



<p>RETURN BIDS to: RETOURNER LES SOUMISSIONS à :</p> <p>Par Service Connexion de la Société canadienne des postes (SCP)</p> <p>Consultez la partie 1.5 Renseignements généraux de la demande de soumissions, pour obtenir de plus amples renseignements.</p> <p>By Canada Post Corporation's (CPC) Connect service</p> <p>Refer to Part 1.5 General Information of the bid solicitation, for further information.</p> <p>ou / or Fax: 819-997-9776</p> <hr/> <p>MODIFICATION DE L'INVITATION SOLICITATION AMENDMENT</p> <p>Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.</p> <p>The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.</p>	<p>Title / Titre Change management support in the context of digital transformation</p>	
	<p>Solicitation No. / N° de l'invitation 9F019-22-0084</p>	<p>Date 2023-07-12</p>
	<p>Client Reference No. / No. de référence du client(e) 9F019-20220084</p>	
	<p>Amendement No. / No. de modification 1</p>	
	<p>Solicitation Closes / L'invitation prend fin</p> <p>At /à: 02:00 PM</p> <p>EDT (Eastern Daylight Time)</p> <p>On / le: 2023-08-03</p>	
	<p>F.O.B. / F.A.B. Destination</p>	
	<p>Address Inquiries to / Adresser toute demande de renseignements à :</p> <p>Sophorn Sok</p> <p>Telephone No. – No. De téléphone : (514) 708-6583</p> <p>Email / Courriel: sophorn.sok@asc-csa.gc.ca</p>	
	<p>Destination of Goods, Services, and Construction / Destination des biens, services, et construction</p> <p>Canadian Space Agency 6767 Route de l'Aéroport, St-Hubert, Qc J3Y 8Y9</p>	
	<p>Vendor Name, Address and Representative / Nom du vendeur, adresse et représentant du fournisseur/de l'entrepreneur</p>	
	<p>Telephone No. / No. de téléphone</p>	
<p>Name and title of person authorized to sign on behalf of Vendor (type or print) / Nom et titre de la personne autorisée à signer au nom du fournisseur (taper ou écrire en caractères d'imprimerie)</p>		
<p>Signature</p>	<p>Date</p>	



This amendment #1 is being issued to modify the Request for Proposal 9F019-22-0084 as follow:

a. Bid Submission Deadline

DELETE:

Closing Time: July 20th, 2023 at 2:00 PM (EDT)

INSERT:

Closing Time: August 3rd, 2023 at 2:00 PM (EDT)

b. DELETE Table #6 at Annex B and replace with the following:

	TABLE #6 Period & Category Stream 2: Business consulting/change management services	All-Inclusive Hourly Rate (in \$ CAD)	Estimated Level of effort¹	TOTAL (in \$ CAD)
	Professional Fees – Intermediate level	A	B	C = A x B
	Period 1: From contract award date to March 31st, 2024			
1a	2.6 Change Management Consultant _____ Name of the main resource	\$ _____ /h	400 hours	\$ _____
	Period 2: From April 1st, 2024 to March 31st, 2025			
2a	2.6 Change Management Consultant _____ Name of the main resource	\$ _____ /h	300 hours	\$ _____
	Period 3: From April 1st, 2025 to March 31st, 2026			
3a	2.6 Change Management Consultant _____ Name of main resource	\$ _____ /h	300 hours	\$ _____
TOTAL PRICE OF PERIODS 1 TO 3 FOR EVALUATION ONLY				\$ _____
APPLICABLE TAXES (GST/QST/HST)				\$ _____
TOTAL INCLUDING APPLICABLE TAXES				\$ _____

c. Publish Canada’s responses to questions asked during the solicitation period

1) QUESTION:

Due to the complexity of preparing a response to this solicitation and the large number of bids currently out to tender 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:

The Crown grants a two-week extension.

¹ The inclusion of volumetric data in this document does not represent a commitment on the part of Canada for future use of the services specified in this solicitation will be consistent with such data.



2) QUESTION:

As per Part 5.1.4 Security Requirements, section (e) and 6.2 Security Requirements, as well as the included Security Requirements Check List (SRCL), the successful candidate will be required to have document safeguarding at the Protected level. However, this is in direct contradiction to the provided Work Location, which indicates work will take place at the consultant's office (i.e. home), with meetings expected to be virtual, or in-person if chosen by the consultant. As it is rare for candidates to hold document safeguarding in their own homes due to the strict requirements and extensive cost, leaving this clause in place will limit the number of eligible candidates to be considered for submission on this opportunity. We ask that the client please remove the document safeguarding requirement with the stipulation that any work requiring document safeguarding be performed at the client's premise

ANSWER:

During the contract, the consultant could be asked to produce and store protected information therefore the chosen work office must obtain approved Document Safeguarding Capability at the level of PROTECTED B. The contractor is the employer of the proposed consultant consequently work office and equipment is under his responsibility. The chosen work office could be the contractor's office which Document Safeguarding Capability at the level of PROTECTED B was granted as per CPSS Search Module.

3) QUESTION:

The current market for Change Management resources is very competitive and the specific requirements included in this RFP are extensive to meet. As currently listed, the requirements are looking for a very experienced Bilingual resource. This type of resource is on an as-needed basis and the current financial table will limit the ability for quality resources to be bid at the current market value. For the purposes of the financial evaluation and with the limitation of expenditure, would the Crown please reduce the number of hours in Table #6.

ANSWER:

CSA accepts to modify the table #6 as requested (see section b)).

4) QUESTION:

Would the Crown please confirm if there is currently, or has been within the past 6 months, any contracted resource performing the services described within the RFP? If so please identify the incumbent and contract value.

ANSWER:

There are currently, or has been within the past 6 months, no contracted resource performing the services describe in the SOW of this RFP.

5) QUESTION:

After having conducted recruitment of candidates suitable for this role, we are finding that RT1 as currently worded is restrictive, whether intentionally or not. As is, this requirement is asking candidates to provide "3 examples or summaries of the realization of a change management implementation plan, as well as to writing strategic documents related to change management within the last 5 years and proposes steps to achieve this in its work plan." However, this is proving to be challenging as consultants do not retain copies of documents when they leave or finalize a project due to contractual obligations in place. Further, providing samples may contradict confidentiality agreements with past clients. We ask that the Crown amend this requirement to allow candidates to provide surface level examples of past work, yet removing any expectation that the bidders provide materials that are inaccessible due to privacy and



confidentiality constraints set out by Federal Government clients. If this requirement is unchanged, it could prove to greatly advantage a candidate with previous CSA experience as conflicts in providing protected information would not be present with CSA details being presented to CSA.

ANSWER:

The crown is not requesting copies of documents, nor documents containing confidential information. Exemples or summaries must demonstrate that the proposed resource meet this requirement. Without providing us with the documents, bidders they can give us examples of their achievements (in writing, with generic examples, etc.)

6) QUESTION:

After having conducted recruitment of candidates suitable for this role, we are finding that RT2 is far too substantive for the bid process, as it is asking candidates' to "provide an approach and the extent to which it is capable of achieving the objectives of the Statement of Work through a roadmap of the change management plant." In discussions with potential candidates for this opportunity, each have indicated that what is being asked for is the creation of a Change Management Plan for a current project, which takes considerable time and effort to produce, especially when the work is being done for free and without indication that this contract will be awarded to them ultimately. We ask that the Crown amend this requirement to allow candidates to submit a high-level approach, highlighting how and when they have completed the tasks, but eliminating the need to provide a completed plan, which the Crown could then conceivably take and put into place without issuing a contract at all. Once again, if this requirement remains unchanged, then a candidate who is working or has worked with CSA before would receive a considerable advantage as the research and data collection a Change Manager would need to do in order to create these plans would not be needed for the candidate who has worked with CSA and that information would be unavailable to others who are bidding.

ANSWER:

RT2 is amended as follow:

DELETE RT2 at TABLE #3 and replace with the following:

RT2 - Proposed approach and roadmap of the change management plan

The proposal provides an approach and the extent to which it is capable of achieving the objectives of the statement of work through a roadmap of the change management plan.

- **0 point:** The approach for carrying out the work and producing the deliverables is not addressed.
- **10 points:** The approach refers to the issues and challenges **AND** a roadmap is included, which reflects the proposed approach **AND** contains a breakdown of work efforts between the different tasks.
- **20 points:** The approach refers to the issues and challenges **AND** a roadmap is included, which reflects the proposed approach **AND** contains a breakdown of work efforts between the different tasks **AND** a work schedule which is linked to the expected results listed and described.

ALL OTHER TERMS AND CONDITIONS OF THIS RFP REMAIN UNCHANGED.