

Questions 1- 11 ISED 200372

1. Is there currently or has there been within the past 12 months, a company or resource(s) providing these or similar services for ISED? If there has been, please provide the name of the company, dollar value, and dates.

A contract with OpenFrame Technologies occurred between December 1, 2020 to July 2021. The value for one year was \$112,800 and total amount with 4 option years was \$1,092,000.

2. Page 4 of the RFP says “Bid solicitation # ISED198330, issued under the framework of the EN578-170432 Supply Arrangement for TASK AND SOLUTIONS PROFESSIONAL SERVICES (TBIPS)...” Can the Crown please confirm that it should say “Bid solicitation # ISED- 200372, issued under the framework of the EN578-170432 Supply Arrangement for TASK-BASED INFORMATICS PROFESSIONAL SERVICES (TBIPS)...”

This was a typo and the RFP should have read ISED-200372 Bid solicitation # ISED- 200372, issued under the framework of the EN578-170432 Supply Arrangement for TASK-BASED INFORMATICS PROFESSIONAL SERVICES (TBIPS)...” An amended version will be posted with the proper changes.

3. The third paragraph on page 6 references “E60ZT-16TSSB” – can the Crown please confirm this should say “EN578-170432”?

This should say EN578-170432. An amended version will be posted with the proper changes.

4. In the Definitions part of MT5 (page 20), it says “Add definition for advanced segments and performance scripts.” Can the Crown please provide a copy of this definition?

Advanced segment*:

- Running web analytics reports to isolate a certain segment of users based on characteristics
- for example: users outside of Canada, non-bounced sessions or mobile traffic

5. MT6 makes reference to Part 5 – Certifications, Section 5.2 – Additional Certifications Precedent to Contract Award, Sub-Section b. Certification of Language; however, we can’t seem to find a Certification of Language within Part 5 of the RFP. Can the Crown please provide a copy of this section?

Ask Nathalie to add “certification of language” or if it is even required to add?

6. A Flex Grid is typically only required for requirements under TSPS and ProServices (Non-IT resource categories). As such, we respectfully request that ISED remove the Flex Grid from this solicitation. Should ISED not remove it, we request clarification on FG3 (page 21): this requirement asks for years of professional work experience “as an Intermediate Communications Consultant as per the TSPS SA resource category description and experience requirements.” As this RFP is for a Webmaster under TBIPS SA, should this requirement be for “professional work experience as a Webmaster as per the TBIPS SA resource category description and experience requirements”?

The Flex Grid will be removed under amendment 001.

7. The first paragraph in RT7 (page 23) says “producing and/or analyzing reports to satisfy content and/or data quality management requirements;” however, the second paragraph only has “producing and analyzing” and does not say “and/or data” with regards to the quality management requirements. Can the Crown please confirm that the second paragraph should say “...producing and/or analyzing reports to satisfy content and/or data quality management requirements.”?

Yes, it should be “and/or” for the second paragraph as well

8. 4.0 Project Details within the SOW (page 34) only indicates that work will be required to be done on-site; however, 6.0 Work Location within the SOW (page 37) indicates that remote work will be done until it is safe to return to the office. Can the Crown please confirm that the current work location is remote with return to work once it is safe to do so?

Remote work will be done until it is safe to return to the office.

9. Pages 28 and 38 as well as the paragraph in section 7.0 Security on page 37 say that the candidate needs to have a Reliability clearance. The first line in section 7.0 Security on page 37 says the candidate needs to have Secret clearance. Can the Crown please confirm the level of clearance the candidate is required to hold?

Reliability Status is required. Changes will be made under Amendment 001.

10. Page 5 of the RFP has the period of Contract from date of Contract award to November 1, 2022, whereas page 28 of the RFP has the period of the Contract from date of contract to October 1, 2022 inclusive. The pricing schedule (page 12) also has the initial period of the contract going until October 1, 2022. Can the Crown please confirm whether October 1, 2022 or November 1, 2022 is correct?

The correct date is November 1, 2022.

11. We are unable to open the embedded SRCL PDF document in Annex C (page 41). Can the Crown please provide a copy of the SRCL document?

A copy will be uploaded.