

**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.

<b>Title – Sujet</b>	
Informatics Professional Services / Services informatiques professionnels	
<b>Solicitation No. – N° de l'invitation</b>	<b>Date</b>
T8080-200133-2	Sept 3 2021 / 3 sept 2021
<b>Client Reference No. – N° référence du client</b>	
Amendment 7	
<b>GETS Reference No. – N° de référence de SEAG</b>	
<b>Solicitation Closes</b>	
<b>L'invitation prend fin</b>	
<b>at – à</b>	<b>02 :00 PM – 14h00</b>
<b>on – le</b>	<del>July 27 August 4, August 12 2021 /</del> <del>28 juillet 4 août 12 août</del> <del>August 25, 2021 / 25 août 2021</del> <b>September 8 / 8 septembre 2021</b>
<b>Time Zone</b>	
<b>Fuseau horaire</b>	
Daylight Saving Time (DST)	
<b>F.O.B. - F.A.B.</b>	
<b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address inquiries to – Adresser toute demande de renseignements à :</b>	
email/Courriel : barbara.gorman@tc.gc.ca	
<b>Area code and Telephone No.</b>	
<b>Code régional et N° de téléphone</b>	
<b>343-550-2175</b>	<b>Email: barbara.gorman@tc.gc.ca</b>
<b>Destination – of Goods, Services, and Construction:</b>	
<b>Destination – des biens, services et construction</b>	
<b>National Capital Region</b>	
<b>Instructions: See Herein</b>	
<b>Instructions : Voir aux présentes</b>	
<b>Delivery required -Livraison exigée</b>	<b>Delivery offered -Livraison proposée</b>
See Herein – Voir aux présentes	
<b>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)</b>	
<b>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)</b>	
<b>Vendor/firm Name and Address</b>	
<b>Raison sociale et l'adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b>	
<b>e-mail - courriel</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/firm (type or print)</b>	
<b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

## 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, August 12, August 25,~~ September 8, 2021 02:00 PM

**THIS SOLICITATION AMENDMENT IS RAISED TO:**

1. Provide clarification and answers to questions from potential suppliers; and
2. Make amendments to the Request for Proposal.

Questions and Answers

Number	Questions/Answers
Question 82:	In Amendment 5, with respect to RTC3 and RTC4, the Crown removed language from the grid that had been introduced in Amd. 1. Please confirm that the phrase "For at least one of the projects the following must be provided:" should appear below the list of deliverables, and above the list of options the bidder may use to substantiate completion of one or more deliverables for full points.
Answer 82:	Canada will amend RTC3 and RTC4 as follows: For at least one of the projects the following must be provided. See Amendment 16.

Amendment

16. DELETE RTC3 and RTC4 in its entirety and REPLACE with the following:

**RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE**

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

RTC #	Rated Technical Criteria	Maximum Points	Points Allocation
<b>RTC3</b>	<p>The Contractor should demonstrate that the proposed Level 3 Technical Architect has completed one of the deliverables listed below while working on a project listed in MTC4.</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"> <li>1. Service vision or strategy (e.g. Channel Strategy, SWOT, Lean Business Model, Customer Lifecycle Maps, Value Stream Maps);</li> <li>2. Service Design strategies and plans;</li> <li>3. Objectives, benefits, key results or other factors that define the success of a service or service activities that include metrics that quantify</li> </ol>	<b>20</b>	<b>Four (4) points per project supported by design deliverables; up to five (5) projects (20 points).</b>

	<p>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;</p> <ol style="list-style-type: none"> <li>4. Research strategies and plans;</li> <li>5. Research artifacts or visualization (e.g. Personas, Journey Maps, Service Blueprints, System Maps, Jobs to be Done, User Stories, Story Boards);</li> <li>6. Reports detailing the synthesis and analysis or research activities;</li> <li>7. Ideation artifacts or visualizations (e.g. Affinity Maps, Clustering, Sorting, and Refining Ideas, Decision Matricies);</li> <li>8. Reports detailing the synthesis and analysis of ideation activities;</li> <li>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);</li> <li>10. Reports detailing the synthesis and analysis of prototyping activities;</li> <li>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)</li> <li>12. Artifacts resulting from design workshop facilitation;</li> <li>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</li> <li>14. Presentations on Lessons Learned and Artefacts/Plays to improve the maturity of design within the community of practice of Transport Canada.</li> </ol> <p><b><u>For at least one of the projects the following must be provided:</u></b></p> <ol style="list-style-type: none"> <li>1) A copy of the completed design deliverable developed by the proposed Resource must be provided.</li> </ol> <p>OR</p> <ol style="list-style-type: none"> <li>2) A signed letter from the client attesting to the completed design deliverables developed by the proposed resource.</li> </ol> <p>The letter must include the following:</p> <ul style="list-style-type: none"> <li>• Name of the product;</li> </ul>		
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	<ul style="list-style-type: none"> <li>• Who the product was for (organization and name of Point of Contact);</li> <li>• Reasons for creating this type of product;</li> <li>• Goal of creating the product;</li> <li>• Paragraph explaining the product;</li> <li>• Paragraph explaining the desired outcomes the product was helping to achieve and an explanation of how the product helped to achieve them; and</li> <li>• Paragraph describing the quality of the product.</li> </ul> <p>OR</p> <p>3) A signed letter from the resource demonstrating the completion of the design deliverable and the letter must include:.</p> <ul style="list-style-type: none"> <li>• Name of the product;</li> <li>• Who the product was for (organization and name of Point of Contact);</li> <li>• Reasons for creating this type of product;</li> <li>• Goal of creating the product;</li> <li>• Paragraph explaining the product;</li> <li>• Paragraph explaining the desired outcomes the product was helping to achieve and an explanation of how the product helped to achieve them;</li> <li>• Paragraph describing the quality of the product; and</li> <li>• Customer Reference and contact information who can verify the information included in the letter.</li> </ul>		
<b>Maximum Score Possible</b>			<b>20</b>
<b>Minimum score required to be compliant (70%)</b>			<b>14</b>

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

<b>RTC #</b>	<b>Rated Technical Criteria</b>	<b>Maximum Points</b>	<b>Points Allocation</b>	<b>Bidder's Response (Reference to Substantiating Materials included in Bid)</b>
<b>RTC4</b>	<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>	<b>10</b>	<b>2 points per project supported by design deliverables; up to 5 projects (10 points).</b>	

RTC #	Rated Technical Criteria	Maximum Points	Points Allocation	Bidder's Response (Reference to Substantiating Materials included in Bid)
	<ol style="list-style-type: none"> <li>1. Service vision or strategy (e.g. Channel Strategy, SWOT, Lean Business Model, Customer Lifecycle Maps, Value Stream Maps);</li> <li>2. Service Design strategies and plans;</li> <li>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;</li> <li>4. Research strategies and plans</li> <li>5. Research artifacts or visualization (e.g. Personas, Journey Maps, Service Blueprints, System Maps, Jobs to be Done, User Stories, Story Boards);</li> <li>6. Reports detailing the synthesis and analysis or research activities</li> <li>7. Ideation artifacts or visualizations (e.g. Affinity Maps, Clustering, Sorting, and Refining Ideas, Decision Matricies);</li> <li>8. Reports detailing the synthesis and analysis of ideation activities;</li> <li>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);</li> <li>10. Reports detailing the synthesis and analysis of prototyping activities;</li> <li>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);</li> <li>12. Artifacts resulting from design workshop facilitation;</li> <li>13. Reports or presentations on recommended improvements of services and service activities</li> </ol>			

RTC #	Rated Technical Criteria	Maximum Points	Points Allocation	Bidder's Response (Reference to Substantiating Materials included in Bid)
	<p>focused on improving effectiveness, efficiency, and satisfaction to enhance the overall client experience (CX) and employee experience (EX); and</p> <p>14. Presentations on Lessons Learned and Artefacts/Plays to improve the maturity of design within the community of practice of Transport Canada.</p> <p><b><u>For at least one of the projects the following must be provided:</u></b></p> <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"> <li>• Name of the product;</li> <li>• Who the product was for (organization and name of Point of Contact);</li> <li>• Reasons for creating this type of product;</li> <li>• Goal of creating the product;</li> <li>• Paragraph explaining the product;</li> <li>• Paragraph explaining the desired outcomes the product was helping to achieve and an explanation of how the product helped to achieve them; and</li> <li>• Paragraph describing the quality of the product.</li> </ul> <p>OR</p> <p>3) A signed letter from the resource demonstrating the completion of the design deliverable and the letter must include:</p> <ul style="list-style-type: none"> <li>• Name of the product;</li> </ul>			

RTC #	Rated Technical Criteria	Maximum Points	Points Allocation	Bidder's Response (Reference to Substantiating Materials included in Bid)
	<ul style="list-style-type: none"> <li>• Who the product was for (organization and name of Point of Contact);</li> <li>• Reasons for creating this type of product;</li> <li>• Goal of creating the product;</li> <li>• Paragraph explaining the product;</li> <li>• Paragraph explaining the desired outcomes the product was helping to achieve and an explanation of how the product helped to achieve them;</li> <li>• Paragraph describing the quality of the product; and</li> <li>• Customer Reference and contact information who can verify the information included in the letter.</li> </ul>			
<b>Maximum Score Possible</b>				<b>10</b>
<b>Minimum score required to be compliant (70%)</b>				<b>7</b>

**ALL OTHER TERMS AND CONDITION REMAIN THE SAME**