



<p>RETURN BIDS TO : Canada Revenue Agency</p> <p>Proposal to: Canada Revenue Agency We hereby offer to sell to His Majesty the King in right of Canada, in accordance with the terms and conditions set out herein, referred to herein and/or attached hereto, the goods and/or services listed herein and on any attached sheets at the price(s) set out therefor.</p> <p>Bidder's Legal Name and Address (ensure the Bidder's complete legal name is properly set out) _____ _____</p> <p><i>Bidder is required to identify below the name and title of the individual authorized to sign on behalf of the Bidder</i></p> <p>_____ _____</p> <p>Signature of authorized representative _____</p> <p>Date (yyyy-mm-dd) _____</p> <p>Name of person authorized to sign (print) _____</p> <p>Title of person authorized to sign (print) (____) _____</p> <p>Telephone No. (____) _____</p> <p>Fax No. _____</p> <p>E-mail address _____</p>	<p>AMENDMENT TO REQUEST FOR PROPOSAL</p> <p>Title User Experience (UX), Recruitment, Testing and Training Services</p> <table border="1"> <tr> <td data-bbox="906 562 1279 716">Solicitation No. 1000420930</td> <td data-bbox="1279 562 1502 716">Date (yyyy-mm-dd) 2023-03-27</td> </tr> </table> <p>Amendment No. 001</p> <table border="1"> <tr> <td data-bbox="906 814 1279 1003">Solicitation closes on 2023-04-21 at 2:00 P.M.</td> <td data-bbox="1279 814 1502 1003">Time zone EDT (Eastern Daylight Time)</td> </tr> </table> <p>Contracting Authority Name: Stephanie Riley Address - See original document E-mail address: Stephanie.Riley@cra-arc.gc.ca</p> <p>Telephone No. (343) 553-0646</p> <p>Fax No. (NA)</p> <p>Destination See herein</p>	Solicitation No. 1000420930	Date (yyyy-mm-dd) 2023-03-27	Solicitation closes on 2023-04-21 at 2:00 P.M.	Time zone EDT (Eastern Daylight Time)
Solicitation No. 1000420930	Date (yyyy-mm-dd) 2023-03-27				
Solicitation closes on 2023-04-21 at 2:00 P.M.	Time zone EDT (Eastern Daylight Time)				

SOLICITATION AMENDMENT

This solicitation amendment is raised to:

1. Address the following question(s) submitted during the solicitation period as per RFP.
-

1. QUESTIONS AND ANSWERS

Question 1

Is it acceptable for a Bidder to propose use of a sub-vendor in order to meet mandatory requirements (M1 to M7)?

Answer 1

The Bidder should have access to the expertise and experience required in-house in submitting a bid to perform the services of the resulting contract.

Question 2

Are there any incumbent vendors currently performing services for CRA similar to those described in the Statement of Work?

Answer 2

Yes, a contract was awarded on April 3, 2018 to the incumbent vendor, Systèmes Humains-Machines Inc. who is performing services similar to those described in the Statement of Work. In this RFP solicitation 1000420930 the CRA is seeking multiple vendors to perform under the resulting contracts.

Question 3

Approximately how many hours of work is Canada expecting to request from the successful Bidder(s) in Period-Year 1 and in Period-Year 2?

Answer 3

The number of work hours will be dependent on the number of UX projects the CRA receive(s) which is not known at this time, however there is currently a backlog of projects ready to begin post contract award.

Question 4

If Canada has identified specific projects or initiatives which will use the services outlined in the Statement of Work, please provide details if possible.

Answer 4

There are currently projects that will begin immediately which will include baseline usability testing of CRA's top tasks, prototyping solutions to the issues based on the evidence, and validation usability testing to confirm task success, findability, ease of use, and other pertinent metrics.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED