

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

THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT (See original solicitation
document.)

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

Issuing Office - Bureau de distribution
Informatics Professional Services Division / Division
des services professionnels en informatique
11 Laurier St., / 11, rue Laurier
3C2, Place du Portage
Gatineau
Québec
K1A 0S5

Title - Sujet SPICT Serv. prof. en informatique	
Solicitation No. - N° de l'invitation W6369-11P5NN/A	Amendment No. - N° modif. 004
Client Reference No. - N° de référence du client W6369-11P5NN	Date 2012-04-04
GETS Reference No. - N° de référence de SEAG PW-\$\$ZM-380-23755	
File No. - N° de dossier 380zm.W6369-11P5NN	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-04-19	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Cook, Gail	Buyer Id - Id de l'acheteur 380zm
Telephone No. - N° de téléphone (819) 956-2591 ()	FAX No. - N° de FAX (819) 956-1207
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

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

AMENDMENT NO. 004

This amendment is raised to revise the RFP and answer Bidders' questions.

RFP REVISIONS:

1. At Part 7 - Resulting Contract Clauses, Article 7.1 Requirement, sub-article 7.1 (c), line 3:

Delete: ...or restructuring of any Client.

Insert: ...or restructuring of the Client.

2. At Part 7 - Resulting Contract Clauses, Article 7.17 Limitation of Liability - Information Management/Information Technology, sub-article 7.17 (b) (ii):

Delete: The Contractor is liable for all direct damages affecting real or tangible personal property owned, possessed, or occupied by Canada.

Insert: The Contractor is liable for all direct damages caused by the Contractor's performance or failure to perform the Contract affecting real or tangible personal property owned, possessed, or occupied by Canada.

3. At Part 7 - Resulting Contract Clauses, Article 7.17 Limitation of Liability - Information Management/Information Technology, sub-article 7.17 (b) (v):

Delete: The Contractor is also liable for any other direct damages to Canada caused by the Contractor in any way relating to the Contract, including:

Insert: The Contractor is also liable for any other direct damages to Canada caused by the Contractor's performance or failure to perform the Contract that relates to:

4. At Part 7 - Resulting Contract Clauses, Article 7.17 Limitation of Liability - Information Management/Information Technology, sub-article 7.17 (b) (v) (B):

Delete: Any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated either in whole or in part for default,...

Insert: Any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated by Canada either in whole or in part for default,...

5. At Part 7 - Resulting Contract Clauses, Article 7.22 Access to Canada's Property and Facilities, last sentence:

Delete: If Canada chooses, in its discretion, to make its property, facilities, equipment, documentation or personnel available to the Contractor to perform the Work, Canada may require an adjustment to the Basis of Payment and additional security requirements may apply.

Insert: If Canada chooses, in its discretion, to make its property, facilities, equipment, documentation or personnel available to the Contractor to perform the Work, Canada may require an adjustment to the security requirements.

6. At Annex A, Statement of Work, Section 11. Meetings, sub-section 11.3:

Delete: Seminars, conferences and meetings: These meetings/events are on an "as and when requested" basis for the Contractor to deliver DMS briefings at IM/IT events and liaise with DND senior management. Approximately five meetings/events take place each year. Three out of five meetings/events take place outside the NCR in Winnipeg (MB), Quebec City (QC) and Trenton (ON).

Insert: Seminars, conferences and meetings: These meetings/events are on an "as and when requested" basis for the Contractor to deliver DMS briefings at IM/IT events and liaise with DND senior management.

7. At Annex D, Bid Evaluation Criteria, 2.2 Rated Requirements, 2.2.1 Professional Services Capability (Page 112):

Delete: The Bidder must demonstrate its ability to be responsive to DIMCIA's requirements by providing up to three Reference Projects, currently ongoing or completed within the last 10 years from the date of bid closing, and for which the Bidder provided a professional services team to support a single client project for a minimum of 18 months duration. For any ongoing Reference Projects, the Bidder must have provided the said team for at least 18 months at the date of bid closing. Reference Project information must include:

Insert: The Bidder must demonstrate its ability to be responsive to DIMCIA's requirements by providing up to three Reference Projects, currently ongoing or completed within the last 10 years from the date of bid closing, and for which the Bidder provided a professional services team to support a single client project for a minimum of **15 months** duration. For any ongoing Reference Projects, the Bidder must have provided the said team for at least **15 months** at the date of bid closing. Reference Project information must include:

QUESTIONS AND ANSWERS:

Q32. RFP Revision Number 11 in Amendment Number 2 to Solicitation Number W6369-11P5NN/A released on March 16th raises several concerns for potential bidders and especially qualified SMEs who have spent a lot of resource time already over the past three weeks to ensure that both their companies and their resources qualify for this DND TBIPS Tier 2 TOP SECRET.

In particular, we have the following observations:

- 1) The only networks in the Federal Government that satisfy the new criteria identified in item 2 above are within DND or possibly DFAIT, PWGSC, HRSDC and CRA no longer meet these mandatory criteria.
- 2) The original RFP states that DND DIMCIA has moved to a "centralized software distribution and patch management" model for corporate release management. By now introducing the 5 cities versus the original 5 locations requirement, this updated requirement appears to totally contradict the model that DND DIMCIA has been implementing over the past 5-7 years.
- 3) We understand that the incumbent supplier (IBM) have in turn sub-contracted over 90% of the work to a local IT Professional Services firm based in the NCR. That particular local IT Professional Services firm was also invited to this RFP but cannot meet the mandatory corporate requirements because IBM owns the DND DIMCIA project reference. This implies that the work is being done in the NCR and remote release management support from within the NCR is being used for international locations.

In the interests of re-introducing fair and open competition to this procurement and ensuring that there are more than 2-3 companies now qualified to bid, we would request the following changes to the RFP corporate and individual resource requirements:

- 1) That the supported workstation requirement for corporate project compliance be reduced to 10,000 workstations from the current 15,000 workstations introduced in Amendment 2. With centralized software distribution and patch management, there is little difference in release management requirements for support of 10,000 or 50,000 workstations other than additional resources to handle incident reporting and problem resolution? Standardized and proven ITIL / ITSM practices are much more important for large network deployment requirements than the actual size of the network.
- 2) That the workstation 'international' requirement be completely removed from the corporate 'similar project' requirement since all release management activities are currently being performed in the NCR.
- 3) Given the fact that many quality candidates working within DND and other large GoC departments cannot even qualify for the original RFP 'similar project' requirements, we would request that the individual resource 'similar project' qualification levels be modified as follows:
 - a. A minimum of 2,000 workstations using a centralized software distribution and patch management model based on ITIL / ITSM standards for release management / support.
 - b. A minimum of 50 Microsoft Windows servers (Windows 2000, Windows 2003 or Windows 2008) supported and located in 5 different locations.
 - c. Microsoft Windows workstation operating systems (Windows XP, Windows Vista or Windows 7).

- A32. Observation 1: The criteria do not state that the reference contracts must have been with the Federal Government.

Observation 2: This change will simply demonstrate that the support was provided nationally. The servers, not the resources, must have been located in a minimum of five different cities. The distribution and patch management is still centralized in one location, in this case, the NCR.

Observation 3: Correct - the work is being done in the NCR remotely for both national and international locations.

Recommended Change 1: See Answer to Q27 of Solicitation Amendment No. 003.

Recommended Change 2: See Answer to Q27 of Solicitation Amendment No. 003.

Recommended Change 3: Resource criteria will remain unchanged as DND requires experience in release management to national and international locations.

- Q33. In response to Amendment No. 2 and more specifically RPF Revision No. 11, we have several questions.

This amendment raises the number of workstations supported nationally or internationally from 5,000 to 15,000 nationally and internationally, and the location of the servers being supported from 5 different locations to 5 different cities.

Given that the list of invited suppliers according to Part 1 – General Information, 1.2 Summary (e) states “Only TBIPS SA Holders currently holding a TBIPS SA for Tier 2 in the National Capital Region under the EN578-055605/D series of Supply Arrangements (SAs) are eligible to compete”, we feel that this revised requirement is too restrictive and highly favours a very limited number of large companies with offices in the NCR and will effectively eliminate the ability of the majority of the NCR based firms identified on the initial qualified supplier list, to respond to this RFP.

Unless a potential supplier has had “Similar Project” contracts, and access to resources who have worked in a similar IT infrastructure support capacity at either DND or DFAIT, the above changes and specifically the one for international workstation support would prevent them from submitting qualified proposals for this requirement.

Also given that the RFP states that DIMCIA provides and supports a standard “centralized software distribution and patch management” environment aligned with ITIL best practices, for the DND/CF enterprise infrastructure applications support, one could reasonably assume that this centralized support is currently being provided from DND sites within the NCR. Which then raises the question as to why the requirement is now to provide demonstrated experience supporting servers located in 5 different cities rather than locations.

For the above reasons, we would like to see Revision No. 11 remain as originally released.

We would also like to question the term “similar project” and suggest that a more appropriate term would be “similar contract” since the true nature of this requirement is for “as and when requested” professional services to assist with the support of the DND/CF enterprise infrastructure applications not one specific “project”. The same comment would apply to Revision No. 13 where

given the nature of the requirement, that the words "single client project" be replaced with "one or more client projects".

A33. No, the requirement will remain unchanged.

Q34. Re: Amendment 002 – item 11

TERM	DEFINITION
"Similar Project"	1. Minimum of 15,000 workstations supported nationally and internationally; 2. Minimum of 50 Microsoft Windows servers (Windows 2000, Windows 2003 or Windows 2008) supported and located in a minimum of 5 different locations; 3. Microsoft Windows workstation operating system (Windows 2000, Windows XP, Windows Vista or Windows 7); and 4. Centralized software distribution and patch management.

Where the resource evaluation grids reference a "similar project", the definition as modified in AMD001 to a "*Minimum of 15,000 workstations supported nationally and internationally*" becomes so restrictive that it provides long-standing incumbent resources a significant and unfair advantage over other equally qualified professionals who have obtained similar experience, even experience within other large-scale Government of Canada departments (e.g. PWGSC, CRA, etc.) where the supported desktops are not international. The combination of the incredibly high number of desktops and the need to be geographically diverse at an international level limits the number of professional resources that could score high enough to compete with the current team of contracted resources.

We respectfully request that this amendment be reversed, or at a minimum remove "and internationally" from the definition.

A34. As per A32, Recommended Change 3, the resource criteria will remain unchanged.

Q35. Re: Annex D, 2.0 Bidder Evaluation Criteria, 2.1 Mandatory Requirements, item M2

``The Bidder must demonstrate its experience in managing a contract for a "similar project", that involves the provision of IT consulting services as follows:

(a) meets all the criteria of a "similar project" as defined in 1.0 Evaluation Criteria; (b) involves or involved the provision of IT consulting services;

(c) has or had a contract value of \$5 million or more; AND

(d) is or was over a period of three years within the last ten years from the date of bid closing``

Could the crown please confirm that to meet item (a) above, the Bidder's reference must be for a contract where the Bidder has provided IT consulting services to a Client where the Client's technical infrastructure environment included all four (4) items identified within the definition of similar environment in Section 1.0 of Annex D (as amended in AMD002). Therefore would a Bidder's reference contract be accepted if it had a technical environment that satisfied all elements within the definition, and contained elements, but not all, of the SOW.

A35. As per A27 of Solicitation Amendment No. 003, Corporate Criterion M2 (a) has been deleted.

- Q36. (i) RFP Revision Number 11 in Amendment Number 2 to Solicitation Number W6369-11P5NN/A released on March 16th raises several concerns for potential bidders who have spent a lot of resource time already over the past three weeks to ensure that both their companies and their resources qualify for this DND TBIPS Tier 2 TOP SECRET requirement that will eventually award departmental supply arrangements for DND DIMCIA requirements to two successful bidders for 5-7 years.

In the RFP document W6369-1 1P5NN/A page 8 states.

2.5 Improvement of Requirement During Solicitation Period

Should Bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, Bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reasons for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular Bidder will be given consideration provided they are submitted to the Contracting Authority in accordance with the article entitled "Enquiries - Bid Solicitation". Canada will have the right to accept or reject any or all suggestions.

The recent changes to the RFP outlined below clearly restrict the level of competition and favour a particular Bidder.

As a result of one RFP question that implied there would be an unacceptable level of risk if the mandatory corporate project requirements were not changed, DND has raised the corporate project requirements (and as a result 10 of the 11 individual resource mandatory 'similar project' reference requirements will also be affected) as follows:

- a. The number of supported workstations for any 'similar project' has been increased from 5,000 to 15,000;
- b. The workstations now need be located both nationally and internationally;
- c. The 50+ Microsoft servers now need to be located in a minimum of 5 different cities rather than 5 different locations.

(ii) In following PWGSC procurement policy of fair and open competition, we request the following changes to the RFP corporate and individual resource requirements that would address the issues of implied risk for DND:

- a. The supported workstation requirement for corporate project compliance be reduced to 5,000 workstations from the current 15,000 workstations introduced in Amendment 2. With centralized software distribution and patch management, there is little difference in release management requirements for support of 5,000 or 50,000 workstations other than additional resources to handle incident reporting and problem resolution? Standardized and proven ITIL / ITSM practices are much more important for large network deployment requirements than the actual size of the network.
- b. Change the requirement to: Workstations need be located nationally or internationally. Through out the entire RFP document international is stated only two times. In the introduction (page 36) and in the project reference. Yet it is deemed to be a high risk if it is not included in the project and resource references.

W6369-1 1P5NN/A states.
Section 5.5 page 41

The Contractor must be available to work at DND locations within the NCR. The majority of services requested for this Contract will take place at the DSB Life Cycle Support Facility (LCSF) in Ottawa.

The support structure refers to local support and at the Enterprise Level it refers to a national-level (no international)

6.3 The support structure used by DND is customized to suit the needs of Environmental Commands and consists of the following:

6.3.1 Tier 1 – Local Base-Level Support: This involves the LSP, local IT administrators and the local Service Desk. The local Service Desk manages first-level client responses for incident and problem management;

6.3.2 Tier 2 – Regional or Environmental Command Support: This involves the Environmental Service Provider, who provides technical support for the local administrators, and may include a second level of Service Desk; and

6.3.3 Tier 3 – Enterprise-Level Support: This involves the Enterprise Service Provider coordinated through the NSD. The NSD forwards trouble tickets to the affected application owners or national-level Service Provider for resolution.

Under Section 11 Meetings (No requirement for even a conference call with International)

Seminars, conferences and meetings: These meetings/events are on an “as and when requested” basis for the Contractor to deliver DMS briefings at IM/IT events and liaise with DND senior management. Approximately five meetings/events take place each year. Three out of five meetings/events take place outside the NCR in Winnipeg (MB), Quebec City (QC) and Trenton (ON).

Section 14 TRAVEL (no international requirement)

The Contractor may be required to travel to client sites within and outside the NCR. The Contractor may also be requested to work at other DND locations across Canada at the discretion of Canada

- c. Change the requirement to 50+ Microsoft servers need to be located in a minimum of 5 different cities or 5 different locations.

(iii) The original RFP states that DND DIMCIA has moved to a “centralized software distribution and patch management” model for corporate release management. By now introducing the 5 cities versus the original 5 locations requirement, this updated requirement appears to totally contradict the model that DND DIMCIA has been implementing over the past 5-7 years.

(iv) The change in corporate requirements directly affects all the resources references to “Similar Projects”. Given the fact that the pool of proposed candidates are working within NCR in large GoC departments cannot even qualify for the ‘similar project’ requirements, we would request that the individual resource ‘similar project’ qualification levels be modified as follows:

-
- a. A minimum of 2,000 workstations using a centralized software distribution and patch management model based on ITIL / ITSM standards for release management / support.
 - b. A minimum of 50 Microsoft Windows servers (Windows 2000, Windows 2003 or Windows 2008) supported and located in 5 different locations.
 - c. Microsoft Windows workstation operating systems (Windows XP, Windows Vista or Windows 7).
- (v) By restricting the number of potential bidders through the introduction of additional mandatory corporate requirements to this is a potential 7-year contract, the cost increases will be significant if only large multinational firms with TOP SECRET clearance with international project experience meet this requirement.

We suggest that allowing the new changes in both the corporate project and resource requirements will effectively eliminate fully capable SME's from submitting a compliant proposal which will only lead to higher costs for the government. At such a critical time of Government budget cutbacks and cost constraints; is it in the best interest of PWGSC TBIPS procurement to expose the Canadian Federal Government (DND/CF) to an unacceptable level of risk in cost escalation based on a perceived risk of delivery capabilities.

- (vi) Given the significance of the changes introduced by Amendment No. 2 and the response to several questions raised prior to it's release, we are requesting an extension the closing date of the RPF by 3 weeks.

A36. (i) Comments noted.

- (ii) (a) Re Requested Changes (a):
See Answer to Q27 of Solicitation Amendment No. 003.

(b) Re Requested Changes (b):

1. Please see Annex A, Statement of Work, Section 5.2 page 40 of the RFP: "The Contractor must give priority over domestic requirements to services supporting deployed CF Operations...otherwise. The order of priority for services is as follows:

- 5.2.1 Deployed CF Operations;
- 5.2.2 Environmental Commands (Army, Navy and Air Force); and
- 5.2.3 National Defence Headquarters."

CF Operations are deployed internationally.

2. The statement "Approximately five meetings/events take place each year. Three out of five meetings/events take place outside the NCR in Winnipeg (MB), Quebec City (QC) and Trenton (ON)." has been deleted since the number of meetings and locations are currently unknown.
3. Section 14 TRAVEL (no international requirement) Correct – there is no requirement for resources to travel internationally.

(c) Re Requested Changes (c):

No, the 5 different cities will remain to demonstrate national support. Five different "locations" could mean 5 different rooms in the same building.

(iii) See Answer to Q32. Observation 2.

(iv) See Answer to Q32. Recommended Change 3.

(v) The Bidder's Corporate Criterion M2 (a) is deleted. The resource criteria will remain unchanged.

(vi) Due to time constraints, no further extensions will be approved.

Q37. Re: 2.0 BIDDER EVALUATION CRITERIA, 2.2 RATED REQUIREMENTS

2.2.1 Professional Services Capability

The Bidder must demonstrate its ability to be responsive to DIMCIA's requirements by providing up to three Reference Projects, currently ongoing or completed within the last 10 years from the date of bid closing, and for which the Bidder provided a professional services team to support a single client project for a minimum of 15 months duration. For any ongoing Reference Projects, the Bidder must have provided the said team for at least 15 months at the date of bid closing. Reference Project information must include:

- (a) Client organization name;
- (b) Client contact name and title;
- (c) Client contact telephone number;
- (d) Client contact e-mail address;
- (e) Project start and end dates (yyyy/mm); and
- (f) Total maximum number of professional services resources at any given time over a minimum period of 15 months.

Due to confidentiality agreements with our customers, we are unable to provide this level of detail in the RFP response. We can provide this information on request at time of our bid evaluation. Would this be acceptable to the Crown?

A37. No, Bidders must provide the required information with their bids. Canada is obliged to maintain the strict confidentiality of all bids, the status of the evaluation process or any individual bid, the deliberations of the evaluation team, as well as the number and identity of bidders. Bid information is divulged only to government officials authorized to participate in this procurement. None of this information will be divulged to, or discussed with, the trade or any individual supplier.

Q38. Part 7, Clause 7.8(b)(ii), Line 7 – Given the Basis of Payment contemplated for the resulting contract, the requirement to track and notify PWGSC of adequate funding is not applicable. PWGSC is requested to delete the words "The Contractor must notify...whichever comes first." so that the last sentence to the Clause ends with the last sentence reading "The Contractor must not...written approval of the Contracting Authority."

A38. The text will not be deleted since the wording is to be included in contracts when the work is to be performed through task authorizations.

Solicitation No. - N° de l'invitation

W6369-11P5NN/A

Amd. No. - N° de la modif.

004

Buyer ID - Id de l'acheteur

380zm

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

W6369-11P5NN

File No. - N° du dossier

380zmW6369-11P5NN

CCC No./N° CCC - FMS No/ N° VME

Q39. Can the project submitted to satisfy the Bidder's Corporate Mandatory Requirement M2, Pg. 112 of the RFP document, also be used as one of the three rated reference projects Pg. 113?

A39. Yes.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

NOTE: A BID ALREADY SUBMITTED MAY BE AMENDED PRIOR TO THE CLOSING DATE. AMENDING CORRESPONDENCE SHALL ADDRESS THE SOLICITATION NUMBER AND THE CLOSING DATE AND SHALL BE ADDRESSED TO:

**BID RECEIVING
PUBLIC WORKS AND GOVERNMENT SERVICES CANADA
PLACE DU PORTAGE, PHASE III
MAIN LOBBY, ROOM 0A1
11 LAURIER STREET
GATINEAU, QUEBEC K1A 0S5**