

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Veterans Affairs Canada
Attn: Susan O'Brien
Susan.obrien@veterans.gc.ca

AMENDMENT - REQUEST FOR PROPOSAL

MODIFICATION - DEMANDE DE PROPOSITION

Proposal To: Veterans Affairs 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.

Proposition aux: Anciens Combattants 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)

Instructions: See Herein

Instructions : Voir aux présentes

Comments - Commentaires

This requirement contains a security requirement

Vendor/Firm Name and address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Issuing Office – Bureau de distribution
Veterans Affairs Canada

Title – Sujet Visitor Experience Strategy Planning, Facilitation and Writing Services		
Solicitation No. – N° de l'invitation 3000758808/B2		Date 2023-08-04
AMENDMENT 003		
GETS Reference No. – N° de reference de SEAG -		
File No. – N° de dossier 1000505198	CCC No. / N° CCC - FMS No. / N° VME	
Solicitation Closes – L'invitation prend fin at – à 14 :00 PM on – le 2023-08-14		Time Zone Fuseau horaire Eastern Daylight Time EDT
F.O.B. - F.A.B. <i>Plant-Usine:</i> <input type="checkbox"/> <i>Destination:</i> <input type="checkbox"/> <i>Other-Autre:</i> <input type="checkbox"/>		
Address Inquiries to : - Adresser toutes questions à: Susan O'Brien		Buyer Id – Id de l'acheteur
Telephone No. – N° de téléphone : (902) 314-8488		FAX No. – N° de FAX N/A
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : See Herein		

Delivery required - Livraison exigée See Herein	Delivered Offered – Livraison proposée
Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Facsimile No. – N° de télécopieur Telephone No. – N° de téléphone	
Name and title of person authorized to sign on behalf of Vendor/firm (type or print)- Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

Solicitation Amendment

Title: Visitor Experience Strategy Planning, Facilitation and Writing Services

Solicitation Amendment 003

The solicitation is hereby amended to provide the following questions and answers:

Question 1

Given the duration of the contract and work required, would the VAC consider an alternative Schedule of Payments (6.8.1)? Ideally, a monthly payment schedule or one which reflects incremental work stages.

Answer 1

The schedule of milestones outlined in 6.8.1 reflects incremental work stages whereby a payment will be issued after the completion of Steps 1 – 4. No changes to the payment schedule will be made.

Question 2

Based on the scope provided, are we right in understanding that the only in person meeting attendance would be for the site visit to France for orientation / initial workshops? Can we suggest other in-person workshops (location t.b.c) if this would be of benefit to the commission?

Answer 2

Yes, only one site visit to France for orientation / initial workshops is required. There isn't a requirement for additional on-site/in-person meetings.

Question 3

Can any alteration be made to the order in which tasks are conducted, in particular, Step 4 (Target Audience Identification) would appear to be needed to inform 3B

Answer 3

Yes, it is acceptable to alter the order in which tasks within Steps 1 -4 are completed.

Question 4

Step 8- can you provide further clarification on what is meant by 'promotional actions'? Does this refer to Marketing Strategy?

Answer 4

Promotional actions refers to the promotional tools and techniques being recommended for implementation to increase awareness of our services. It does not refer to a Marketing Strategy.

Question 5

Can you provide further definition and detail regarding the VAC team members involved in the commission – roles and location.

Answer 5

Veterans Affairs Canada team members are located in Charlottetown, Prince Edward Island,

Halifax, Nova Scotia and Vimy, France. The roles of the team members include Visitors Experience, Exhibitory, Operations, and Learning.

Question 6

Mandatory Technical Criteria – Roles

Would the VAC consider the possibility of bidders putting forward alternative role delineations (albeit fully meeting the required scope)? The way in which some of the roles are defined cross over multiple disciplines usually covered by more than one individual (however, we note that if we include more than one resume, only the first person will be scored).

Answer 6

No, the bidder may not put forward alternative role delineations to meet the Mandatory Criteria. Refer to Annex C-Technical Evaluation Criteria

REQUIRED RESOURCE'S EXPERIENCE

The Bidder must propose a minimum of one (1) resource for each role listed below. If more than one resource is proposed for a role, only the first resource in the order presented in the bid will be evaluated to determine compliance with this requirement.

The same individual may be proposed for more than one role but the proposed resource must demonstrate that they meet the mandatory requirements for each role.

Question 7

How should the bidder demonstrate bilingual capacity? (ie.,: what format, documents, etc.)

Answer 7

The bidder can demonstrate M3 with descriptions of previous work, consultations, reports undertaken in both English and French. These examples can also be supported in the form of a CV, second language validation certificates, etc.

Question 8

Could you confirm if there is a guide price or range that you are looking at in terms of fee (we have noted the budget of \$20k available for travel and living expenses).

Answer 8

Veterans Affairs Canada doesn't have a guide price or range in terms of fee for the professional services to be provided under the resulting contract.

Question 9

Could you please clarify the preferred submission method for the proposal? Should we send it directly to you, or is it necessary to submit it through the canadabuys.ca platform?

Answer 9

Bids are to be submitted via email in accordance with Section 2.2 Submission of Bids and page 1 of the request for proposal 3000758808/B2.

Solicitation No. - N° de l'invitation
3000758808/B2
Client Ref. No. - N° de réf. du client
1000505198

Amd. No. - N° de la modif.
003

Buyer ID - Id de l'acheteur
suobrien

2.2 Submission of Bids

Bids must be submitted only to Susan O'Brien by the date and time indicated on page 1 of the bid solicitation.

Due to the nature of the bid solicitation, bids transmitted by facsimile, courier or mail will not be accepted.

All other terms and conditions remain unchanged.

Inquiries are to be directed to:

Name: Susan O'Brien
Telephone No.: 902 314 8488
E-Mail Address: susan.obrien@veterans.gc.ca