

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 PROFESSIONAL SERVICES	
Solicitation No. - N° de l'invitation EN869-120601/A	Amendment No. - N° modif. 004
Client Reference No. - N° de référence du client 20120601	Date 2012-08-22
GETS Reference No. - N° de référence de SEAG PW-\$\$EL-615-24680	
File No. - N° de dossier 615el.EN869-120601	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-09-07	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: 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:	

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

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

A. QUESTIONS AND CORRESPONDENT ANSWERS:

QUESTION 1 As it pertains to Amendment 2, Page 20, (e) (i) "an invoice... where those services were provided in the National Capital Region for at least three months within the last twelve months prior to the bid solicitation..." we ask that this requirement be removed, or amended to "an invoice... where those services were provided within the last 5 years prior to the bid solicitation issuance date..." in order to be consistent with the rest of the RFP which permits bidders to substantiate with corporate references for projects provided within the last 5 years from anywhere across Canada - not specifically the NCR - of which pricing across regions can and is transferrable, valid and accurate for these purposes.

ANSWER 1

Canada has reviewed the question and the RFP will remain unchanged.

QUESTION 2

With regards to Amendment 003 and the removal of Code of Conduct Certifications – Consent to a Criminal Record Verifications given that the Federal Contractors Program – Certification and Former Public Servant Certification are both (a) “Certifications Precedent to Contract Award” and (b) to be used in the “Bid Submission Form” which forms part of Section I: Technical Bid (as per Part 3: Bid Preparation Instructions (Page 13 of 67), please clarify what Certifications are to be included in Section III: Certifications (1 hard copy)?

ANSWER 2

Canada has reviewed the question and the RFP was amended accordingly. See RFP modification #1 below.

QUESTION 3

Attachment 3.2, Evaluation Criterion M1 item 2) and Point Rated R1

M1 The Bidder must demonstrated that it has been awarded up to 5 Contracts for the provisioning of informatics services supplying ALL Categories of Personnel listed in the table below for the required minimum billable days per Category of Personnel.

To meet this mandatory criteria:

1)The services must have been for a client/server based systems;

- 2)The services must have been provided over a 24-month period within the 5 years preceding the closing date of this bid solicitation; and
- 3)The work delivered by the Category of Personnel must include at least 50% of the associated tasks listed in the Statement of Work at Annex A of this bid solicitation for that Category of Personnel.

R1 The Bidder should demonstrate its billable days experience in excess to the minimum billable days under M1. The Bidder's demonstrated "Total Billable Days" provided in response to M1 will be used to evaluate this criterion.

Questions:

- 3.1. Could the Crown please confirm that the services must have been provided over the same 24-month period (within the last 5 years) for all contracts being used to substantiate these criterion.
- 3.2. If this assumption is correct, can the Crown please clarify: a) must each of the contracts (up to 5) have a start date which precedes the beginning of the selected 24-month window; OR b) can the start and end dates of these contracts stagger the 24-month window as presented in the table below.

To demonstrate: The following table presents a hypothetical example of the total billable days of informatics services provided by the Bidder over the 24-month period of September 2010 to August 2012 for 5 separate client-server based contracts. The actual start and end dates of these multi-year contracts are shown in parenthesis and stagger the selected 24-month window.

CATEGORY OF PERSONNEL	Number of Billable Days of Services Provided by Bidder Over the 24-month Period of: September 2010 to August 2012					TOTAL Billable Days Provided by Bidder	Minimum Billable Days	Bidder Excess
	Contract #1 (Start: Feb 2007; End: Jan 2012)	Contract #2 (Start: Mar 2009 ; End: Nov 2012)	Contract #3 (Start: Sep 2005; End: Mar 2013)	Contract #4 (Start: Jan 2011; End: Aug 2012)	Contract #5 (Start: Dec 2010; End: Dec 2012)			
Application/Software Architect	220	220	220	220	220	1100	660	440
Programmer Analyst	440	440	440	440	440	2200	1,760	440
System Analyst	440	440	440	440	440	2200	2,200	0
Tester	220	220	220	220	220	1100	880	220
... etc.

ANSWER 3

- 3.1 Any 24 month period (within the last 5 years) is acceptable.

3.2 The assumption is incorrect. Bidders are to refer to answer 3.1.

QUESTION 4

We feel that R3 greatly favors the incumbents. We have numerous projects that delivered services for systems using Cognos' BI Tools Suite and Informatica's ETL, but not in the same project or contract. Would the Crown accept projects for R3 that had these tools in different projects, so long as all the Bidder demonstrates providing services that included both tools.

ANSWER 4

Canada has reviewed the question and the RFP was amended accordingly. See RFP modification #2 below.

QUESTION 5

The removal of the requirement to demonstrate experience on a PWGSC system within point rated criterion R2, R3 and R4, now allows bidders to use experience providing Sybase, Cognos and Client/Server professional services within any environment, including private sector systems, and across various regions across the country, even internationally.

The conditions of architecting, developing and implementing solutions using these technologies within the Government of Canada are unique, for example: ensure compliance to specific TBS and PWGSC standards and guidelines; and incorporating strict GoC specific security and privacy requirements.

In addition, the National Capital Region (NCR) has a limited talent pool of resources meeting the criteria detailed within the SOW. Therefore, Bidders with no previous experience providing the professional services indicated within the NCR will be at a definite disadvantage and could inject risk into PWGSC's projects.

Would the Crown please consider modifying these amended criterion to add a requirement for the referenced systems to be either: Government of Canada, and/or within the National Capital Region.

ANSWER 5

Canada has reviewed the question and the RFP will remain unchanged.

QUESTION 6

During the Statement of Work mapping which is mandatory as in M1, item 3), there appears to be a discrepancy between what has been published in the proposal and what is actually needed to fill the requirements of the contract. Please refer to Page 19 of Amendment 3, category 3.6 Database Analyst/IM Administrator. The bullets for the Resource Responsibilities are almost identical to 3.8 Database Modeller/IM Modeller. The bullets do not reflect the TBIPS IM/IT Services Class description for I.3 Database Analyst/IM Administrator, which we have provided below. All other categories in the proposal reflect the TBIPS Services Class which align to their identifiers (in this case, I.3 Database Analyst/IM Administrator - where the identifier is I.3).

We do not believe it was the client's intention for vendors to substantiate Database Analyst/IM Administrators whose tasks are almost identical to Database Modellers. In relation to the fulfillment of the work for this contract, left as it is, PWGSC will receive Database Analyst/IM Administrators who are modellers, and not possess the skills/experience required to perform the work that is required of a Database Analyst/IM Administrator.

6.1 We request that the SOW for the 3.6 Database Analyst/IM Administrator be amended to reflect the accurate category description identified below, which has been pulled directly from the TBIPS Services Class.

6.2 We also request a two-week extension to the due date as this will require a significant re-write to M1 3) substantiation for all vendors bidding on this requirement.

I.3 Database Analyst / IM Administrator

Define new database structures.

Define data conversion strategy.

Define database conversion specifications.

Customize database conversion routines.

Finalize Conversion Strategy.

Generate new database with the client.

Work very closely with the users in order to maintain and safeguard the database.

Identify requirements for improvements to existing databases by determining users' information requirements and system performance and functional requirements.

Maintain data dictionaries.

Develop and implement procedures that will ensure the accuracy, completeness, and timeliness of data stored in the database.

Mediates and resolves conflicts among users' needs for data.

Develop and implement security procedures for the database, including access and user account management.

Advise programmers, analysts, and users about the efficient use of data.

Maintain configuration control of the database.

Perform and/or coordinate updates to the database design.

Control and coordinate changes to the database, including the deletion of records, changes to the existing records, additions to the database.

Develop and coordinate back-up, disaster recovery and virus protection procedures.

ANSWER 6

6.1 Canada has reviewed the question and the RFP was amended accordingly. See RFP modification #3 below.

6.2 Canada has reviewed the question and the RFP was amended accordingly. See RFP modification #4 below.

B. RFP AMENDMENTS:

1. At para. 3.1 - Bid Preparation Instructions the RFP

DELETE: para. 3.1 (a) (iii) Section III: Certifications (1 hard copy); and

DELETE: para 3.4 Section III: Certifications

2. At Attachment 3.2 of the RFP Amendement 003

DELETE: Attachment 3.2; and

INSERT: Attachment 3.2, as follows:

ATTACHMENT 3.2

BIDDER'S RESPONSE TEMPLATES FOR THE TECHNICAL EVALUATION

ID	Corporate Mandatory Criteria	Cross Reference
M1	<p>The Bidder must demonstrated that it has been awarded up to 5 Contracts for the provisioning of informatics services supplying ALL Categories of Personnel listed in the table below for the required minimum billable days per Category of Personnel.</p> <p>To meet this mandatory criteria:</p> <p>1)The services must have been for a client/server based systems;</p> <p>2)The services must have been provided over a 24-month period within the 5 years preceding the closing date of this bid solicitation; and</p> <p>3)The work delivered by the Category of Personnel must include at least 50% of the associated tasks listed in the Statement of Work at Annex A of this bid solicitation for that Category of Personnel.</p>	

The Bidder must provide the completed Appendices A and B of Attachment 3.2

Category of Personnel	Minimum Billable Days
Application/Software Architect	660
Programmer Analyst	1,760
System Analyst	2,200
Tester	880
Database Administrator	660
Database Analyst / IM Administrator	440
Database Modeller / IM Modeller	220
System Administrator	220
Technical Architect	220
Technology Architect	220
Business Analyst	220
Business Process Reengineering (BPR) Consultant	440
Technical Writer	220
Project Administrator	220
Project Leader	220
Project Manager	220
Quality Assurance Specialist/Analyst	440

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Client Ref. No. - N° de réf. du client 20120601	File No. - N° du dossier 615e1EN869-120601	CCC No./N° CCC - FMS No/ N° VME

Criteria	Corporate Rated Criteria					Maximum Points (Minimum)	Evaluation Guidelines	Cross Ref.	
R1	The Bidder should demonstrate its billable days experience in excess to the minimum billable days under M1.					100	The Bidder's demonstrated "Total Billable Days" provided in response to M1 will be used to evaluate this criterion. The Bidder will be awarded points for billable days in excess of the minimums identified under M1 as demonstrated in the example evaluation scenario on the left side. In this example the Bidder would score 40 points out of a possible 100.		
	EXAMPLE EVALUATION SCENARIO								
	CATEGORY OF PERSONNEL	BILLABLE DAYS							BIDDER % INCREASE TO A MAXIMUM OF 100
		(A)	(B)	(C)	(D)				
		BILLABLE DAYS PROVIDED BY BIDDER	MINIMUM IDENTIFIED UNDER M1	BIDDER EXCESS					
				(C)=(A)-(B)	(D)=(C)/(B)*100				
		APPLICATION/SOFTWARE ARCHITECT	1,000	660	340				52
		PROGRAMMER ANALYST	2,000	1,760	240				14
		SYSTEM ANALYST	2,200	2,200	0				0
		TESTER	1,880	880	1,000				100
		DATABASE ADMINISTRATOR	800	660	140				21
		DATABASE ANALYST / IM ADMINISTRATOR	800	440	360				82
		DATABASE MODELLER / IM MODELLER	300	220	80				36
		SYSTEM ADMINISTRATOR	300	220	80				36
		TECHNICAL ARCHITECT	300	220	80				36
		TECHNOLOGY ARCHITECT	300	220	80				36
		BUSINESS ANALYST	300	220	80				36
		BUSINESS PROCESS REENGINEERING (BPR) CONSULTANT	440	440	0				0
		TECHNICAL WRITER	300	220	80				36
		PROJECT ADMINISTRATOR	300	220	80				36
		PROJECT LEADER	300	220	80				36
		PROJECT MANAGER	220	220	0				0
		QUALITY ASSURANCE SPECIALIST/ANALYST	440	440	0				0
	BIDDER SCORE = SUM OF (D) FOR ALL 17 CATEGORIES / 17								40
R2	The Bidder should demonstrate its total billable experience (in dollars) in delivering informatics services for a system using a client/server architecture, based on Sybase' PowerBuilder (using either an Oracle or Sybase database), by using Appendix B of Attachment 3.2.					10	The Bidder will be awarded points as follows for the sum of Total Billable Value demonstrated: < \$600K - 1 point		

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Client Ref. No. - N° de réf. du client 20120601			File No. - N° du dossier 615eIEN869-120601		CCC No./N° CCC - FMS No/ N° VME	
						\$600K to < \$1.2M - 2 points \$1.2M to < \$1.8M - 4 points \$1.8M to < \$2.4M - 6 points \$2.4M to < \$3M - 8 points \$3M to < \$3.6M - 10 points
R3	<p>The Bidder should demonstrate its total billable experience (in dollars) in delivering informatics services for a system using Cognos' Business Intelligence (BI) Tools Suite and Informatica' Extract-Transform-Load (ETL) tools for the Business Intelligence requirements, by using Appendix B of Attachment 3.2.</p> <p>The experience for "Cognos' Business Intelligence (BI) Tools Suite for the Business Intelligence requirements" and "Informatica' Extract-Transform-Load (ETL) tools for the Business Intelligence requirements" do not need to be within the same contract (or contracts), however for the points calculation, the lower of the 2 contract (or contracts) values will be used in doing the calculation.</p> <p>Example: BI Contract 1 for \$2M BI Contract 2 for \$1M Total BI = \$3M</p> <p>ETL Contract 1 for \$1M ETL Contract 2 for \$.5M Total ETL = \$1.5M</p> <p>The total used for the points calculation will be the lower \$1.5M = 4 points</p>	10		The Bidder will be awarded points as follows for the sum of Total Billable Value demonstrated: < \$600K - 1 point \$600K to < \$1.2M - 2 points \$1.2M to < \$1.8M - 4 points \$1.8M to < \$2.4M - 6 points \$2.4M to < \$3M - 8 points \$3M to < \$3.6M - 10 points		
R4	<p>The Bidder should demonstrate its total billable experience (in dollars) in delivering informatics services for a system using any other client/server Architecture in excess to R.2 and R.3, by using Appendix B of Attachment 3.2.</p>	5		The Bidder will be awarded points as follows for the sum of Total Billable Value demonstrated: < \$600K - 1 point \$600K to < \$900K - 2 points		

Solicitation No. - N° de l'invitation EN869-120601/A		Amd. No. - N° de la modif. 004	Buyer ID - Id de l'acheteur 615el	
Client Ref. No. - N° de réf. du client 20120601		File No. - N° du dossier 615elEN869-120601	CCC No./N° CCC - FMS No/ N° VME	
				\$900K to < \$1.2M - 3 points \$1.2M to < \$1.5M - 4 points \$1.5M to < \$1.8M - 5 points
			TOTAL (Minimum Pass Mark)	125 (75)
Bids that do not meet the required minimum points will not be evaluated further.				

Solicitation No. - N° de l'invitation EN869-120601/A	Amd. No. - N° de la modif. 004	Buyer ID - Id de l'acheteur 615e1
Client Ref. No. - N° de réf. du client 20120601	File No. - N° du dossier 615e1EN869-120601	CCC No./N° CCC - FMS No/ N° VME

APPENDIX A TO ATTACHMENT 3.2
BILLABLE DAYS RESPONSE TEMPLATE FOR M1 AND R1

The Bidder certifies that billable days provided in this appendix occurred for the following contracts for ALL of the Categories of Personnel listed. The Bidder also certifies that the work delivered by the Categories of Personnel provided in this appendix includes at least 50% of the associated tasks listed in the Statement of Work at Annex A of this bid solicitation for that Categories of Personnel.

CATEGORY OF PERSONNEL	NUMBER OF BILLABLE DAYS					Total
	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 #	
Application/Software Architect						
Programmer Analyst						
System Analyst						
Tester						
Database Administrator						
Database Analyst / IM Administrator						
Database Modeller / IM Modeller						
System Administrator						
Technical Architect						
Technology Architect						
Business Analyst						
Business Process Reengineering (BPR) Consultant						
Technical Writer						
Project Administrator						
Project Leader						
Project Manager						
Quality Assurance Specialist/Analyst						

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APPENDIX B TO ATTACHMENT 3.2
CONTRACT REFERENCE RESPONSE TEMPLATE

CORPORATE CONTRACT REFERENCE #:		Bidder Assigned #
Bidder Name:		
CUSTOMER CONTACT INFORMATION		
Name of Organization:	Contact Name:	
E-mail address:	Telephone number:	
PROJECT DETAIL		
Project Title and description:		
Project Start Date (mm/yy):	Project End Date (mm/yy):	
Total Billable Value:		
CORPORATE INVOLVEMENT		
Description of requirement and system (where applicable)		
System Type(s) associated to this contract		

Solicitation No. - N° de l'invitation EN869-120601/A	Amd. No. - N° de la modif. 004	Buyer ID - Id de l'acheteur 615e1
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<input type="checkbox"/> Sybase' PowerBuilder (using either an Oracle or Sybase database)	<input type="checkbox"/> Cognos' BI Tools Suite and Informatica' ETL tools .
<input type="checkbox"/> Client/server platform	<input type="checkbox"/>

3. At para. 3.6 of the SOW of the RFP Amendment 003

DELETE: para. 3.6; and
INSERT: para. 3.6, as follows:

3.6 Database Analyst / IM Administrator

The Database Analyst / IM Administrator may be required to perform any combination of the following, without limitation:

- 3.6.1 Define new database structures.
- 3.6.2 Define data conversion strategy.
- 3.6.3 Define database conversion specifications.
- 3.6.4 Customize database conversion routines.
- 3.6.5 Finalize Conversion Strategy.
- 3.6.6 Generate new database with the client.
- 3.6.7 Work very closely with the users in order to maintain and safeguard the database.
- 3.6.8 Identify requirements for improvements to existing databases by determining users' information requirements and system performance and functional requirements.
- 3.6.9 Maintain data dictionaries.
- 3.6.10 Develop and implement procedures that will ensure the accuracy, completeness, and timeliness of data stored in the database.

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- 3.6.11 Mediates and resolves conflicts among users' needs for data.
- 3.6.12 Develop and implement security procedures for the database, including access and user account management.
- 3.6.13 Advise programmers, analysts, and users about the efficient use of data.
- 3.6.14 Maintain configuration control of the database.
- 3.6.15 Perform and/or coordinate updates to the database design.
- 3.6.16 Control and coordinate changes to the database, including the deletion of records, changes to the existing records, additions to the database.
- 3.6.17 Develop and coordinate back-up, disaster recovery and virus protection procedures.

4. Solicitation closing date in the cover page of the RFP Amendment 003

DELETE: Solicitation closing date; and
INSERT: Solicitation closing date, as follows:

Solicitation Closes - L'invitation prend fin
at - à 02:00 PM
on - le 2011-09-07

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED