

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Bid Receiving - PWGSC / Réception des soumissions -
TPSGC
11 Laurier St., / 11, rue Laurier
Place du Portage, Phase III
Core 0A1/Noyau 0A1
Gatineau
Québec
K1A 0S5
Bid Fax: (819) 997-9776

SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

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

Issuing Office - Bureau de distribution
Informatics Professional Services - EL
Division/Services professionnels en informatique -
division EL
4C2, Place du Portage
Gatineau
Québec
K1A 0S5

Title - Sujet IT SERVICES SUPPLY CHAIN PROJECT	
Solicitation No. - N° de l'invitation 47060-136911/A	Amendment No. - N° modif. 006
Client Reference No. - N° de référence du client 47060-136911	Date 2013-02-21
GETS Reference No. - N° de référence de SEAG PW-\$SEL-615-25342	
File No. - N° de dossier 615el.47060-136911	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-03-05	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Ghaddab Nabil	Buyer Id - Id de l'acheteur 615el
Telephone No. - N° de téléphone (819) 956-5419 ()	FAX No. - N° de FAX (819) 956-5925
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: See herein	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
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 No. - N° de l'invitation

47060-136911/A

Amd. No. - N° de la modif.

006

Buyer ID - Id de l'acheteur

615e1

Client Ref. No. - N° de réf. du client

47060-136911

File No. - N° du dossier

615e147060-136911

CCC No./N° CCC - FMS No/ N° VME

This solicitation amendment is raised to answer questions received from a Bidder and to amend the Solicitation.

QUESTION 30

- a. The due date is very aggressive considering the amount and complexity of the information requested, especially for small and medium sized businesses with limited resources. I would like to request a 2 week extension.
- b. The point rated requirement R1 for the SAP category refer to non-SAP categories. Is this correct?

ANSWER 30

- a. The new closing date of this RFP is March 05, 2013 at 2:00 pm.
- b. Canada has decided, for clarity purposes, to amend all Corporate Rated Requirement for all streams to reflect the correct Categories of resources. See changes below:

DELETE: Attachment B of the Solicitation; and

INSERT: the following Attachment B:

ATTACHMENT B BID EVALUATION CRITERIA

STREAM 1: PROJECT ARCHITECTURE

1.0 CORPORATE MANDATORY REQUIREMENTS

		BIDDER'S RESPONSE
ITEM #	MANDATORY REQUIREMENT	DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)

M1	<p>The Bidder must have been awarded at least five Informatics Professional Services* contracts, of which three were for a Government Client**. Each of these contracts must have a minimum contract value of \$1,000,000.00 and have been awarded within the past seven years.</p> <p>The Bidder must submit for each contract:</p> <ol style="list-style-type: none"> 1. Invoices*** (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for such services in the amount of \$1,000,000.00; Or A letter from it's client (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for such services in the amount of \$1,000,000.00; and 2. the name, telephone number and, if available, e-mail address of a contact person at the customer who received each invoice submitted under (1) above, so that Canada may verify any information provided by the Bidder. <p>The following definitions apply to the evaluation of bids:</p> <p>*Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract.</p> <p>**Government Client is a client within a federal, provincial, territorial or municipal government.</p> <p>***IMPORTANT NOTE – The invoices can either be submitted on paper, CD or DVD. If the invoices are submitted on a CD or a DVD, such information must be provided in a PDF file format. Bidder must note that it is their responsibility to ensure that the provided PDF format under CD or DVD works.</p>	
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2.0 CORPORATE RATED REQUIREMENTS

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STREAM 2: SAP

1.0 CORPORATE MANDATORY REQUIREMENTS

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M1	<p>The Bidder must have been awarded at least five Informatics Professional Services* contracts, of which three were for a Government Client**. Each of these contracts must have a minimum contract value of \$1,000,000.00 and have been awarded within the past seven years.</p> <p>The Bidder must submit for each contract:</p> <ol style="list-style-type: none"> 1. Invoices*** (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for such services in the amount of \$1,000,000.00; Or A letter from it's client (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for such services in the amount of \$1,000,000.00; and 2. the name, telephone number and, if available, e-mail address of a contact person at the customer who received each invoice submitted under (1) above, so that Canada may verify any information provided by the Bidder. <p>The following definitions apply to the evaluation of bids:</p> <p>*Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract.</p> <p>**Government Client is a client within a federal, provincial, territorial or municipal government.</p> <p>***IMPORTANT NOTE – The invoices can either be submitted on paper, CD or DVD. If the invoices are submitted on a CD or a DVD, such information must be provided in a PDF file format. Bidder must note that it is their responsibility to ensure that the provided PDF format under CD or DVD works.</p>	

M2	<p>The Bidder must have demonstrated contract experience in supplying all of the following resource categories or similar resource categories, for the required Minimum Billable Days per category, over a total period of 36-month within the past five years. The services provided must have been provided under a maximum of five contracts.</p> <p>* Bidders must complete both Appendix A and Appendix B of Attachment B for each resource category.</p> <table border="1" data-bbox="373 499 1003 1087"> <thead> <tr> <th>#</th><th>Resource Category</th><th>Minimum Billable Days per Category</th></tr> </thead> <tbody> <tr> <td>1</td><td>Application/Software Architect (Level 3)</td><td>786</td></tr> <tr> <td>2</td><td>ERP Functional Analyst (Solution Manager Analyst) (Level 2)</td><td>251</td></tr> <tr> <td>3</td><td>ERP Programmer Analyst (SAP Security) (Level 2)</td><td>251</td></tr> <tr> <td>4</td><td>ERP Programmer Analyst (ABAP) (Level 2)</td><td>251</td></tr> <tr> <td>5</td><td>ERP Functional Analyst (Level 2)</td><td>1854</td></tr> <tr> <td>6</td><td>ERP Programmer Analyst (SAP Security) (Level 3)</td><td>251</td></tr> </tbody> </table> <p>The Bidder must demonstrate that all provided resources have completed, for each resource category, at least 50% of the tasks for such category detailed in section 5.3 of Annex B (SOW).</p>	#	Resource Category	Minimum Billable Days per Category	1	Application/Software Architect (Level 3)	786	2	ERP Functional Analyst (Solution Manager Analyst) (Level 2)	251	3	ERP Programmer Analyst (SAP Security) (Level 2)	251	4	ERP Programmer Analyst (ABAP) (Level 2)	251	5	ERP Functional Analyst (Level 2)	1854	6	ERP Programmer Analyst (SAP Security) (Level 3)	251	
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STREAM 3: PROJECT MANAGEMENT

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EXAMPLE EVALUATION SCENARIO																																												
BILLABLE DAYS																																												
Category	(A) Bidder Total	(B) Minimum Billable days identified under M2	(C) Billable days in excess of M2	(D) Bidder % increase to a maximum of 100																																								
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	MAX. TECHNICAL POINTS	100																																										
	MIN. POINTS REQUIRED	60																																										
	TOTAL TECHNICAL SCORE ACHIEVED																																											
TO BE RESPONSIVE, THE BIDDER MUST OBTAIN A MINIMUM OF 60 POINTS.																																												

STREAM 4: NETWORK

1.0 CORPORATE MANDATORY REQUIREMENTS

ITEM #	MANDATORY REQUIREMENT	BIDDER'S RESPONSE
		DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)
M1	<p>The Bidder must have been awarded at least five Informatics Professional Services* contracts, of which three were for a Government Client**. Each of these contracts must have a minimum contract value of \$1,000,000.00 and have been awarded within the past seven years.</p> <p>The Bidder must submit for each contract:</p> <ol style="list-style-type: none"> 1. Invoices*** (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for such services in the amount of \$1,000,000.00; Or A letter from it's client (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for such services in the amount of \$1,000,000.00; and 2. the name, telephone number and, if available, e-mail address of a contact person at the customer who received each invoice submitted under (1) above, so that Canada may verify any information provided by the Bidder. <p>The following definitions apply to the evaluation of bids:</p> <p>*Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract.</p> <p>**Government Client is a client within a federal, provincial, territorial or municipal government.</p> <p>***IMPORTANT NOTE – The invoices can either be submitted on paper, CD or DVD. If the invoices are submitted on a CD or a DVD, such information must be provided in a PDF file format. Bidder must note that it is their responsibility to ensure that the provided PDF format under CD or DVD works.</p>	

M2	<p>The Bidder must have demonstrated contract experience in supplying all of the following resource categories or similar resource categories, for the required Minimum Billable Days per category, over a total period of 36-month within the past five years. The services provided must have been provided under a maximum of five contracts.</p> <p>* Bidders must complete both Appendix A and Appendix B of Attachment B for each resource category.</p> <table border="1" data-bbox="376 590 920 993"> <thead> <tr> <th>#</th><th>Resource Category</th><th>Minimum Billable Days per Category</th></tr> </thead> <tbody> <tr> <td>1</td><td>Help Desk Specialist (Level 1)</td><td>534</td></tr> <tr> <td>2</td><td>Help Desk Specialist (Level 2)</td><td>251</td></tr> <tr> <td>3</td><td>Operations Support Specialist (Level 1)</td><td>251</td></tr> <tr> <td>4</td><td>Operations Support Specialist (Level 2)</td><td>534</td></tr> <tr> <td>5</td><td>Network Analyst (Level 2)</td><td>251</td></tr> </tbody> </table> <p>The Bidder must demonstrate that all provided resources have completed, for each resource category, at least 50% of the tasks for such category detailed in section 5.3 of Annex B (SOW).</p>	#	Resource Category	Minimum Billable Days per Category	1	Help Desk Specialist (Level 1)	534	2	Help Desk Specialist (Level 2)	251	3	Operations Support Specialist (Level 1)	251	4	Operations Support Specialist (Level 2)	534	5	Network Analyst (Level 2)	251	
#	Resource Category	Minimum Billable Days per Category																		
1	Help Desk Specialist (Level 1)	534																		
2	Help Desk Specialist (Level 2)	251																		
3	Operations Support Specialist (Level 1)	251																		
4	Operations Support Specialist (Level 2)	534																		
5	Network Analyst (Level 2)	251																		

2.0 CORPORATE RATED REQUIREMENTS

			BIDDER'S RESPONSE																																																								
ITEM #	POINT RATED CRITERIA	MAX PTS.	EVAL. CRITERIA	DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)																																																							
R1	<p>The Bidder should demonstrate its billable days experience in excess to the Minimum Billable Days per category under M2.</p> <table border="1"> <thead> <tr> <th colspan="5">EXAMPLE EVALUATION SCENARIO</th></tr> <tr> <th colspan="5">BILLABLE DAYS</th></tr> <tr> <th></th><th>(A)</th><th>(B)</th><th>(C)</th><th>(D)</th></tr> <tr> <th>Category</th><th>Bidder Total</th><th>Minimum Billable days identified under M2</th><th>Billable days in excess of M2</th><th>Bidder % increase to a maximum of 100</th></tr> <tr> <td></td><td>AppA/AttchB</td><td></td><td>(C) = (A) - (B)</td><td>(D) = (C) / (B) *100</td></tr> </thead> <tbody> <tr> <td>Help Desk Specialist (Level 1)</td><td>1500</td><td>1,000</td><td>500</td><td>50</td></tr> <tr> <td>Help Desk Specialist (Level 2)</td><td>800</td><td>400</td><td>400</td><td>100</td></tr> <tr> <td>Operations Support Specialist (Level 1)</td><td>1,000</td><td>400</td><td>600</td><td>100</td></tr> <tr> <td>Operations Support Specialist (Level 2)</td><td>1,200</td><td>1,000</td><td>200</td><td>20</td></tr> <tr> <td>Network Analyst (Level 2)</td><td>900</td><td>400</td><td>500</td><td>100</td></tr> <tr> <td colspan="4">BIDDER SCORE = SUM OF (D) FOR ALL 5 CATEGORIES / 5</td><td>74</td></tr> </tbody> </table>	EXAMPLE EVALUATION SCENARIO					BILLABLE DAYS						(A)	(B)	(C)	(D)	Category	Bidder Total	Minimum Billable days identified under M2	Billable days in excess of M2	Bidder % increase to a maximum of 100		AppA/AttchB		(C) = (A) - (B)	(D) = (C) / (B) *100	Help Desk Specialist (Level 1)	1500	1,000	500	50	Help Desk Specialist (Level 2)	800	400	400	100	Operations Support Specialist (Level 1)	1,000	400	600	100	Operations Support Specialist (Level 2)	1,200	1,000	200	20	Network Analyst (Level 2)	900	400	500	100	BIDDER SCORE = SUM OF (D) FOR ALL 5 CATEGORIES / 5				74	100	<p>The bidder's demonstrated "Total Billable Days" provided in response to M2 will be used to evaluate this criterion.</p> <p>The bidder will be awarded points as demonstrated in the example evaluation scenario on the left side.</p> <p>In this example, the bidder would score 74 out of a possible 100 points.</p>	
EXAMPLE EVALUATION SCENARIO																																																											
BILLABLE DAYS																																																											
	(A)	(B)	(C)	(D)																																																							
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	AppA/AttchB		(C) = (A) - (B)	(D) = (C) / (B) *100																																																							
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	TOTAL TECHNICAL SCORE ACHIEVED																																																										
TO BE RESPONSIVE, THE BIDDER MUST OBTAIN A MINIMUM OF 60 POINTS.																																																											

STREAM 5: BUSINESS

1.0 CORPORATE MANDATORY REQUIREMENTS

ITEM #	MANDATORY REQUIREMENT	BIDDER'S RESPONSE
		DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)
M1	<p>The Bidder must have been awarded at least five Informatics Professional Services* contracts, of which three were for a Government Client**. Each of these contracts must have a minimum contract value of \$1,000,000.00 and have been awarded within the past seven years.</p> <p>The Bidder must submit for each contract:</p> <ol style="list-style-type: none"> 1. Invoices*** (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for such services in the amount of \$1,000,000.00; Or A letter from it's client (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for such services in the amount of \$1,000,000.00; and 2. the name, telephone number and, if available, e-mail address of a contact person at the customer who received each invoice submitted under (1) above, so that Canada may verify any information provided by the Bidder. <p>The following definitions apply to the evaluation of bids:</p> <p>*Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract.</p> <p>**Government Client is a client within a federal, provincial, territorial or municipal government.</p> <p>***IMPORTANT NOTE – The invoices can either be submitted on paper, CD or DVD. If the invoices are submitted on a CD or a DVD, such information must be provided in a PDF file format. Bidder must note that it is their responsibility to ensure that the provided PDF format under CD or DVD works.</p>	

M2	<p>The Bidder must have demonstrated contract experience in supplying all of the following resource categories or similar resource categories, for the required Minimum Billable Days per category, over a total period of 36-month within the past five years. The services provided must have been provided under a maximum of five contracts.</p> <p>* Bidders must complete both Appendix A and Appendix B of Attachment B for each resource category.</p> <table border="1" data-bbox="375 558 924 932"> <thead> <tr> <th>#</th><th>Resource Category</th><th>Minimum Billable Days per Category</th></tr> </thead> <tbody> <tr> <td>1</td><td>Business Analyst (Level 3)</td><td>251</td></tr> <tr> <td>2</td><td>Business Consultant (Level 3)</td><td>251</td></tr> <tr> <td>3</td><td>Business Process Reengineering Consultant (Level 3)</td><td>251</td></tr> <tr> <td>4</td><td>Change Management Consultant (Level 3)</td><td>1069</td></tr> </tbody> </table> <p>The Bidder must demonstrate that all provided resources have completed, for each resource category, at least 50% of the tasks for such category detailed in section 5.3 of Annex B (SOW).</p>	#	Resource Category	Minimum Billable Days per Category	1	Business Analyst (Level 3)	251	2	Business Consultant (Level 3)	251	3	Business Process Reengineering Consultant (Level 3)	251	4	Change Management Consultant (Level 3)	1069	
#	Resource Category	Minimum Billable Days per Category															
1	Business Analyst (Level 3)	251															
2	Business Consultant (Level 3)	251															
3	Business Process Reengineering Consultant (Level 3)	251															
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2.0 CORPORATE RATED REQUIREMENTS

			BIDDER'S RESPONSE																																																			
ITEM #	POINT RATED CRITERIA	MAX PTS.	EVAL. CRITERIA	DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)																																																		
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EXAMPLE EVALUATION SCENARIO																																																						
BILLABLE DAYS																																																						
	(A)	(B)	(C)	(D)																																																		
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TO BE RESPONSIVE, THE BIDDER MUST OBTAIN A MINIMUM OF 60 POINTS.																																																						

STREAM 6: INFRASTRUCTURE

1.0 CORPORATE MANDATORY REQUIREMENTS

ITEM #	MANDATORY REQUIREMENT	BIDDER'S RESPONSE DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)
M1	<p>The Bidder must have been awarded at least five Informatics Professional Services* contracts, of which three were for a Government Client**. Each of these contracts must have a minimum contract value of \$1,000,000.00 and have been awarded within the past seven years.</p> <p>The Bidder must submit for each contract:</p> <ol style="list-style-type: none"> 1. Invoices*** (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for such services in the amount of \$1,000,000.00; Or A letter from it's client (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for such services in the amount of \$1,000,000.00; and 2. the name, telephone number and, if available, e-mail address of a contact person at the customer who received each invoice submitted under (1) above, so that Canada may verify any information provided by the Bidder. <p>The following definitions apply to the evaluation of bids:</p> <p>*Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract.</p> <p>**Government Client is a client within a federal, provincial, territorial or municipal government.</p> <p>***IMPORTANT NOTE – The invoices can either be submitted on paper, CD or DVD. If the invoices are submitted on a CD or a DVD, such information must be provided in a PDF file format. Bidder must note that it is their responsibility to ensure that the provided PDF format under CD or DVD works.</p>	

M2	<p>The Bidder must have demonstrated contract experience in supplying all of the following resource categories or similar resource categories, for the required Minimum Billable Days per category, over a total period of 36-month within the past five years. The services provided must have been provided under a maximum of five contracts.</p> <p>* Bidders must complete both Appendix A and Appendix B of Attachment B for each resource category.</p> <table border="1" data-bbox="375 558 927 1398"> <thead> <tr> <th>#</th><th>Resource Category</th><th>Minimum Billable Days per Category</th></tr> </thead> <tbody> <tr> <td>1</td><td>IM Architect (Level 3)</td><td>251</td></tr> <tr> <td>2</td><td>Database Administrator (Level 3)</td><td>1069</td></tr> <tr> <td>3</td><td>Database Modeler/IM Modeler (Level 3)</td><td>251</td></tr> <tr> <td>4</td><td>Technology Architect –(Terminal Services) (Level 2)</td><td>126</td></tr> <tr> <td>5</td><td>Technology Architect – (Integrator) (Level 3)</td><td>251</td></tr> <tr> <td>6</td><td>Technology Architect –(Engineering) (Level 2)</td><td>786</td></tr> <tr> <td>7</td><td>Technology Architect – (Engineering) (Level 3)</td><td>126</td></tr> <tr> <td>8</td><td>Tester (Level 2)</td><td>1320</td></tr> <tr> <td>9</td><td>Tester (Level 3)</td><td>786</td></tr> <tr> <td>10</td><td>Application Software Architect (Level 3)</td><td>660</td></tr> </tbody> </table> <p>The Bidder must demonstrate that all provided resources have completed, for each resource category, at least 50% of the tasks for such category detailed in section 5.3 of Annex B (SOW).</p>	#	Resource Category	Minimum Billable Days per Category	1	IM Architect (Level 3)	251	2	Database Administrator (Level 3)	1069	3	Database Modeler/IM Modeler (Level 3)	251	4	Technology Architect –(Terminal Services) (Level 2)	126	5	Technology Architect – (Integrator) (Level 3)	251	6	Technology Architect –(Engineering) (Level 2)	786	7	Technology Architect – (Engineering) (Level 3)	126	8	Tester (Level 2)	1320	9	Tester (Level 3)	786	10	Application Software Architect (Level 3)	660	
#	Resource Category	Minimum Billable Days per Category																																	
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2.0 CORPORATE RATED REQUIREMENTS

				BIDDER'S RESPONSE				
ITEM #	POINT RATED CRITERIA			MAX PTS.	EVAL. CRITERIA	DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)		
R1	The Bidder should demonstrate its billable days experience in excess to the Minimum Billable Days per category under M2.			100	The bidder's demonstrated "Total Billable Days" provided in response to M2 will be used to evaluate this criterion. The bidder will be awarded points as demonstrated in the example evaluation scenario on the left side. In this example, the bidder would score 95 out of a possible 100 points.			
	EXAMPLE EVALUATION SCENARIO							
	BILLABLE DAYS							
	Category	(A)	(B)				(C)	(D)
		Bidder Total	Minimum Billable days identified under M2				Billable days in excess of M2	Bidder % increase to a maximum of 100
		AppA/AtchB					(C) = (A) - (B)	(D) = (C) / (B) *100
	IM Architect (Level 3)	1500	1,000				500	50
	Database Administrator (Level 3)	800	400				400	100
	Database Modeler/IM Modeler (Level 3)	1,000	400				600	100
	Technology Architect – (Terminal Services) (Level 2)	1,200	1,000				200	20
	Technology Architect – (Integrator) (Level 3)	900	400				500	100
	Technology Architect – (Engineering) (Level 2)	800	400				400	100
	Technology Architect – (Engineering) (Level 3)	2,200	1,000				1,200	100
	Tester (Level 2)	1250	800				450	56
	Tester (Level 3)	1050	1000				50	5
Application Software Architect (Level 3)	1350	750	600	80				
BIDDER SCORE = SUM OF (D) FOR ALL 10 CATEGORIES / 10				71				
	MAX. TECHNICAL POINTS			100				
	MIN. POINTS REQUIRED			60				
	TOTAL TECHNICAL SCORE ACHIEVED							

STREAM 7: ENTERPRISE AND COMMON SERVICES
3.0 CORPORATE MANDATORY REQUIREMENTS

ITEM #	MANDATORY REQUIREMENT	BIDDER'S RESPONSE DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)
M1	<p>The Bidder must have been awarded at least five Informatics Professional Services* contracts, of which three were for a Government Client**. Each of these contracts must have a minimum contract value of \$1,000,000.00 and have been awarded within the past seven years.</p> <p>The Bidder must submit for each contract:</p> <ol style="list-style-type: none"> 1. Invoices*** (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for such services in the amount of \$1,000,000.00; Or A letter from it's client (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for such services in the amount of \$1,000,000.00; and 2. the name, telephone number and, if available, e-mail address of a contact person at the customer who received each invoice submitted under (1) above, so that Canada may verify any information provided by the Bidder. <p>The following definitions apply to the evaluation of bids:</p> <p>*Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract.</p> <p>**Government Client is a client within a federal, provincial, territorial or municipal government.</p> <p>***IMPORTANT NOTE – The invoices can either be submitted on paper, CD or DVD. If the invoices are submitted on a CD or a DVD, such information must be provided in a PDF file format. Bidder must note that it is their responsibility to ensure that the provided PDF format under CD or DVD works.</p>	

M2	<p>The Bidder must have demonstrated contract experience in supplying all of the following resource categories or similar resource categories, for the required Minimum Billable Days per category, over a total period of 36-month within the past five years. The services provided must have been provided under a maximum of five contracts.</p> <p>* Bidders must complete both Appendix A and Appendix B of Attachment B for each resource category.</p> <table border="1" data-bbox="375 558 932 1035"> <thead> <tr> <th>#</th><th>Resource Category</th><th>Minimum Billable Days per Category</th></tr> </thead> <tbody> <tr> <td>1</td><td>Application/Software Architect (Level 3)</td><td>1854</td></tr> <tr> <td>2</td><td>Programmer/Analyst (JAVA) (Level 3)</td><td>1320</td></tr> <tr> <td>3</td><td>Programmer/Analyst (JAVA) (Level 2)</td><td>5280</td></tr> <tr> <td>4</td><td>Programmer/Analyst (COBOL) (Level 3)</td><td>3960</td></tr> <tr> <td>5</td><td>Systems Analyst (Level 3)</td><td>1320</td></tr> <tr> <td>6</td><td>Systems Analyst (Level 2)</td><td>2389</td></tr> <tr> <td>7</td><td>Systems Analyst (COBOL) (Level 3)</td><td>1320</td></tr> </tbody> </table> <p>The Bidder must demonstrate that all provided resources have completed, for each resource category, at least 50% of the tasks for such category detailed in section 5.3 of Annex B (SOW).</p>	#	Resource Category	Minimum Billable Days per Category	1	Application/Software Architect (Level 3)	1854	2	Programmer/Analyst (JAVA) (Level 3)	1320	3	Programmer/Analyst (JAVA) (Level 2)	5280	4	Programmer/Analyst (COBOL) (Level 3)	3960	5	Systems Analyst (Level 3)	1320	6	Systems Analyst (Level 2)	2389	7	Systems Analyst (COBOL) (Level 3)	1320	
#	Resource Category	Minimum Billable Days per Category																								
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4.0 CORPORATE RATED REQUIREMENTS

			BIDDER'S RESPONSE																																																																
ITEM #	POINT RATED CRITERIA	MAX PTS.	EVAL. CRITERIA	DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)																																																															
R1	<p>The Bidder should demonstrate its billable days experience in excess to the Minimum Billable Days per category under M2.</p> <table border="1"> <thead> <tr> <th colspan="5">EXAMPLE EVALUATION SCENARIO</th></tr> <tr> <th colspan="5">BILLABLE DAYS</th></tr> <tr> <th rowspan="3">Category</th><th>(A)</th><th>(B)</th><th>(C)</th><th>(D)</th></tr> <tr> <th>Bidder Total</th><th>Minimum Billable days identified under M2</th><th>Billable days in excess of M2</th><th>Bidder % increase to a maximum of 100</th></tr> <tr> <th>AppA/AttchB</th><th></th><th>(C) = (A) - (B)</th><th>(D) = (C) / (B) *100</th></tr> </thead> <tbody> <tr> <td>Application/Software Architect (Level 3)</td><td>1500</td><td>1,000</td><td>500</td><td>50</td></tr> <tr> <td>Programmer/Analyst (JAVA) (Level 3)</td><td>800</td><td>400</td><td>400</td><td>100</td></tr> <tr> <td>Programmer/Analyst (JAVA) (Level 2)</td><td>1,000</td><td>400</td><td>600</td><td>100</td></tr> <tr> <td>Programmer/Analyst (COBOL) (Level 3)</td><td>1,200</td><td>1,000</td><td>200</td><td>20</td></tr> <tr> <td>Systems Analyst (Level 3)</td><td>900</td><td>400</td><td>500</td><td>100</td></tr> <tr> <td>Systems Analyst (Level 2)</td><td>800</td><td>400</td><td>400</td><td>100</td></tr> <tr> <td>Systems Analyst (COBOL) (Level 3)</td><td>2,200</td><td>1,000</td><td>1,200</td><td>100</td></tr> <tr> <td colspan="4">BIDDER SCORE = SUM OF (D) FOR ALL 7 CATEGORIES / 7</td><td>81</td></tr> </tbody> </table>	EXAMPLE EVALUATION SCENARIO					BILLABLE DAYS					Category	(A)	(B)	(C)	(D)	Bidder Total	Minimum Billable days identified under M2	Billable days in excess of M2	Bidder % increase to a maximum of 100	AppA/AttchB		(C) = (A) - (B)	(D) = (C) / (B) *100	Application/Software Architect (Level 3)	1500	1,000	500	50	Programmer/Analyst (JAVA) (Level 3)	800	400	400	100	Programmer/Analyst (JAVA) (Level 2)	1,000	400	600	100	Programmer/Analyst (COBOL) (Level 3)	1,200	1,000	200	20	Systems Analyst (Level 3)	900	400	500	100	Systems Analyst (Level 2)	800	400	400	100	Systems Analyst (COBOL) (Level 3)	2,200	1,000	1,200	100	BIDDER SCORE = SUM OF (D) FOR ALL 7 CATEGORIES / 7				81	100	<p>The bidder's demonstrated "Total Billable Days" provided in response to M2 will be used to evaluate this criterion.</p> <p>The bidder will be awarded points as demonstrated in the example evaluation scenario on the left side.</p> <p>In this example, the bidder would score 81 out of a possible 100 points.</p>	
EXAMPLE EVALUATION SCENARIO																																																																			
BILLABLE DAYS																																																																			
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	MIN. POINTS REQUIRED	60																																																																	
	TOTAL TECHNICAL SCORE ACHIEVED																																																																		
TO BE RESPONSIVE, THE BIDDER MUST OBTAIN A MINIMUM OF 60 POINTS.																																																																			

APPENDIX A OF ATTACHMENT B

RFP BILLABLE DAYS RESPONSE TABLE

By providing a response, the bidder certifies that billable days provided occurred during the billing period indicated above for all of the resource categories listed.

Bidder's Name: _____

STREAM 1 – PROJECT ARCHITECTURE

RESOURCE CATEGORY	NUMBER OF BILLABLE DAYS					
	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Total
	Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	
Application/Software Architect (Level 3)						
Systems Analyst (Level 3)						
Web Architect – Usability Researcher (Level 3)						
Web Architect – Usability Designer (Level 3)						
Business Architect (Level 3)						
IM Architect (Level 3)						
Technology Architect (Level 3)						
Enterprise Architect (Level 3)						
Technical Writer (Level 3)						

Bidder's Name: _____

STREAM 2 - SAP

RESOURCE CATEGORY	NUMBER OF BILLABLE DAYS					
	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Total
Application/Software Architect (Level 3)						
ERP Functional Analyst (Solution Manager Analyst) (Level 2)						
ERP Programmer Analyst (SAP Security) (Level 2)						
ERP Programmer Analyst (ABAP) (Level 2)						
ERP Functional Analyst (Level 2)						
ERP Programmer Analyst (SAP Security) (Level 3)						

Bidder's Name: _____

STREAM 3 – PROJECT MANAGEMENT

RESOURCE CATEGORY	NUMBER OF BILLABLE DAYS					
	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Total
Project Coordinator (Level 3)						
Project Manager (Level 3)						
Project Manager (Level 2)						

Bidder's Name: _____

STREAM 4 – NETWORK

RESOURCE CATEGORY	NUMBER OF BILLABLE DAYS					
	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Total
	Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	
Help Desk Specialist (Level 1)						
Help Desk Specialist (Level 2)						
Operations Support Specialist (Level 1)						
Operations Support Specialist (Level 2)						
Network Analyst (Level 2)						

Bidder's Name: _____

STREAM 5 – BUSINESS

RESOURCE CATEGORY	NUMBER OF BILLABLE DAYS					
	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Total
Business Analyst (Level 3)						
Business Consultant (Level 3)						
Business Process Reengineering Consultant (Level 3)						
Change Management Consultant (Level 3)						

Bidder's Name: _____

STREAM 6 – INFRASTRUCTURE

RESOURCE CATEGORY	NUMBER OF BILLABLE DAYS					
	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Total
	Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	Billing Period: ____/____/____ (dd/mm/yy) to ____/____/____ (dd/mm/yy)	
IM Architect (Level 3)						
Database Administrator (Level 3)						
Database Modeler/IM Modeler (Level 3)						
Technology Architect (Terminal Services) (Level 2)						
Technology Architect (Integrator) (Level 3)						
Technology Architect (Engineering) (Level 2)						
Technology Architect (Engineering) (Level 3)						
Tester (Level 2)						
Tester (Level 3)						
Application Software Architect (Level 3)						

Bidder's Name: _____

STREAM 7 – ENTERPRISE AND COMMON SERVICES

RESOURCE CATEGORY	NUMBER OF BILLABLE DAYS					
	Cross Reference to Contract Reference # _____ Billing Period: __/__/__ (dd/mm/yy) to __/__/__ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: __/__/__ (dd/mm/yy) to __/__/__ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: __/__/__ (dd/mm/yy) to __/__/__ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: __/__/__ (dd/mm/yy) to __/__/__ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: __/__/__ (dd/mm/yy) to __/__/__ (dd/mm/yy)	Total
Application/Software Architect (Level 3)						
Programmer/Analyst (JAVA) (Level 3)						
Programmer/Analyst (JAVA) (Level 2)						
Programmer/Analyst (COBOL) (Level 3)						
Systems Analyst (JAVA) (Level 3)						
Systems Analyst (Level 2)						
Systems Analyst (COBOL) (Level 3)						

APPENDIX B OF ATTACHMENT B

RESOURCE REFERENCE FORM

To meet 1.0 M2 of Attachment B for each Stream, the Bidder must have demonstrated contract experience in supplying all of the following resource categories or similar resource categories, for the required Minimum Billable Days per category, over a total period of 36-month within the past five years. The services provided must have been provided under a maximum of five contracts. All resources provided must have completed at least 50% of the tasks detailed in section 5.3 of Annex B (SOW), for the resource category for which they were provided.

Bidder Name: _____

Bidder Contract Reference #: _____

SECTION 1: CLIENT INFORMATION

Government client (Yes/No)

Client Organization Name

Address

Client Reference Contact Name

Telephone

Fax

E-mail

SECTION 2: CONTRACT INFORMATION

Contract Value

Award Date

Expiry Date

Contract Title and description:

SECTION 3: RESOURCE DETAILS

Category of Personnel and Level

Tasks performed under the contract with a cross reference to each specific SOW associated task

QUESTION 31

In response to solicitation # 47060-136911/A, If a vendor is a Tier 2 TBIPS qualified supplier under their own company and in a Joint Venture (JV) can a vendor submit a response under their own company as well as a response under the JV.

ANSWER 31

No, and Bidders are also to refer to clause 3.1 (d) of the solicitation.

QUESTION 32

a. Regarding Stream 6 of the RFP:

The resource category Technology Architect (Terminal Services) Level 2 is identified as such in Part 1, 1.2 (g), Part 4 4.3 C ii C (pg 40 of 89), Attachment A Financial Bid (Pg 28 of 89), Annex A Basis of Payment (pg 84 of 89) and Annex B Statement of Work (pg 23) of the RFP contains tables detailing the streams and resource categories. While in Appendix A of Attachment B this category is identified as Technology Architect (Virtualization). Would the Crown please clarify as these tables and SOW are not aligned.

b. The resource categories of Tester Level 2 and Tester Level 3 appear in stream 6 throughout the RFP. However Tester Level 2 and Tester Level 3 do not appear in the BILLABLE DAYS RESPONSE TABLE for stream 6 on page 24 of APPENDIX A OF ATTACHMENT B (but instead in stream 7). Would the Crown please clarify what stream(s) the Tester Level 2 and Tester Level 3 category should appear in? There could be more discrepancies between categories, streams and billable days and therefore recommend a review and reconciliation.

ANSWER 32

a. The correct category is Technology Architect (Terminal Services) Level 2. Bidders are to refer to the changes made under answer of question #30 (b).

b. Bidders are to refer to the changes made under answer of question #30 (b)

QUESTION 33

a. In regards to M2 and R1 for all Streams for the subject solicitation, the requirement as it stands is quite stringent and limits fair competition between many small to mid-sized companies from submitting a compliant bid. Currently, Bidder's must be able to demonstrate and meet all the following criteria in order to be compliant:

1. meet the required Minimum Billable Days per category,

2. over the same 36 month period,
3. within the past five years,
4. maximum 5 contracts
5. similar resource category,
6. similar resource category level and
7. at least 50% of the tasks for such category detailed in section 5.3 of Annex B (SOW)

It is very rare and highly unlikely for any company to receive requirements from other clients which are similar to CBSA's resource category, level and SOW requirements.

Would the Crown consider amending M2 and R1 for all Streams to eliminate the requirement to match resource category levels (ie. Level 1, Level 2 or Level 3).

- b. In addition, would the Crown consider amending M2 and R1 to read as follow:

The Bidder must have demonstrated contract experience in supplying all of the following resource categories **or similar resource categories [(as long as the SOW meets 50% of the tasks for such category detailed in section 5.3 of Annex B (SOW))]**, for the required Minimum Billable Days per category, over the same 36 month period within the past five years. The services provided must have been provided under a maximum of five contracts.

ANSWER 33

- a. No.
- b. Yes, similar resource categories are acceptable as long as each resource category has completed at least 50% of the tasks for such category detailed in section 5.3 of Annex B (SOW). Bidders are also to refer to the changes done under answer to question #30 (b).

QUESTION 34

With respect to Corporate Mandatory Requirement M1 (for all streams), invoices to be submitted, can the Crown please confirm that demonstrating +\$1 Million in invoices is sufficient, even though a total contract invoiced amount exceeds \$1 Million (i.e \$25 Million invoiced)?

ANSWER 34

As detailed in M1, demonstrating \$1 Million per Contract is acceptable. Furthermore, Bidders are also to refer to changes done under answer to question #30 (b).

QUESTION 35

Under Mandatory Requirement 2 (for each Stream), it states: “The bidder must have demonstrated contract experience in supplying all of the following resource categories, for the required Minimum Billable Days per category, over the same 36-month period within the past five years. The services provided must have been provided under a maximum of five contracts...

- a) Does the 36 month period apply to the stream as a whole or to each resource category separately?
- b) Does the 5 contract limitation apply to each resource category separately or the stream as a whole?

For example:

For Resource Category #1 – Application Software Architect Level 3, the minimum billable days for this is 2640. This could be demonstrated through billing (from 5 contracts) from January 2009 – January 2012.

For Resource Category #2 – Systems Analyst Level 3, the minimum billable days is 1854. Should this be demonstrated through the same period as Category 1 and through the same 5 contracts or can it be for a different 36 month period and through another 5 contracts?

ANSWER 35

- a. The total period of 36-month period apply to the stream as a whole.
- b. The total period of 36-month period apply to the stream as a whole.

QUESTION 36

We would like to request a one month extension to enable bidders enough time to collect the vast amount of data required in order to submit a compliant response.

ANSWER 36

The new closing date of this RFP is March 05, 2013 at 2:00 pm.

QUESTION 37

Please reference Attachment B, Bid Evaluation Criteria, M1 for each Stream, specifically subsections 1).

First, the requirement for 1) would violate client Confidentiality Agreements and could violate Privacy Law as our invoices contain detailed information including specific details regarding resources that have been in place with clients over specific timeframes. Second, many of our government and private sector clients have moved away from paper-based invoicing to the use of electronic tools (Vendor Management Systems) to manage billing.

To address both of these challenges, would PWGSC accept a billing report that lists client name, annual billings (per our fiscal year), contract number, and one main contact person who will substantiate the period of services and billings against the contract?

ANSWER 37

Bidders are to refer to the changes made under answer to question #30 (b).

QUESTION 38

Reference M1, all streams;

The requirement states that the Bidder must submit invoices for each contract to demonstrate that the Bidder has provided and invoiced a customer for such services with a minimum value of \$1M.

Our customer has a concern about releasing invoices, as they contain confidential customer information.

In lieu of invoices, please confirm that the Crown will accept a letter from the customer attesting to the fact that they were invoiced for such services and that the amount exceeded \$1M.

Failing that, will the Crown accept invoices where sensitive customer information is blacked out on the invoices?

ANSWER 38

Bidders are to refer to the changes made under answer to question #30 (b).

QUESTION 39

With respect to Corporate Mandatory and Rated Requirements M2 & R1 (for all streams), please confirm that contracts being awarded in the last seven (7) years are acceptable for billable days purposes.

ANSWER 39

No, as detailed in M2 and R1, the experience must be demonstrated within the past five years.

QUESTION 40

a. M1 and M2 Length of Time

In RFP Amendment #03, the M1 criteria for contracts changed from the last five years to the last seven years. Should the allowable period for M2, or at the very least R1, not be changed to seven years as well?

b. Appendix B of Attachment B, Resource Reference Form, Section 3

Can you please clarify the level of detail required for substantiation? As a TBIPS supplier a Bidder has already proven it can meet the category requirements. Further, CBSA will need to undertake a significant effort to properly review this.

For example in Stream 1 the number of billable days to score full points is 20,052 and the window is 5 years so this equates to 4,010 per year (average) or 17 resources (using 240 days/year; likely to be much higher as year-long contracts are not always the case). In this stream there are an average of 7 tasks per category in the SOW so this means there are, at the very least, 119 items of evidence to be produced and reviewed – not accounting for up to 5 references or that it is likely that more than 17 resource will be required.

Given that the resources will be called up via Task Authorization which will include an assessment grid (relative to the specifics of CBSA's needs) and CV, would CBSA accept a brief description of the role performed in Section 3 of the Resource Reference Form, providing that the Bidder certifies that the work completed was consistent with the work described in Annex B SOW?

ANSWER 40

a. No, the proposed change is not acceptable.

b. No, the proposed change is not acceptable.

QUESTION 41

a. Is it required that the 5 references we provide for M1 be the same 5 references that we use for the M2 ?

- b. There is no reference in M1 to complete Appendix B of Attachment B please confirm if we are to complete it to meet M1, if yes what are we expected to put in Section 3 to meet M1, as the requirement is to show billable value not map to the resource categories.
- c. M1 is the \$1M billed value to be provided with the invoices only from categories within that stream or any category provided to client.
- d. Regarding M1 (all stream) you are requesting invoices to reference, as per some clients confidentiality agreements such information is prohibited to be provided, would a signed statement from our named reference contact confirming the billed to date value suffice ?
- e. Invoicing is based on individual resources it could require a hundred copies of invoices to show the \$1M value, would you accept the required invoices provided on a CD instead of printing the paperwork?
- f. To clarify the amendment 2 change, can we choose any 36 month period in the last 5 years for each client or each category, and should we amend the Appendix A of Attachment B template to reflect the 36 month period to indicate what 36 month period we are referencing for either category or reference # dependent on reply of first half of question.
- g. Regarding Appendix B of Attachment B , as named contacts for each reference may be hard to contact in the timeframe required by the crown, would the crown accept a signed statement as part Appendix B of Attachment B confirming overall contract value, as well as the billable days claimed in each stream to meet the mandatory Requirement of contacting the client.

ANSWER 41

- a. It's the Bidders' decision, as long as the contract references being provided meet the mandatory requirements.
- b. For M1, Bidders are not required to complete Appendix B of Attachment B.
- c. As detailed in M1 the invoices requirement is only related to M1. Furthermore as detailed in M1, the minimum contract value of \$1,000,000.00 for each contract can be provided for any category of resources.
- d. Bidders are to refer to the changes made under answer to question #30 (b).
- e. Bidders are to refer to the changes made under answer to question #30 (b).
- f. Bidders are to refer to answer given to question # 35 and also the changes made under the answer to question #30 (b).

g. No, the proposed change is not acceptable

QUESTION 42

With respect to M2, R1 and the Resource Reference Form for each of the seven streams, would CBSA please confirm that it is asking bidders to demonstrate contract experience provided under a maximum of five contracts per resource category?

ANSWER 42

No, and please refer to the answer given to question # 35.

QUESTION 43

In reference to Mandatory Criteria 1, our invoices often contain personal information such as consultant names and per diem rates that could be considered confidential from a privacy perspective. Would the crown accept a detailed list providing the client name, contract number, invoice number, invoice date and amount in the submission in lieu of actual invoices?

ANSWER 43

Bidders are to refer to the changes made under answer to question #30 (b).

QUESTION 44

M1, all streams, has the following requirement, "(1) invoices (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for such services in the amount of \$1M." Many contracts are invoiced on a monthly basis by task authorization. Thus to bid one stream using 5 such contracts will require on average 50-70 invoices per contract in order to demonstrate \$1M. Overall this will require copies of almost 500 invoices (and 3500 invoice copies if bidding all 7 streams when using different contracts). The effort for us to reproduce, review, redact the invoice copies and the volume of paper required for the 4 hard copies for the streams we choose to respond to is arduous. As in other RFPs, would the Crown consider accepting as an alternative a copy of the executed cover page for the contracts that would have the estimated contract cost identified? As the contract client contact information is a requirement anyway, the Crown can validate that the actual invoiced total is at least \$1M when performing the client reference check. Alternatively, would it be acceptable to provide a report listing the invoiced task authorizations and their respective amounts?

ANSWER 44

Bidders are to refer to the changes made under answer to question #30 (b).

QUESTION 45

- a. In regards to Corporate Mandatory Requirement M2, can the Crown confirm that firms can use up to 5 contract references per Category of Personnel in its substantiation of technical compliance with this requirement?
- b. In regards to the current Solicitation Closing date of February 19 and the fact that we are still waiting for a responses to our questions submitted on January 25th the response to which could have a significant impact on the amount of effort required so submit a compliant proposal, we would like to request that the closing date be extended to at least 10 days after responses to all question submitted by vendors by February 8th (based on latest closing extension date) have been posted.

ANSWER 45

- a. No, and please refer to answer provided to question # 35.
- b. The new closing date of this RFP is March 05, 2013 at 2:00 pm.

QUESTION 46

- a. As per M1 in all of the streams, we have to provide invoices as proof. However, several pieces of information in the invoices seem confidential to us (rates, contact person names, etc.), so we do not feel very comfortable sharing the invoices (especially those for private clients). Could CBSA reconsider this criterion in order to respect the confidentiality of information?
- b. Given that the invoices were issued a while ago, they do not necessarily include a contract serial number or another unique contract identifier. Could CBSA advise us how to proceed in this situation?

ANSWER 46

- a. Bidders are to refer to the changes made under answer to question #30 (b).
- b. The onus is on the Bidder to provide satisfactory evidence or proof to demonstrate it meets the mandatory requirements.

QUESTION 47

a. In reference to Stream 1 - Corporate Mandatory and Rated requirements M2 and R1, Bidders are asked to demonstrate "that all provided resources have completed, for each resource category, at least 50% of the tasks for such category detailed in section 5.3 of Annex B (SOW". For Resource Category 3 - Web Architect (Level 3), the SOW provides two categories for Web Architect resources, namely 5.3.3 Web Architect (Usability Researcher), and 5.3.9 Web Architect (Usability Designer). Could the Crown please clarify if Bidders are to demonstrate a 50% comparability of resources to either of these categories?

b. In reference to Corporate Mandatory Requirement (all streams) - M1 - Item (2):
For many large clients, including the Federal Government and its departments, submitted invoices are directed to a central Accounts Payable (or equitable) department, therefore making it difficult and in some cases impossible to provide a name, telephone number and email address of a specific contact person for each invoice submitted under M1-Item 1. Additionally, given that invoices may be as much as five years old, such individuals to whom each invoice was submitted may no longer hold the same position. Could the Crown please confirm that submitting the name and address of such Accounts Payable or equitable division will satisfy the requirements under M1 - Item 2.

ANSWER 47

- a. M2 of Stream 1 was modified. Bidders are to refer to the changes made under answer to question #30 (b).
- b. Bidders are to refer to the changes made under answer to question #30 (b).

QUESTION 48

Ref: Stream 7 Enterprise and Common Services M2 and R1. The criteria combine experience with COBOL - a legacy technology - with Java - a modern technology. Many firms have extensive experience with one or the other, but not both, so combining the two eliminates those firms from the competition. In the interests of receiving bids from the firms best qualified to deliver, would CBSA consider separating the two into two focussed streams?

ANSWER 48

No, the proposed change is not accepted.

QUESTION 49

In relation to your example evaluation scenario provided for R1:

Category	(A)	(B)	(C)	(D)
	Bidder Total	Minimum Billable days identified undue M2	Billable days in excess of M2	Bidder % increase to a maximum of 100
	AppA/AttchB		(C)= (A) – (B)	(D) = (C) / (B) *100
Technology Architect (Level 3)	1,500	1,000	500	50
Systems Analyst (Level 3)	800	400	400	100
Technical Writer (Level 3)	1,000	400	600	150
Business Analyst (Level 3)	1,200	1,000	200	20
Project Administrator (Level 3)	900	400	500	125
Project Coordinator (level 3)	800	400	400	100
Project Manager (Level 3)	2,200	1,000	1,200	120
BIDDER SCORE = SUM OF (D) FOR ALL 7 CATEGORIES / 7				95

- In your example provided, column (D) says Bidder % increase to a maximum of 100, however in 3 categories you are displaying greater than 100 and calculating the Bidder Score based on the numbers used. If the bidder's % increase was indeed to a maximum of 100 the Bidder Score would be 81. Please confirm?
- If the way you are providing the example above is indeed true, a company could have minimum billable days for each of the above categories and then specialize in one category and still obtain 100 % eg:

Billable Days				
Category	(A)	(B)	(C)	(D)
	Bidder Total	Minimum Billable days identified undue M2	Billable days in excess of M2	Bidder % increase to a maximum of 100
	AppA/AttchB		(C)= (A) – (B)	(D) = (C) / (B) *100

Technology Architect (Level 3)	1,000	1,000	0	0
Systems Analyst (Level 3)	400	400	0	0
Technical Writer (Level 3)	400	400	0	0
Business Analyst (Level 3)	1,000	1,000	0	0
Project Administrator (Level 3)	400	400	0	0
Project Coordinator (level 3)	400	400	0	0
Project Manager (Level 3)	8,000	1,000	7,000	700
BIDDER SCORE = SUM OF (D) FOR ALL 7 CATEGORIES / 7				100

Please confirm?

ANSWER 49

- a. Corporate Rated Requirements R1 for all streams was amended. Bidders are to refer to the changes made under answer to question #30 (b).
- b. Bidders are also to refer to the answer above.

QUESTION 50

The numbering under Stream 2 for the following categories in the SOW is wrong: 1. The ERP Functional Analyst (Solution Manager) – Level 2; and 2. The ERP Programmer Analyst (SAP Security).

ANSWER 50

The SOW is amended as follows:

Under Stream 2 – SAP:

DELETE: Articles 5.3.9 and 5.3.10; and

INSERT: the following Articles 5.3.10.A and 5.3.10.B:

5.3.10.A The ERP Functional Analyst (Solution Manager) – Level 2 will be responsible for, but not be limited to, doing the following:

- 5.3.10.A.1 Provide functional and technical advice to Solution Manager Development team;
- 5.3.10.A.2 Assist the Canada Border Services Agency (CBSA) project team to achieve project goals, such as implementing ChaRM, Service Desk, and Security Optimization Self-Service;
- 5.3.10.A.3 Assist in the identification and planning of configuration and development activities;
- 5.3.10.A.4 Provide early identification of issues that may affect achievement of CBSA objectives;
- 5.3.10.A.5 Identify, monitor and help to resolve issues related to the functionality of the SAP Solution Manager module;
- 5.3.10.A.6 Provide advice and guidance on project related training and documentation activities (i.e., end user training);
- 5.3.10.A.7 Conduct formal quality assurance on the work being performed by the Solution Manager Development team on an ongoing basis;
- 5.3.10.A.8 Transfer functional and technical knowledge to the CBSA project team through:
 - Scheduled individual and group classroom training sessions and demonstrations,
 - Unscheduled (ad-hoc) training and demonstrations by sitting with project team resources as required,
 - Written instructions and documents.
- 5.3.10.A.9 Report to the project authority on the progress, issues and quality related to the functionality of the SAP Solution Manager module.

5.3.10.B The ERP Programmer Analyst (SAP Security) Level 2 will be responsible for, but not be limited to, doing the following:

- 5.3.10.B.1 Assist in the design, development, and implementation of enterprise security roles, controls, solutions, processes, and policies;
- 5.3.10.B.2 Work with ARL clients (e.g., Comptrollership) to gather system access and restriction requirements for SAP and non-SAP systems and applications in order to address job creation/change requirements;
- 5.3.10.B.3 Prepare training relevant documentation, and conduct classroom training sessions for internal team members, provide team members with the information required to perform support activities within assigned SAP applications;
- 5.3.10.B.4 Troubleshoot and resolve security relevant issues for assigned systems and applications, ensuring compliance with Government of Canada, CBSA, and SAP policies, processes, and standards;
- 5.3.10.B.5 Design and build SAP security roles for both interactive and non-interactive users across the enterprise based on complex business

- requirements, company policies and standards, and regulatory requirements;
- 5.3.10.B.6 Work with ARL clients (e.g., Comptrollership) to ensure that all new/modified security roles are effectively tested and validated as meeting client specified requirements prior to being made available for use within the production environment;
 - 5.3.10.B.7 Contribute to the definition and implementation of SAP and non-SAP secure configuration parameters; monitor the system to ensure that the parameters restrict users as defined in client specified requirements;
 - 5.3.10.B.8 Contribute to the development and implementation of overall enterprise-wide security policies, processes, standards and guidelines;
 - 5.3.10.B.9 Utilize SAP tools in order to effectively identify potential segregation of duties issues with security roles, working with business process teams (e.g., CRA Collections) to effectively address roles as required to ensure compliance;
 - 5.3.10.B.10 Contribute to the design and implementation of effective system and application security controls to mitigate identified risks, monitoring existing controls for effectiveness, and recommend changes in controls where required;
 - 5.3.10.B.11 Configure and utilize CBSA licensed tools in order to effectively identify SAP and non-SAP security vulnerabilities, associated risk levels, and recommend resolutions based on the findings and associated environment;
 - 5.3.10.B.12 Contribute to the execution and documentation of enterprise-wide risk assessments;
 - 5.3.10.B.13 Work with the ARL Business team to identify the impact of new or modified regulations on current environment, and recommend appropriate changes to ensure compliance;
 - 5.3.10.B.14 Support security monitoring activities through the execution and analysis of defined reports, and based on the results, following internal processes and work with appropriate teams to ensure that the appropriate actions are taken;
 - 5.3.10.B.15 Create and maintain SIEM (Security Information & Event Management) tool rules to ensure the appropriate notification of Security and support teams of security related incidents;
 - 5.3.10.B.16 Contribute to the development and maintenance of the enterprise-wide security awareness program;
 - 5.3.10.B.17 Coordinate and lead information gathering and issue resolution sessions with internal team members, as well as other IT legacy system teams and ARL clients (e.g., Comptrollership);
 - 5.3.10.B.18 Assist with the development and documentation of internal team processes;
 - 5.3.10.B.19 Evaluate and recommend software solutions that would be of value to the CBSA;

5.3.10.B.20 Perform other information security tasks as requested and assigned by the Project Authority.

QUESTION 51

Ref Amendment 2, Q&A 3. The argument is made that the number of days required by M2 and R1 is extremely high, but the question (and the amendment) then refers to M1, presumably by typographical error. "Given the extremely high volume of business this would require, would the crown please consider amending M2 and R1 to accept Billable Days provided 'within the past seven years'."

ANSWER 51

No, the proposed change is not acceptable.

QUESTION 52

In PART 3 - BID PREPARATION INSTRUCTIONS, 3.1 Bid Preparation Instructions, there is the following text:

(a) Copies of Bid: Canada requests that Bidders provide their bid, for each stream, in separately bound sections as follows:

(i) Section I: Technical Bid (4 hard copies and two soft copies on CD or DVD)

(ii) Section II: Financial Bid (1 hard copy and one soft copy on CD or DVD)

(iii) Section III: Certifications (1 hard copy and one soft copy on CD or DVD)

and

(d) Submission of Only One Bid from a Bidding Group:

(i) A single bid may contain proposals to be awarded a contract for one stream or many streams. However, a bid may not contain a proposal to be awarded more than one contract in any given stream.

3.1(a) implies separately bound Sections per stream which is effectively a different bid per stream however 3.1(d) implies there may be multiple streams per bid. Our question is to clarify how Bidders may consolidate the streams within the single bid:

- a. As 3.1 (a) includes 'for each stream', can the Crown confirm that for each stream the bidder must provide a separately bound Section I, Section II, and Section III (in other words, if bidding three streams, that there will be three sets of separately bound Sections for I, II and III)?
- b. If #1 is not correct, then can a single separately bound Section contain all streams (in other words, if bidding three streams, the three streams can appear in the same Section I, same Section II, and same Section III)? And if so, is it permissible for avoid content duplication where the same project reference is used in multiple streams (in other words, if bidding three streams, that the contract reference used for M1 need only appear once in Section I, and be clearly identified for each stream to which it applies)?

ANSWER 52

- a. If bidding three streams for example, the Bidder can submit one bid that contains those three streams. Furthermore, the Bidder must provide, for each Stream, the subject three sections (I; II and III) in separate bound sections.
- b. Bidders are to refer to the answer above.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED