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Attention:
Ekaterina Suvorova and
Estelle Benoit

Title: Better Understanding Canadians to Improve the Client Experience - SaaS	
Solicitation No.: 100021893	Date: July 24, 2023
Amendment : 2	
<u>Solicitation Closes</u> At 02 :00 PM / 14 h On August 1 st 2023	Time Zone Eastern Standard Time (EST)
Address Inquiries to : Ekaterina Suvorova and Estelle Benoit at nc-solicitations-gd@hrscd-rhdcc.gc.ca	
Destination: See Herein	

REQUEST FOR PROPOSAL

Proposal To: Employment and Social Development Canada

We hereby offer to sell to His Majesty the King in right of Canada, in accordance with the terms and conditions set out herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

Instructions : See Herein

Vendor/Firm Name and address

Vendor/firm Name and address :	
Facsimile No. : Telephone No. :	
Name and title of person authorized to sign on behalf of Vendor/firm (type or print):	
Name:	
Title:	
Signature:	Date:



AMENDMENT 2

Title: Better Understanding Canadians to Improve the Client Experience - SaaS

Solicitation No: 100021893

July 24, 2023

THIS AMENDMENT 2 IS RAISED TO:

1. Add Questions and Answers.
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1. Add Questions and Answers #1-4:

Q1: We would like to request the crown for a two week extension to the due date for this procurement. Given the Canada Day long weekend and beginning of the summer month, we would appreciate the additional time to be able to respond with the most complete information.

A1: Yes, we will extend the due date to August 1st 2023.

Q2: Can ESDC please specify (with examples) the different types of professional certifications that would qualify within each resource category (account manager, project manager, and data & insights analysts)?

A2: ESDC will consider and evaluate certifications submitted based on relevancy and industry standards for each resource category, as per the following non-exhaustive list:

- Account Manager: Canadian or international university certification or industry certification in an area of account management, business, administration, accounting, finance, project management, etc. Examples include Chartered Professional Accountant (CPA), Project Management Professional (PMP), Certified Sales Professional, etc.
- Project Manager: University certification in project management or professional accreditations such as PMP, PProjects IN Controlled Environments (PRINCE2), etc.
- Data and Insights Analyst: Professional designations such as Certified Analytics professional (CAP), or industry certifications from SAS, Microsoft, IBM, Tableau, etc.

Q3: Can ESDC confirm how many resources are required under the "data and insights analysts" category?

A3: The requirement is for a total of 240 hours (40 hours per user for six (6) users) of analyst time during ESDC's business hours, as outlined in the statement of work. ESDC is unfortunately unable to predict at this time the usage of the analyst hours by month, nor can we confirm it will be evenly spread out over the year. The bidder's proposal MUST include a resource plan that reflects how they will meet the requirement.

Q4: Does each of the participating data and insights analyst needs to meet the minimum required threshold of 95 points?

A4: Yes, all resources must meet the minimum required threshold for their category.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME