints, Channel Strategy, Story Boards, Service Staging, Process Map, Organizational Structure, Jobs to be Done) 12. Artifacts resulting from design workshop facilitation; 13. Reports or presentations on recommended improvements of services and service activities focused on improving effectiveness, efficiency, and satisfaction to enhance the overall client experience (CX) and employee experience (EX); and 14. Presentations on Lessons Learned and Artefacts/Plays to improve the maturity of design within the community of practice of Transport Canada. <p>For at least one of the projects the following must be provided:</p> <ol style="list-style-type: none"> 1) A copy of the completed design deliverable developed by the proposed Resource must be provided. <p>OR</p>		
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	<p>2) A signed letter from the client attesting to the completed design deliverables developed by the proposed resource.</p> <p>The letter must include the following:</p> <ul style="list-style-type: none"> • Name of the product; • Who the product was for (organization and name of Point of Contact); • Reasons for creating this type of product; • Goal of creating the product; • Paragraph explaining the product; • Paragraph explaining the desired outcomes the product was helping to achieve and an explanation of how the product helped to achieve them; and • Paragraph describing the quality of the product. 		
Maximum Score Possible			20
Minimum score required to be compliant (70%)			14

7. DELETE THE **RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE RTC4** in its entirety and REPLACE with the following:

B. 7 Business Transformation Architect (*Service Design*) Resource - Level 2

RTC #	Rated Technical Criteria	Maximum Points	Points Allocation	Bidder's Response (Reference to Substantiating Materials included in Bid)
RTC4	<p>The Contractor should demonstrate that the proposed Resource Level 2 has completed one of the deliverables listed below while working on a project listed in MTC5.</p> <p>The following deliverables will be accepted and must demonstrate that they consider interactions and experience in terms of effectiveness, efficiency, and satisfaction across services and service activities (i.e. they cannot focus on a single service activity or touchpoint).</p> <ol style="list-style-type: none"> 1. Service vision or strategy (e.g. Channel Strategy, SWOT, Lean Business Model, Customer Lifecycle Maps, Value Stream Maps); 2. Service Design strategies and plans; 3. Objectives, benefits, key results or other factors that define the success of a service or service activities that include metrics that quantify success in terms of the effectiveness, efficiency, and satisfaction to enhance the overall client experience (CX) and 	10	2 points per project supported by design deliverables; up to 5 projects (10 points).	

RTC #	Rated Technical Criteria	Maximum Points	Points Allocation	Bidder's Response (Reference to Substantiating Materials included in Bid)
	<p>employee (EX) of the service or service activities;</p> <ol style="list-style-type: none"> 4. Research strategies and plans 5. Research artifacts or visualization (e.g. Personas, Journey Maps, Service Blueprints, System Maps, Jobs to be Done, User Stories, Story Boards); 6. Reports detailing the synthesis and analysis or research activities 7. Ideation artifacts or visualizations (e.g. Affinity Maps, Clustering, Sorting, and Refining Ideas, Decision Matricies); 8. Reports detailing the synthesis and analysis of ideation activities; 9. Contextual service prototypes (e.g. Simulations, Investigative; Rehearsals, Pilots, Service Safaris, Story Boards, interactive prototypes, Service Staging, Future State Journey Maps, Future State Service Blueprints); 10. Reports detailing the synthesis and analysis of prototyping activities; 11. Service Design Deliverables (SWOT, Service Safaris, Client Journeys, Process Diagrams, Service Blueprints, Channel Strategy, Story Boards, Service Staging, Process Map, Organizational Structure, Jobs to be Done); 12. Artifacts resulting from design workshop facilitation; 13. Reports or presentations on recommended improvements of services and service activities focused on improving effectiveness, efficiency, and satisfaction to enhance the overall client experience (CX) and employee experience (EX); and 14. Presentations on Lessons Learned and Artefacts/Plays to improve the maturity of design within the community of practice of Transport Canada. <p>For at least one of the projects the following must be provided:</p>			

RTC #	Rated Technical Criteria	Maximum Points	Points Allocation	Bidder's Response (Reference to Substantiating Materials included in Bid)
	<p>1) A copy of the completed design deliverable developed by the proposed Resource must be provided.</p> <p>OR</p> <p>2) A signed letter from the client attesting to the completed design deliverables developed by the proposed resource.</p> <p>The letter must include the following:</p> <ul style="list-style-type: none"> • Name of the product; • Who the product was for (organization and name of Point of Contact); • Reasons for creating this type of product; • Goal of creating the product; • Paragraph explaining the product; • Paragraph explaining the desired outcomes the product was helping to achieve and an explanation of how the product helped to achieve them; and • Paragraph describing the quality of the product. 			
Maximum Score Possible				10
Minimum score required to be compliant (70%)				7

8. DELETE Attachment 4. 2 - Pricing Schedule in its entirety and REPLACE with the following:

Initial Contract Period:

Initial Contract Period - Date of Contract Award To 1 year later				
	(B)	(C)	(D)	(E)
Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Median Rate (if applicable)	Total Cost (C*D) (CAD)
B.7 Business Transformation Architect (Service Design)	3	1035	\$	\$
B.7 Business Transformation Architect (Service Design)	2	690	\$	\$
Total Price Initial Contract Period (Applicable Taxes excluded):				\$ <TBD>

Option Periods:

Option Period 1 – One Year Period				
	(B)	(C)	(D)	(E)
Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Median Rate (if applicable)	Total Cost (C*D) (CAD)
B.7 Business Transformation Architect (Service Design)	3	1035	\$	\$
B.7 Business Transformation Architect (Service Design)	2	690	\$	\$
Total Price Option Period 1 (Applicable Taxes excluded):				\$ <TBD>

Option Period 2 – One Year Period				
	(B)	(C)	(D)	(E)
Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Median Rate (if applicable)	Total Cost (C*D) (CAD)
B.7 Business Transformation Architect (Service Design)	3	1035	\$	\$
B.7 Business Transformation Architect (Service Design)	2	690	\$	\$
Total Price Option Period 2 (Applicable Taxes excluded):				\$ <TBD>

Total Bid Price	
(Initial Contract Period + Option Period 1 + Option Period 2) (Applicable Taxes excluded)	\$ _____ To be completed by the Bidder

ALL OTHER TERMS AND CONDITION REMAIN THE SAME