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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
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Issuing Office - Bureau de distribution
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11 Laurier St., / 11, rue Laurier
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Title - Sujet CIC IM/IT/PM TBIPS OMNIBUS	
Solicitation No. - N° de l'invitation B8289-100575/B	Amendment No. - N° modif. 004
Client Reference No. - N° de référence du client B8289-100575	Date 2012-03-08
GETS Reference No. - N° de référence de SEAG PW-\$\$ZM-380-23739	
File No. - N° de dossier 380zm.B8289-100575	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-04-02	
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: CITIZENSHIP AND IMMIGRATION CANADA	

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 Page 1 of the RFP, Solicitation Closes:

Delete: 2012-03-26

Insert: 2012-04-02

2. **At Appendix 1 to Annex A-G1, Stream G1 - Architecture and Integration, Resource Evaluation Criteria, P.2 Enterprise Architect, Level 3 (Core):**

Delete: R4 Experience in developing and implementing an architectural evolution plan.

Insert: R4 Experience in leading the development and implementation of an architectural evolution plan.

3. **At Appendix 1 to Annex A-G2, Stream G2 - Application Development, Resource Evaluation Criteria, B.1 Business Analyst, Level 2 (Core):**

Delete: R4 Experience in providing related briefings and status reports to management.

Insert: R4 Experience in providing briefings and status reports to management.

4. **At Appendix 1 to Annex A-G2, Stream G2 - Application Development, Resource Evaluation Criteria, B.8 Call Centre Consultant, Level 2:**

Delete: R4 Experience in providing related briefings and status reports to management.

Insert: R4 Experience in providing briefings and status reports to management.

5. **At Appendix 1 to Annex A-G2, Stream G2 - Application Development, Resource Evaluation Criteria, B.8 Call Centre Consultant, Level 3:**

Delete: R4 Experience in providing related briefings and status reports to management.

Insert: R4 Experience in providing briefings and status reports to management.

6. **At Appendix 1 to Annex A-G4, Stream G4 - Project Management, Resource Evaluation Criteria, P.5 Project Executive, Level 3:**

Delete: R4 Experience in providing related briefings and status reports to management.

Insert: R4 Experience in providing briefings and status reports to management.

7. At Appendix 1 to Annex A-G4, Stream G4 - Project Management, Resource Evaluation Criteria, P.9 Project Manager, Level 2 (Core):

Delete: R4 Experience in providing related briefings and status reports to management.

Insert: R4 Experience in providing briefings and status reports to management.

8. At Appendix 1 to Annex A-G4, Stream G4 - Project Management, Resource Evaluation Criteria, P.9 Project Manager, Level 3 (Core):

Delete: R4 Experience in providing progress of projects on an ongoing Basic and at scheduled points in the life cycle.

Insert: R4 Experience in providing progress of projects on an ongoing basis and at scheduled points in the life cycle.

9. At Annex D-G1, Stream G1 - Architecture and Integration, Bid Evaluation Criteria, 1. The Bidder, M2:

Delete: In addition to the contracts identified in M1, the Bidder must have had two additional architecture and integration support contracts in the past five years (as of bid closing date) for the provision of support services within the National Capital Region (NCR).

Insert: In addition to the contracts identified in M1, the Bidder must have had two additional architecture and integration support contracts with the government and/or private sector in the past five years (as of bid closing date) for the provision of support services within the National Capital Region (NCR).

10. At Annex D-G1, Stream G1 - Architecture and Integration, Bid Evaluation Criteria, 2. Resources, 2.3 A.3 ERP Programmer Analyst, Level 2 (Core):

(a) Delete: R2 Experience leading the translation of ERP business requirements into systems design and specifications.

Insert: R2 Experience in translating ERP business requirements into systems design and specifications.

(b) Delete: R3 Experience leading ERP system testing and implementation.

Insert: R3 Experience in ERP system testing and implementation.

(c) Delete: R4 Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script), middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III) and BMC Remedy.

Insert: R4 Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script), middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).

11. At Annex D-G1, Stream G1 - Architecture and Integration, Bid Evaluation Criteria, 2. Resources, 2.4 A.3 ERP Programmer Analyst, Level 3 (Core):

(a) Delete: R2 Experience in translating ERP business requirements into systems design and specifications.

Insert: R2 Experience leading the translation of ERP business requirements into systems design and specifications.

(b) Delete: R3 Experience in ERP system testing and implementation.

Insert: R3 Experience leading ERP system testing and implementation.

(c) Delete: R4 Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script), middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).

Insert: R4 Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script), middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III) and BMC Remedy.

12. At Annex D-G1, Stream G1 - Architecture and Integration, Bid Evaluation Criteria, 2. Resources, 2.7 P.2 Enterprise Architect, Level 3 (Core):

Delete: R4 Experience in developing and implementing an architectural evolution plan.

Insert: R4 Experience in leading the development and implementation of an architectural evolution plan.

13. At Annex D-G2, Stream G2 - Application Development, Bid Evaluation Criteria, 1. The Bidder, M2:

Delete: In addition to the contracts identified in M1, the Bidder must have had two additional application development support contracts in the past five years (as of bid closing date) for the provision of support services within the National Capital Region (NCR).

Insert: In addition to the contracts identified in M1, the Bidder must have had two additional application development support contracts with the government and/or private sector in the past five years (as of bid closing date) for the provision of support services within the National Capital Region (NCR).

14. At Annex D-G2, Stream G2 - Application Development, Bid Evaluation Criteria, 2. Resources, 2.5 I.4 Database Modeller/IM Modeller, Level 2 (Core):

(a) Delete: R2 Experience in analyzing functional business requirements to identify information exchanges, operational procedures and decision flows.

Insert: R2 Experience in analyzing and evaluating alternative data architecture solutions to meet business problems/requirements to be incorporated into the corporate data architecture.

- (b) Delete: R3 Experience in the identification of requirements for business processes re-design, determining requirements for modifications to automated processes and documenting interfaces of manual to automated processes.

Insert: R3 Experience in design, development and maintenance of Logical Data Models.

- (c) Delete: R4 Experience in providing briefings and status reports to management.

Insert: R4 Experience with database technologies (e.g., Oracle, MS SQL Server, MS Access, Sybase, IRIS, DMS II).

15. At Annex D-G2, Stream G2 - Application Development, Bid Evaluation Criteria, 2. Resources, 2.6 B.1 Business Analyst, Level 2 (Core):

- (a) Delete: R2 Experience in leading the analysis of functional business requirements to identify information exchanges, operational procedures, and decision flows.

Insert: R2 Experience in analyzing functional business requirements to identify information exchanges, operational procedures, and decision flows.

- (b) Delete: R3 Experience in leading the identification of requirements for business processes re-design, determining requirements for modifications to automated processes and documenting interfaces of manual to automated processes.

Insert: R3 Experience in the identification of requirements for business processes re-design, determining requirements for modifications to automated processes and documenting interfaces of manual to automated processes.

- (c) Delete: R4 Experience in developing acceptance test criteria with client.

Insert: R4 Experience in providing briefings and status reports to management.

16. At Annex D-G2, Stream G2 - Application Development, Bid Evaluation Criteria, 2. Resources, 2.7 B.1 Business Analyst, Level 3 (Core):

- (a) Delete: R2 Experience in analyzing and evaluating alternative data architecture solutions to meet business problems/requirements to be incorporated into the corporate data architecture.

Insert: R2 Experience in leading the analysis of functional business requirements to identify information exchanges, operational procedures, and decision flows.

- (b) Delete: R3 Experience in design, development and maintenance of Logical Data Models.

Insert: R3 Experience in leading the identification of requirements for business processes re-design, determining requirements for modifications to automated processes and documenting interfaces of manual to automated processes.

- (c) Delete: R4 Experience with database technologies (e.g., Oracle, MS SQL Server, MS Access, Sybase, IRIS, DMS II).

Insert: Experience in developing acceptance test criteria with client.

17. At Annex D-G4, Stream G4 - Project Management, Bid Evaluation Criteria, 1. The Bidder, M2 (Page 223):

Delete: In addition to the contracts identified in M1, the Bidder must have had two additional project management support contracts in the past five years (as of bid closing date) for the provision of support services within the National Capital Region (NCR).

Insert: In addition to the contracts identified in M1, the Bidder must have had two additional project management support contracts with the government and/or private sector in the past five years (as of bid closing date) for the provision of support services within the National Capital Region (NCR).

18. At Annex D-G4, Stream G4 - Project Management, Bid Evaluation Criteria, 2. Resources, 2.2 P.9 Project Manager, Level 2 (Core) (Page 227):

Delete: R 2 Experience as the Project Manager in successful completion of a project.

Insert: R 2 Experience in successful completion of a project.

19. At Annex D-G4, Stream G4 - Project Management, Bid Evaluation Criteria, 2. Resources, 2.3 P.9 Project Manager, Level 3 (Core) (Page 228):

(a) Delete: R3 Experience in developing project plans (e.g., WBSs, Schedules, Management Plans, Close Out Reports).

Insert: R3 Experience as the Project Manager in developing project plans (e.g., WBSs, Schedules, Management Plans, Close Out Reports).

(b) Delete: R4 Experience in providing progress of projects on an ongoing Basic and at scheduled points in the life cycle.

Insert: R4 Experience in providing progress of projects on an ongoing basis and at scheduled points in the life cycle.

QUESTIONS AND ANSWERS:

- Q13. Pg 15 of 164, Basis of Selection: for the table provided in section (b) which demonstrates the Funds Allocation Formula that will be used upon contract award, there is a column which indicates "Price Score Out of 40". Could CIC please provide more details as to how this score will be calculated?
- A13. The scoring of price is done by giving full marks (40) to the lowest priced responsive bid with other bids being given a prorated score.
- Q14. In regards to M1e (Bidder – Mandatory Requirements), "Contract included the provision of resources in the Core Categories as per Section 5" - please confirm that the referenced contracts/projects needs to include the provision of at least one CORE resource category for the specific Stream in order to be compliant.
- A14. See A12. of Solicitation Amd. No. 003.
- Q15. Please confirm that within all Resource Categories across all Streams where a level 2 and 3 is outlined as CORE for a single resource category (ie G1 Programmer/Software Developer Level 2 and Level 3), that substantiating either the Level 2 and/or Level 3 of that specific resource category (but not requiring to substantiate both) within each of the referenced contracts/projects submitted to meet M1(e) would be acceptable and deemed compliant.
- A15. See A12. of Solicitation Amd. No. 003.
- Q16. In regards to M2 (Bidder – Mandatory Requirements), in order to be compliant, please confirm that the additional 2 contracts are not required to meet the following M1 requirements:
- a. A minimum final value of \$1M
 - b. A minimum contract period of one year
 - c. Contract included the provision of resources in the Core Categories as per section 5.
- A16. That is correct.
- Q17. For all streams the "Bidders" M1 mandatory requirement, as stated in Appendix D reads: M1 "Corporate Capacity within Stream. The Bidder must have had two architecture and integration support service contracts with the government in the past five years (as of bid closing date) that each meets the following criteria:....." We seek confirmation that the intention of the requirement is; that between the two reference contracts the bidder is required to cover all the "core" positions listed in Annex D – G1, 2, &4
- A17. See A12. of Solicitation Amd. No. 003.

- Q18. The "core" positions titles used in the RFP are the same as those in the TBIPS standing offer. However, given the fact that the crown uses other types contracting vehicles, such as TSPS, THS, PS Online etc. and while the position descriptions are similar the position titles are different; e.g. A Technical Analyst in one may be called System Analyst in another. Provided that the position descriptions are similar; would the crown accept different titles but similar position descriptions than the ones included in the RFP?
- A18. A different title is acceptable, as long as it is clearly demonstrated that the position clearly aligns with category description in the SOW.
- Q19. Would the crown consider giving us an indication of the type of questions the reference need to answer so our references can be prepared?
- A19. References would be asked to confirm and validate the information provided in the bid.
- Q20. Is there a list of Definitions for this RFP? For example, how does the crown define: "support services contracts"
- A20. There is no list of definitions. A "support services contract" is a contract for the provision of goods and or professional resources in response to client needs.
- Q21. Regarding BIDDER – MANDATORY REQUIREMENTS IN Annex D-G1 on page 135 of 164:
- M1 requires two X contracts with the government in the past five years, and
- M2 states: "in addition to the contracts identified in M1, the Bidder must have had two additional X contracts within the National Capital Region.
- Does this mean that the crown is asking Bidders to supply four (4) separate and individual contract references OR if the contract references supplied in M1 happen to be in the NCR, would these two (2) references satisfy BOTH M1 and M2.
- A21. The contracts referenced in M2 must not be the same contracts referenced in M1.
- Q22. There are discrepancies between the Core Resource evaluation tables in the Statement of Work and those in the Annex D – Evaluation Criteria. These are:

Stream G1 – Architecture and Integration

A.3 ERP Programmer Analyst, Level 2 (Core)

APPENDIX 1 TO ANNEX A-G1 STREAM G1 – ARCHITECTURE AND INTEGRATION RESOURCE EVALUATION CRITERIA	ANNEX D – G1 STREAM G1 – ARCHITECTURE AND INTEGRATION RESOURCE EVALUATION CRITERIA
R2 Experience in translating ERP business requirements into systems design and specifications.	R2 Experience leading the translation of ERP business requirements into systems design and specifications.
R3 Experience in ERP system testing and implementation.	R3 Experience leading ERP system testing and implementation.

APPENDIX 1 TO ANNEX A-G1 STREAM G1 – ARCHITECTURE AND INTEGRATION RESOURCE EVALUATION CRITERIA	ANNEX D – G1 STREAM G1 – ARCHITECTURE AND INTEGRATION RESOURCE EVALUATION CRITERIA
R4 Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	R4 Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script), middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III) and BMC Remedy.

**Stream G1 – Architecture and Integration
A.3 ERP Programmer Analyst, Level 3 (Core)**

APPENDIX 1 TO ANNEX A-G1 STREAM G1 – ARCHITECTURE AND INTEGRATION RESOURCE EVALUATION CRITERIA	ANNEX D – G1 STREAM G1 – ARCHITECTURE AND INTEGRATION RESOURCE EVALUATION CRITERIA
R2 Experience leading the translation of ERP business requirements into systems design and specifications.	R2 Experience in translating ERP business requirements into systems design and specifications.
R3 Experience leading ERP system testing and implementation.	R3 Experience in ERP system testing and implementation.
R4 Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script), middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III) and BMC Remedy.	R4 Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).

**Stream G2 – APPLICATION DEVELOPMENT
I.4 Database Modeller/IM Modeller, Level 2 (Core)**

APPENDIX 1 TO ANNEX A-G2 STREAM G2 – APPLICATION DEVELOPMENT RESOURCE EVALUATION CRITERIA	ANNEX D – G2 STREAM G2 – APPLICATION DEVELOPMENT RESOURCE EVALUATION CRITERIA
R2 Experience in analyzing and evaluating alternative data architecture solutions to meet business problems/requirements to be incorporated into the corporate data architecture.	R2 Experience in analyzing functional business requirements to identify information exchanges, operational procedures and decision flows.
R3 Experience in design, development and maintenance of Logical Data Models.	R3 Experience in the identification of requirements for business processes re-design, determining requirements for modifications to automated processes and documenting interfaces of manual to automated processes.
R4 Experience with database technologies (e.g., Oracle, MS SQL Server, MS Access, Sybase, IRIS, DMS II).	R4 Experience in providing briefings and status reports to management.

Stream G2 – APPLICATION DEVELOPMENT**B.1 BUSINESS ANALYST, LEVEL 2 (CORE)**

APPENDIX 1 TO ANNEX A-G2 STREAM G2 – APPLICATION DEVELOPMENT RESOURCE EVALUATION CRITERIA	ANNEX D – G2 STREAM G2 – APPLICATION DEVELOPMENT RESOURCE EVALUATION CRITERIA
R2 Experience in analyzing functional business requirements to identify information exchanges, operational procedures and decision flows.	R2 Experience in leading the analysis of functional business requirements to identify information exchanges, operational procedures, and decision flows.
R3 Experience in the identification of requirements for business processes re-design, determining requirements for modifications to automated processes and documenting interfaces of manual to automated processes.	R3 Experience in leading the identification of requirements for business processes re-design, determining requirements for modifications to automated processes and documenting interfaces of manual to automated processes.
R4 Experience in providing related briefings and status reports to management.	R4 Experience in developing acceptance test criteria with client.

Stream G2 – APPLICATION DEVELOPMENT**B.1 BUSINESS ANALYST, LEVEL 3 (CORE)**

APPENDIX 1 TO ANNEX A-G2 STREAM G2 – APPLICATION DEVELOPMENT RESOURCE EVALUATION CRITERIA	ANNEX D – G2 STREAM G2 – APPLICATION DEVELOPMENT RESOURCE EVALUATION CRITERIA
R2 Experience in leading the analysis of functional business requirements to identify information exchanges, operational procedures, and decision flows	R2 Experience in analyzing and evaluating alternative data architecture solutions to meet business problems/requirements to be incorporated into the corporate data architecture.
R3 Experience in leading the identification of requirements for business processes re-design, determining requirements for modifications to automated processes and documenting interfaces of manual to automated processes.	R3 Experience in design, development and maintenance of Logical Data Models.
R4 Experience in developing acceptance test criteria with client.	R4 Experience with database technologies (e.g., Oracle, MS SQL Server, MS Access, Sybase, IRIS, DMS II)

Stream G4 – PROJECT MANAGEMENT**P.9 Project Manager, Level 2 (Core)**

APPENDIX 1 TO ANNEX A-G4 STREAM G4 – PROJECT MANAGEMENT RESOURCE EVALUATION CRITERIA	ANNEX D – G4 STREAM G4 – PROJECT MANAGEMENT RESOURCE EVALUATION CRITERIA
R2 Experience in successful completion of a project.	R2 Experience as the Project Manager in successful completion of a project.
R4 Experience in providing related briefings and status reports to management.	R4 Experience in providing briefings and status reports to management.

Stream G4 – PROJECT MANAGEMENT**P.9 Project Manager, Level 3 (Core)**

APPENDIX 1 TO ANNEX A-G4 STREAM G4 – PROJECT MANAGEMENT RESOURCE EVALUATION CRITERIA	ANNEX D – G4 STREAM G4 – PROJECT MANAGEMENT RESOURCE EVALUATION CRITERIA
R3 Experience as the Project Manager in developing project plans (e.g., WBSs, Schedules, Management Plans, Close Out Reports).	Experience in developing project plans (e.g., WBSs, Schedules, Management Plans, Close Out Reports).

Please clarify the discrepancies.

A22. See RFP Revisions in Solicitation Amd. No. 004.

Q23. All streams. The Points Scale for both the Level 2 and Level 3 resources are identical, most notably of which to score maximum in any criteria based on years of experience, both a level 2 and level 3 resource must demonstrate over 9 years of experience. Is this an error? If not, we request that the Crown adjust the point scale for the Level 2 resource categories like that for the mandatory minimum years of experience where a Level 3 resource is differentiated as that as having 12 or more years of experience and a Level 2 resource must have a minimum of 7 or more years of experience.

A23. The point scales for Level 2 and Level 3 are identical because in most cases the rated criteria are different in that the Level 3 resource must have experience "leading" the activity.

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**