

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Bid Receiving - PWGSC / Réception des soumissions -
TPSGC
Place du Portage, Phase III
Core 0A1/Noyau 0A1
11 Laurier St./11, rue Laurier
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
Shared Systems Division (XL)/Division des systèmes
partagés (XL)
4C1, Place du Portage Phase III
11 Laurier St./11, rue Laurier
Gatineau
Québec
K1A 0S5

Title - Sujet Case Management Software Solution	
Solicitation No. - N° de l'invitation EN578-130092/B	Amendment No. - N° modif. 005
Client Reference No. - N° de référence du client 20130092	Date 2013-04-23
GETS Reference No. - N° de référence de SEAG PW-\$\$XL-123-25647	
File No. - N° de dossier 123xl.EN578-130092	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-05-15	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: Jalbert, Denise	Buyer Id - Id de l'acheteur 123xl
Telephone No. - N° de téléphone (819) 956-1083 ()	FAX No. - N° de FAX (819) 953-3703
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

The amendment is issued to:

- (1) modify Annex A - Pricing Tables - Table 4 (Modification 005);
- (2) modify Article 4.4, Paragraph (f) (Modification 006);
- (3) modify Appendix 1 - Management Bid Evaluation Criteria, Criterion #12 (Modification 007)
- (4) provide answers to questions raised by the Industry;

MODIFICATION 005				
TABLE 4 (Revised) CANADIAN \$				
PART A PROFESSIONAL SERVICES FIRM ALL INCLUSIVE PER DIEM RATE				
ITEM NO.	DESCRIPTION RESOURCE CATEGORIES	FIRM ALL INCLUSIVE PER DIEM RATE During Initial Contract Period	Level of effort as per proposed plans (# of days)	% INCREASE APPLICABLE TO EACH OPTION PERIOD
1	The Bidder must provide a list of all resource categories included in the proposed Installation and Training Plans	\$		%
2		\$		%
3	On-Site Support Specialist	\$	N/A	%
4		\$		%
5		\$		%
6		\$		%
		\$		%
		\$		%
		\$		%
		\$		%
		\$		%

**TABLE 4 (Revised)
CANADIAN \$**

**PART A
CEILING PRICE
PER INSTANCE**

	Instance	Training Plan	Installation Plan	
1	Development	\$	\$	
2	Testing	\$	\$	
3	Production	\$	\$	

**** Trainer at Canada Supplied Environment:** The Contractor must ensure that each of Canada's Users has been fully trained on all the functionality included in the Licensed Software associated with his/her field of duties and is in accordance with the approved Training Plan. The prices must be based on Canada providing facilities within the National Capital Region and the Contractor providing course materials, workbooks, instructor, and software. **** Trainer at Contractor Supplied Environment:** The Contractor must ensure that each of Canada's Users has been fully trained on all the functionality included in the Licensed Software associated with his/her duties and is in accordance with the approved Training Plan. The prices must be based on Contractor providing facilities within National Capital Region, course materials, workbooks, instructor, and software.

MODIFICATION # 006

Terms and Conditions - Part 4 - Evaluation Procedures and Basis of Selection - Article 4.4, Paragraph (f) and Article 4.6 - Ranking of Responsive Bids, paragraph (b) (i)

The maximum points for the Technical Bid is 3786 Points. The numbers 3642 and 2549 are hereby removed. Points will be prorated. The weight for each section is as per Table A: Rated Criteria Scoring Summary.

The weighting (% section weight) will be applied to take the score out of maximum points, and convert it to a score out of weighting provided.

MODIFICATION # 007

Appendix 1 - Management Bid Evaluation Criteria, Criterion 12 is hereby deleted in its entirety and is replaced by the following criteria : 12 (A), 12 (B) and 12 (C)

Criterion 12 (A) - Services availability and qualifications

In support of the software products which are comprised in the proposed CMSS, alternative professional service providers should have available resources with the appropriate skills required to perform system configuration, and provide integration to GC legacy applications within Canada's technical environment. Services include software installation and configuration, application configuration, workflow design and configuration, API integration, reporting and dashboard. The resources must be available to work in Canada's National Capital Region (NCR). The Bidder should include a list of the professional service providers (number of qualified resources by supplier, the number of years of experience with their locations), and describe the type of the specific skills sets available (e.g. specific to the proposed solution, standards-based, etc.)

Up to ten identified authorized professional service providers will be evaluated. Maximum 80 Points. Points will be allocated as follow:

-- 6 points for each identified authorized professional service provider with a minimum of 5 resources with 3 or more years of experience in the skills to provide the stated services. An additional 2 points will be given if the authorized provider is located in the NCR.

OR

-- 2 point for each identified authorized professional service provider with less than 5 resources with 3 or more years of experience with the skills to provide the stated services. An additional 2 points will be given if the authorized provider is located in the NCR.

OR

-- 0 points if identified authorized service provider does not have resources with 3 or more years of experience or is not an authorized provider.

"Authorized" means authorized by the software publisher to provide the services on the proposed software products.

Criterion 12 (B) - Alternative Support History

In support of the proposed products, the Bidder shall demonstrate that other implementations of the software products have used resources with the appropriate skills from the organization or from alternative professional service providers to perform configuration services, or integration to applications included into the proposed solution. (a) name of the organization, (b) source of the resources (i.e. organization or 3rd party); (c) description of the services provided or done.

Up to ten identified implementations in a production environment will be considered. Maximum 80 Points. Points will be allocated as follow:

8 points for each identified implementation of the proposed solution where the customer* or other authorized* service providers have provided resources with the appropriate skills sufficient to perform configuration services, or integration of applications.

"Customer" is the organisation where the software products that comprised the

	<p>proposed solution are implemented and are in a production environment.</p> <p>“Authorized” means authorized by the software publisher to provide the services on the proposed software products.</p>
<p>Criterion 12 (C) - Training Services Availability</p> <p>The Bidder shall provide a list of professional service providers authorized to deliver training on the proposed CMSS, including but not limited to:</p> <p>(a) software installation, (b) software configuration, (c) application configuration, (d) workflow design and configuration, (e) API integration, (f) reporting and dashboard.</p> <p>The list of authorized providers should be summarized by country and city where their headquarters are located, and where their regional offices have a presence. The list should include at least five service providers.</p>	<p>Up to five listed authorized professional service providers will be evaluated. Maximum 40 Points. Points will be allocated as follow:</p> <p>8 points for each identified authorized service provider able to provide training in the listed areas, item (a) through item (f).</p> <p>“Authorized” means authorized by the software publisher to provide the training on the proposed software products.</p>

QUESTIONS AND ANSWERS

Question 123

Reference: Part 3 - Bid Preparation Instructions, Article 3.3 - Section II: Management Bid, Paragraph (e) - Proposed Installation and Training Plans

Question: "The Bidder will provide an estimated price per instance for the installation and training work proposed in the Installation and Training Plan." Where does this pricing need to be included, since the only reference to pricing elsewhere is in the rate sheet in the Financials proposal?

Answer: The Bidder must use the revised Table 4 provided above (see Modification # 005).

In Table 4 - Part A, the Bidder must include the per diem rate of each resource category that has been identified by the Bidder to do the work outlined in the Bidder's proposed Installation and Training Plans into their financial bid including their associated level of effort.

In Table 4 - Part B, the Bidder must include the maximum estimated price per instance.

The prices must be part of the Bidder's financial bid.

Question 124

Reference: Appendix 1 - Management Bid Evaluation Criteria, Criterion 26

Question: Criterion 26 refers to "a list of the Bidder's proposed resources as well as the roles and responsibilities that the resources will carry out in the installation and training". Table 4 of Annex A of the RFP just asks for a Per Diem Rate for each resource category. Section 4.5 of the RFP, Line 9 asks for a total price. However, there is nowhere where a detailed staffing plan (by resource category, by month) is asked for, are we expected to provide a detailed staffing plan, with all the roles and responsibilities define, including level of effort for each role? If a role category is used more than once do we need to provide CVs for each resource in our staffing plan. Can we include these roles as part of the 5CVs per role you have specifically requested

Answer: As part of the Installation and Training Plans, Bidders must provide the level of effort of the resource categories and the high level responsibilities attached to the resource categories. In addition to the requested resource categories named in Part 3 - Bid Preparation Instructions, Article 3.3, Paragraph (c) - Description of Qualifications of Proposed Professional Services Resources, the Bidder must include additional resources categories, as they see fit, that will be required in order to deliver the Work described in Part 7 - Article 7.24 - Professional Services in accordance with the proposed Installation Plan. Canada is not requesting CVs for each resource but is expecting that the Bidder will provide resumes to demonstrate that the Bidder has a pool of qualified individuals. Bidders shall also be aware that Canada require the per diem rate for on-site specialists that may be requested during the course of the contract in accordance with Supplemental General Conditions - 4004 (section 06).

The financial information should be part of the Bidder's financial bid.

Question 125

Reference: Part 3 - Bid Preparation Instructions, Article 3.3 - Section II: Management Bid, Paragraph (e) Proposed Installation and Training Plans

Question: Do you want the vendor to include developer access and setup for virtual desktops?

Answer: If requested, it will be part of the task authorization process. The scope of the Work is defined in Part 7 - Resulting Contract Clauses, Article 7.24 - Professional Services. .

Question 126

Reference: Appendix 1 - Management Bid Evaluation Criteria

Question: For Appendix 1, Item 12 there would be no way for a Bidder to fully understand all authorized suppliers outside of its own extended subcontractor network because those outside of its subcontractors are likely direct competitors. Appendix 1, Item 12 requests depth of support for the proposed solution. Our understanding is that Canada is looking for the Bidder to demonstrate that its CMSS solution includes a Software Publisher's product that is supported by a well defined, broad eco-system of resources available to support the software. Please confirm that the appropriate response would include a table listing the Software Publisher's authorized suppliers name, location, number of employees with 3+ years experience, number of employees with under 3 years experience.

Answer: The number of employees with less than 3 years of experience is not required. Canada has revised criterion no. 12 (Appendix 1 - Management Bid Evaluation Criteria). Bidders must refer to Modification # 007 above.

Question 127**Reference:** Appendix 1 - Management Bid Evaluation Criteria

Question: For Appendix 1, Item 12 Services Availability and Qualifications please provide clarification as to how the 40 points is calculated – if multiple PS organizations ("alternative suppliers") are required, are the points awarded as follows: Each supplier who has 5 resources, each resource with over 3 years experience, located in the NCR will receive 6+2 points for a total of 8 points

Answer: Confirmed. Canada has revised criterion no. 12, bidders must refer to Modification # 007, above.

Question 128**Reference:** Appendix 1 - Management Bid Evaluation Criteria

Question: For Appendix 1, Item 12 Services Availability and Qualifications please provide clarification as to how the 40 points is calculated – if multiple PS organizations ("alternative suppliers") are required, are the points awarded as follows: Each supplier who has 5 resources, each with under 3 years experience, located in the NCR will receive 2+2 points for a total of 4 points.

Answer: No. The Bidder will receive 2 points if there are less than 5 resources with 3 or more years of experience. Canada has revised criterion no. 12, bidders must refer to Modification # 007 above.

Question 129

Reference: Appendix 1 - Management Bid Evaluation Criteria

Question: For Appendix 1, Item 12 Services Availability and Qualifications please provide clarification as to how the 40 points is calculated – if multiple PS organizations (“alternative suppliers”) are required, are the points awarded as follows: Each supplier with less than five resources, or resources with less than 3 years experience, located in the NCR will receive 0+2 points

Answer: No. In order to receive two points for listed resources located in the NCR, the resources must have 3 or more years of experience. Canada has revised criterion no. 12, bidders must refer to Modification # 007, above.

Question 130

Reference: Appendix 1 - Management Bid Evaluation Criteria

Question: Appendix 1, Criterion 12 (C), Training Services Availability - please confirm that a table listing up to five (5) of the Bidder's training suppliers' name, headquarters country and city and regional office locations will be accepted as compliant and eligible for full points based on content.

Answer: Confirmed. 40 points will be allocated if the Bidder identified five service providers (name, headquarters country and city and regional office locations) that are authorized by the software publisher(s) that are currently providing training on the proposed software products that comprised the Case Management Software Solution on the subject matter listed in Criterion 12 (C). Canada has revised criterion no. 12, bidders must refer to Modification # 007, above.

Question 131

Reference: Part 3 - Bid Preparation Instructions

Question: Part 3 describes how each Section is to be prepared, and what information is to be included in each. However, we did not see instruction for where in the response we should include the following information: Part 7: Resulting Contract Clauses. Can the GoC please specify which Section should house this information?

Answer: Bidders who submit a bid agree to be bound by the instructions, clauses and

conditions of the bid solicitation and accept the clauses and conditions of the resulting contract. The Bidder's bid submission form must be included with the technical bid.

Question 132

Reference: Part 3 - Bid Preparation Instructions

Question: Part 3 describes how each Section is to be prepared, and what information is to be included in each. However, we did not see instruction for where in the response we should include the following information: Annex E - Information on IT Security Assessment & Authorization. Can the GoC please specify which Section should house this information? Can you please confirm that vendors are not required to respond to this information?

Answer: The Bidder must be aware that Annex E has been provided for Information purpose in order to draft their proposed Installation Plan and prepare their technical response but Bidders are not required to respond to this Annex E.

As part of the Bidder's technical bid response, Bidder must address each requirement stated in Annex C - Statement of Requirements.

Question 133

Reference: Part 6 - Security, Financial and Other Requirements

Question: Article 6.2 - Financial Capability, requests detailed financial information. Is all of this information only available upon request, or should vendors include it with their bid? If the information is to be included, is this applicable to public companies as well? Much of the information requested can be found in Annual Reports. Article 6.2 (iv) requests a certification from the Chief Financial Officer to verify financial information, and 6.2 (v) requests "A confirmation letter from all of the financial institution(s) that have provided short-term financing to the Bidder." Are these requests applicable to public companies as well?

Answer: This information must be delivered to the Contracting Authority prior to contract award if requested by the Contracting Authority.

Question 134

Reference: Part 2 - Bidder Instructions, Article 2.1 - Standard Instructions, Clauses and Conditions, Item (c); and, Form 3 - Reference Project (Services) Evaluation Criteria

Question: Item 2.1 incorporates SACC 2003 Standard Instructions - Goods or Services - Competitive Requirements into the bid solicitation, including Section 04 - Definition of Bidder

that defines Bidder as "the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors." The Definition of Bidder if applied to Reference Projects for Services potentially restricts Bidders with products deployed to international clientele from referencing highly relevant experience. Given that world class case management solutions are being introduced to the Canadian marketplace, it is in the best interest of the Government of Canada to be able to contact references that are not necessarily located in Canada. This also allows Bidders to include references in other countries that are comparable to the Government of Canada. Please confirm that inclusion of this clause does not restrict the Bidder from quoting corporate projects conducted outside Canada and therefore necessarily by the Bidder's parent company or affiliate due to the Bidder's corporate structure.

Answer: Canada has reviewed the request and the requirement remains the same. The Bidder must have the minimum requested expertise in order to be responsive.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME