

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. 002
Client Reference No. - N° de référence du client W6369-11P5NN	Date 2012-03-15
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 2012-04-11	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. 002

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: 2012-04-11

2. At Part 4 - Evaluation Procedures and Basis of Selection, 4.4 Basis of Selection (Page 14):

Delete:

4.4 Basis of Selection

- (a) A bid must comply with the requirements of the bid solicitation and meet all mandatory evaluation criteria to be declared responsive.
- (b) The maximum number of two contracts may be awarded as a result of this solicitation. The two lowest-priced technically responsive bids will be recommended for award of a contract.

A technically responsive bid is one that meets all mandatory technical criteria identified in this solicitation and obtains the required minimum of approximately 60 percent overall of the points for the Bidder and for each of the proposed resources for the technical evaluation criteria which are subject to point rating.

The two lowest-priced technically responsive bids will be ranked from lowest to highest cost.

The following Fund Allocation Formula will be used to allocate the estimated funds for each Contract:

Bidder	Total Bid Price	Price Score <i>Out of 40</i>	Allocation of Contract Funds	% of Estimated Initial Contract Period Value*
X	\$3,600,000.00	40	$40/76 \times 100 = 53\%$	\$1,060,000.00
Y	\$4,000,000.00	36	$36/76 \times 100 = 47\%$	\$940,000.00
Total		76		
* Total Estimated Funding for Initial Contract Period: \$2,000,000.00				

NOTE: This is an example only. Actual numbers will be determined after bid evaluation.

The Estimated Number of Days provided in Annex B, Basis of Payment, are used for the evaluation process only, and do not represent a commitment by Canada or a limitation on Canada to purchase services under the resulting contracts in these or any amounts.

- (c) Bidders should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.
- (d) If more than one Bidder is ranked first because of identical lowest-priced technically responsive bids, then the Bidder with the higher technical score will become the top-ranked Bidder.

Insert:

4.4 Basis of Selection – Highest Combined Rating of Technical Merit and Price

- (a) To be evaluated as compliant, a bid must:
- (i) comply with all the requirements of the bid solicitation;
 - (ii) meet all mandatory requirements of the bid solicitation; and
 - (iii) obtain the required minimum score of the points for each proposed resource criterion and for each Bidder criterion, which are subject to point rating.
- (b) Bids not meeting (i), (ii) or (iii) above will be evaluated as non-responsive and will be given no further consideration. The technically responsive bid(s) that obtains the highest combined rating of technical merit and price, i.e. adding the technical score with the financial score, will be recommended for award of a contract up to the maximum number of contracts to be awarded. The total possible technical score is 60 while the total financial score is 40. Where two or more bids achieve the identical highest combined technical (60%) and financial (40%) score, the bid with the lowest total price will be ranked higher.
- (c) For each bid:

Calculation of Technical Score: the technical score is calculated by prorating the technical score obtained by the bid against the total possible score of 60.

Example: **TECHNICAL SCORE = $\frac{\text{Bidder's TECHNICAL SCORE}}{\text{Total Possible TECHNICAL SCORE}} \times 60$ points**

Calculation of Financial Score: the financial score is calculated by giving full points (40) to the lowest priced responsive bid and prorating all other responsive bid financial scores accordingly.

Example: **FINANCIAL SCORE = $\frac{\text{Lowest TOTAL ESTIMATED COST (\$)}}{\text{Bidder's TOTAL ESTIMATED COST (\$)}} \times 40$ points**

- (d) The following Fund Allocation Formula will be used to allocate the estimated funds for each Contract:

Contractor	Total Point Score	Fund Allocation Formula	Total Funds
X	68	$68/128 \times 100 = 53.13$	\$3,187,500.00
Y	60	$60/128 \times 100 = 46.88$	\$2,812,500.00
Total	128		\$6,000,000.00

NOTE: This is an example only. Actual numbers will be determined after bid evaluation.

The Estimated Number of Days provided in Annex B, Basis of Payment, are used for the evaluation process only, and do not represent a commitment by Canada or a limitation on Canada to purchase services under the resulting contracts in these or any amounts.

- (e) Bidders should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.

3. At Part 7 - Resulting Contract Clauses, 7.2 Task Authorization, 7.2 (i) Multiple Contracts (Page 22):

Delete:

- (i) During the Contract Period, the Contractors will be issued TAs with a combined dollar value that is in proportion to the percentage values determined in the Fund Allocation Formula. For example, based on the example and numbers used in the Fund Allocation Formula, Contractor X would be issued Task Authorizations with a combined total dollar value of 53% of the combined total dollar value of all of the issued TAs.

Contractor	Total Bid Price	Price Score Out of 40	Allocation of Contract Funds	% of Estimated Initial Contract Period Value
X	\$3,600,000.00	40	$40/76 \times 100 = 53\%$	\$1,060,000.00
Y	\$4,000,000.00	36	$36/76 \times 100 = 47\%$	\$940,000.00
Total		76		\$2,000,000.00

Insert:

- (i) During the Contract Period, the Contractors will be issued TAs with a combined dollar value that is in proportion to the percentage values determined in the Fund Allocation Formula. For example, based on the example and numbers used in the Fund Allocation Formula, Contractor X would be issued Task Authorizations with a combined total dollar value of approximately 53.13% of the combined total dollar value of all of the issued TAs.

Contractor	Total Point Score	Fund Allocation Formula	Total Funds
X	68	$68/128 \times 100 = 53.13$	\$3,187,500.00
Y	60	$60/128 \times 100 = 46.88$	\$2,812,500.00
Total	128		\$6,000,000.00

4. At Part 7 - Resulting Contract Clauses, 7.4 Standard Clauses and Conditions, 7.4 (b) Supplemental General Conditions (Page 23):

Delete: (i) 4002 (2010-08-16), Supplemental General Conditions - Software Development or Modification Services;

5. At Part 7 - Resulting Contract Clauses, 7.12 Priority of Documents, 7.12 (b) (Page 28):

Delete: (i) 4002 (2010-08-16), Supplemental General Conditions - Software Development or Modification Services;

6. At Part 7 - Resulting Contract Clauses, 7.23 Implementation of Professional Services, 2nd last sentence (Page 34):

Delete: The transition must be complete by no later than 10 working days after the Contract is awarded.

Insert: The transition must be completed in accordance with Section 1.5 of Annex A, Statement of Work.

7. At Appendix 2 to Annex A, Resource Evaluation Criteria, A.7 Programmer Analyst - Level 3 (Page 68):

Delete:

MANDATORY CRITERIA	
M1	Minimum of 10 years experience as a Programmer/Analyst working in an IM/IT environment.
M2	Minimum of two years experience in the last five years from the date of bid closing writing programs and scripts to support the software release process and COTS products on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M3	Minimum of two years experience in the last five years from the date of bid closing writing programs and scripts with Microsoft Visual Basic Script.
M4	Minimum of two years experience in the last five years from the date of bid closing writing programs and scripts with C++.
M5	Minimum of two years experience in the last five years from the date of bid closing troubleshooting software installation problems on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M6	Minimum of one year experience in the last five years from the date of bid closing using software packages such as InstallShield Admin Studio or Wise Package Studio.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience writing programs and scripts to support the software release process and COTS products on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R2	Experience writing programs and scripts with Microsoft Visual Basic Script.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R3	Experience writing programs and scripts with C++.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R4	Experience troubleshooting software installation problems on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R5	Experience using software packages such as InstallShield Admin Studio or Wise Package Studio.	1+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
Total Maximum Points Available			20
Total Minimum Points Required			12

Insert:

MANDATORY CRITERIA	
M1	Minimum of 10 years experience as a Programmer/Analyst working in an IM/IT environment.
M2	Minimum of two years experience in the last five years from the date of bid closing writing programs and scripts to support the software release process and COTS products on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M3	Minimum of two years experience in the last five years from the date of bid closing troubleshooting software installation problems on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M4	Minimum of one year experience in the last five years from the date of bid closing using software packages such as InstallShield Admin Studio or Wise Package Studio.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience writing programs and scripts to support the software release process and COTS products on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R2	Experience writing programs and scripts with Microsoft Visual Basic Script.	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points	4
R3	Experience writing programs and scripts with C++.	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points	4

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R4	Experience troubleshooting software installation problems on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R5	Experience using software packages such as InstallShield Admin Studio or Wise Package Studio.	1+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
Total Maximum Points Available			20
Total Minimum Points Required			12

8. At Appendix 2 to Annex A, Resource Evaluation Criteria, A.7 Programmer Analyst - Level 2
(Page 69):

Delete:

	MANDATORY CRITERIA
M1	Minimum of five years experience as a Programmer/Analyst working in an IM/IT environment.
M2	Minimum of two years experience in the last five years from the date of bid closing writing programs and scripts to support the software release process and COTS products on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M3	Minimum of two years experience in the last five years from the date of bid closing writing programs and scripts with Microsoft Visual Basic.
M3	Minimum of two years experience in the last five years from the date of bid closing writing programs and scripts with C++.
M4	Minimum of two years experience in the last five years from the date of bid closing troubleshooting software installation problems on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M5	Minimum of one year experience in the last five years from the date of bid closing using software packages such as Installshield Admin Studio or Wise Package Studio.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience writing programs and scripts to support the software release process and COTS products on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R2	Experience writing programs and scripts with Microsoft Visual Basic Script.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R3	Experience writing programs and scripts with C++.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R4	Experience troubleshooting software installation problems on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R5	Experience using software packages such as Installshield Admin Studio or Wise Package Studio.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
Total Maximum Points Available			20
Total Minimum Points Required			12

Insert:

MANDATORY CRITERIA	
M1	Minimum of five years experience as a Programmer/Analyst working in an IM/IT environment.
M2	Minimum of two years experience in the last five years from the date of bid closing writing programs and scripts to support the software release process and COTS products on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M3	Minimum of two years experience in the last five years from the date of bid closing troubleshooting software installation problems on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M4	Minimum of one year experience in the last five years from the date of bid closing using software packages such as Installshield Admin Studio or Wise Package Studio.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience writing programs and scripts to support the software release process and COTS products on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R2	Experience writing programs and scripts with Microsoft Visual Basic Script.	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points	4
R3	Experience writing programs and scripts with C++.	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points	4
R4	Experience troubleshooting software installation problems on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R5	Experience using software packages such as Installshield Admin Studio or Wise Package Studio.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
Total Maximum Points Available			20
Total Minimum Points Required			12

9. At Appendix 2 to Annex A, Resource Evaluation Criteria, P.9 Project Manager (Engineering Support) - Level 2 (Page 90):

Delete:

MANDATORY CRITERIA	
M3	Minimum two years experience in the last five years from date of bid closing managing the entire release process utilizing Axios Assyst.

Insert:

MANDATORY CRITERIA	
M3	Minimum two years experience in the last five years from date of bid closing managing the entire release process utilizing Axios Assyst or similar tool.

10. At Appendix 2 to Annex A, Resource Evaluation Criteria, P.10 Project Scheduler - Level 3 (Page 92):

Delete:

MANDATORY CRITERIA	
M1	<p>(a) Minimum of 10 years experience as a Project Scheduler working in an IM/IT environment;</p> <p style="text-align: center;"><u>or</u></p> <p>(b) A valid PMI certificate and a minimum of five years experience as a Project Scheduler working in an IM/IT environment.</p> <p>A copy of the certification must be provided with the bid.</p>

Insert:

MANDATORY CRITERIA	
M1	<p>(a) Minimum of 10 years experience as a Project Scheduler working in an IM/IT environment;</p> <p style="text-align: center;"><u>or</u></p> <p>(b) A valid PMI certificate or a Master Certificate in Project Management and a minimum of five years experience as a Project Scheduler working in an IM/IT environment.</p> <p>A copy of the certification must be provided with the bid.</p>

11. At Annex D, Bid Evaluation Criteria, 1.0 Evaluation Criteria (Page 111):

Delete:

TERM	DEFINITION
"Similar Project"	<ol style="list-style-type: none"> 1. Minimum of 5,000 workstations supported nationally or 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.

Insert:

TERM	DEFINITION
"Similar Project"	<ol style="list-style-type: none"> 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 cities; 3. Microsoft Windows workstation operating system (Windows XP, Windows Vista or Windows 7); and 4. Centralized software distribution and patch management.

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

Delete:

- (f) Total maximum number of professional services resources at any given time over a minimum period of 18 months.

Insert:

- (f) Total maximum number of professional services resources at any given time over a minimum period of 15 months.

13. At Annex D, Bid Evaluation Criteria, 2.2 Rated Requirements, 2.2.1 Professional Services Capability (Page 113):

Delete:

	POINT RATED CRITERIA	SCORING GUIDELINES	Cross Reference to Bid (Page and Project)
R1	Reference Project #1: Experience providing a professional services team to support a single client project for a minimum of 18 months duration within the last 10 years from the date of bid closing.	3 to 10 resources = 10 points 11 to 15 resources = 20 points 16 to 20 resources = 30 points 21+ resources = 40 points	
R2	Reference Project #2: Experience providing a professional services team to support a single client project for a minimum of 18 months duration within the last 10 years from the date of bid closing.	3 to 10 resources = 10 points 11 to 15 resources = 20 points 16 to 20 resources = 30 points 21+ resources = 40 points	
R3	Reference Project #3: Experience providing a professional services team to support a single client project for a minimum of 18 months duration within the last 10 years from the date of bid closing.	3 to 10 resources = 10 points 11 to 15 resources = 20 points 16 to 20 resources = 30 points 21+ resources = 40 points	
Total Maximum Points Available			120
Total Minimum Points Required			72

Insert:

	POINT RATED CRITERIA	SCORING GUIDELINES	Cross Reference to Bid (Page and Project)
R1	Reference Project #1: Experience providing a professional services team to support a single client project for a minimum of 15 months duration within the last 10 years from the date of bid closing.	3 to 10 resources = 20 points 11 to 15 resources = 25 points 16 to 20 resources = 30 points 21+ resources = 40 points	
R2	Reference Project #2: Experience providing a professional services team to support a single client project for a minimum of 15 months duration within the last 10 years from the date of bid closing.	3 to 10 resources = 20 points 11 to 15 resources = 25 points 16 to 20 resources = 30 points 21+ resources = 40 points	
R3	Reference Project #3: Experience providing a professional services team to support a single client project for a minimum of 15 months duration within the last 10 years from the date of bid closing.	3 to 10 resources = 20 points 11 to 15 resources = 25 points 16 to 20 resources = 30 points 21+ resources = 40 points	
Total Maximum Points Available			120
Total Minimum Points Required			72

**14. At Annex D, Bid Evaluation Criteria, 3.0 Resource Evaluation Criteria, 3.1 A.7
Programmer/Analyst - Level 3 (Page 114):**

Delete:

	MANDATORY CRITERIA	MET	NOT MET	Cross Reference to Resume (Page and Project)
M1	Minimum of 10 years experience as a Programmer/Analyst working in an IM/IT environment.			
M2	Minimum of two years experience in the last five years from the date of bid closing writing programs and scripts to support the software release process and COTS products on one or more "similar projects" as defined in 1.0 Evaluation Criteria.			
M3	Minimum of two years experience in the last five years from the date of bid closing writing programs and scripts with Microsoft Visual Basic Script.			
M4	Minimum of two years experience in the last five years from the date of bid closing writing programs and scripts with C++.			
M5	Minimum of two years experience in the last five years from the date of bid closing troubleshooting software installation problems on one or more "similar projects" as defined in 1.0 Evaluation Criteria.			
M6	Minimum of one year experience in the last five years from the date of bid closing using software packages such as InstallShield Admin Studio or Wise Package Studio.			

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS	Cross Reference to Resume (Page and Project)
R1	Experience writing programs and scripts to support the software release process and COTS products on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
R2	Experience writing programs and scripts with Microsoft Visual Basic Script.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
R3	Experience writing programs and scripts with C++.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS	Cross Reference to Resume (Page and Project)
R4	Experience troubleshooting software installation problems on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
R5	Experience using software packages such as InstallShield Admin Studio or Wise Package Studio.	1+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
Total Maximum Points Available			20	
Total Minimum Points Required			12	

Insert:

	MANDATORY CRITERIA	MET	NOT MET	Cross Reference to Resume (Page and Project)
M1	Minimum of 10 years experience as a Programmer/Analyst working in an IM/IT environment.			
M2	Minimum of two years experience in the last five years from the date of bid closing writing programs and scripts to support the software release process and COTS products on one or more "similar projects" as defined in 1.0 Evaluation Criteria.			
M3	Minimum of two years experience in the last five years from the date of bid closing troubleshooting software installation problems on one or more "similar projects" as defined in 1.0 Evaluation Criteria.			
M4	Minimum of one year experience in the last five years from the date of bid closing using software packages such as InstallShield Admin Studio or Wise Package Studio.			

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS	Cross Reference to Resume (Page and Project)
R1	Experience writing programs and scripts to support the software release process and COTS products on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
R2	Experience writing programs and scripts with Microsoft Visual Basic Script.	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points	4	

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS	Cross Reference to Resume (Page and Project)
R3	Experience writing programs and scripts with C++.	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points	4	
R4	Experience troubleshooting software installation problems on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
R5	Experience using software packages such as InstallShield Admin Studio or Wise Package Studio.	1+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
Total Maximum Points Available			20	
Total Minimum Points Required			12	

15. At Annex D, Bid Evaluation Criteria, 3.0 Resource Evaluation Criteria, 3.8 P.9 Project Manager (Engineering Support) - Level 2 (Page 122):

Delete:

MANDATORY CRITERIA	
M3	Minimum two years experience in the last five years from date of bid closing managing the entire release process utilizing Axios Assyst.

Insert:

MANDATORY CRITERIA	
M3	Minimum two years experience in the last five years from date of bid closing managing the entire release process utilizing Axios Assyst or similar tool.

16. At Annex D, Bid Evaluation Criteria, 3.0 Resource Evaluation Criteria, 3.10 P.9 Project Scheduler - Level 3 (Page 124):

Delete:

MANDATORY CRITERIA	
M1	(a) Minimum of 10 years experience as a Project Scheduler working in an IM/IT environment; or (b) A valid PMI certificate and a minimum of five years experience as a Project Scheduler working in an IM/IT environment. A copy of the certification must be provided with the bid.

Solicitation No. - N° de l'invitation

W6369-11P5NN/A

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

W6369-11P5NN

Amd. No. - N° de la modif.

002

File No. - N° du dossier

380zmW6369-11P5NN

Buyer ID - Id de l'acheteur

380zm

CCC No./N° CCC - FMS No/ N° VME

Insert:

MANDATORY CRITERIA	
M1	<p>(a) Minimum of 10 years experience as a Project Scheduler working in an IM/IT environment;</p> <p><u>or</u></p> <p>(b) A valid PMI certificate or a Master Certificate in Project Management and a minimum of five years experience as a Project Scheduler working in an IM/IT environment.</p> <p>A copy of the certification must be provided with the bid.</p>

QUESTIONS AND ANSWERS:**Q2. APPENDIX 2 TO ANNEX A: RESOURCE EVALUATION CRITERIA**

Throughout the Mandatory and Rated Requirements you mention experience using "Axios Assyst or similar tool". Can you please list what similar tools would be acceptable?

A2. Similar tools can be found at "itsmportal.com/tools".

Q3. 1.3 Current State, ANNEX A, STATEMENT OF WORK, reference is made to the scale of the DND/CF user community served by DSB and DSB-C2IS as in excess of 90,000 and 3,000 desktops respectively; however, in the definition of "Similar Project" at 1.0 EVALUATION CRITERIA, ANNEX D, EVALUATION CRITERIA, the scale of the user community supported within the mandatory project reference required to qualify a bidder is set at 5,000 workstations. The difference in scale between the actual environment to be supported and the required demonstration of experience is huge, especially since larger environments are considerably more complex to maintain and evolve. We suggest that allowing a bidder, which has managed a contract involving the support of a user community which is less than 6% of the size of the DND/CF user community presently served by DSB, to qualify for this contract, will expose the DND/CF user community to an unacceptable level of risk. We ask that the criterion be changed from 5,000 workstations to a larger number that will demonstrate to DND that the bidder has the experience to provide the services relevant to the scale and global nature of the requirement?

A3. The definition of "Similar Project" is changed to:

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 **cities**.
3. Microsoft Windows workstation operating system (Windows XP, Windows Vista or Windows 7); and
4. Centralized software distribution and patch management.

Q4. The GRID for the Project Manager (Engineering Support), Level 2 – Reference # 2323 M3 requires a minimum two years experience in the last five years from date of bid closing, managing the entire release process utilizing the Axios Assyst product. Given that experience with Microsoft SMS or SCCM and a valid PMI certification is also a Mandatory requirement, in order to allow vendors to propose their most experienced candidates for this position, and given that experience with Axios Assyst is also a rated requirement (R2), would the Department consider changing M3 to read "utilizing Axios Assyst or similar tools which would be most consistent with the Mandatories for several of the other Project Manager positions required. And, given that experience with Axios Assyst would remain a rated requirement, would provide the Department with a potentially broader choice of experienced candidates for this requirement.

A4. M3 is changed to: Minimum two years experience in the last five years from date of bid closing managing the entire release process utilizing Axios Assyst or similar tool.

Q5. Can qualified resources be submitted by more than one vendor for this bid opportunity?

A5. Yes.

- Q6. Since invited bidders are currently restricted to TOP SECRET clearance and there are probably only 4-5 companies that can meet the corporate criteria by themselves, we would like to point out that other government departments / agencies using TBIPS Tier 2 in the past have sometimes allowed prospective bidders to use corporate references from 'dedicated sub-contractor' companies. Would invited bidders be able to use corporate references from dedicated sub-contractor partners identified in our proposal to satisfy the requirements of this DND DIMCIA RFP?
- A6. No, bidders cannot use corporate references from dedicated sub-contractor partners.
- Q7. Question: At 4.4 (b), Basis of Selection, PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION, the third paragraph states that the two lowest priced, technically responsive bids will be ranked from lowest to highest cost. The paragraph immediately preceding defines a technically responsive bid as *“one that meets all mandatory technical criteria identified in this solicitation and obtains the required minimum of approximately 60 percent overall of the points for the Bidder and for each of the proposed resources for the technical evaluation criteria which are subject to point rating”*. Effectively, without some type of price per point evaluation, or weighting assigned to the achievement of a technical score that exceeds the 60% minimum by some or all of the additional 40%, there is no advantage whatsoever given to Bidders who can satisfy all of the technical criteria, because they have the additional understanding, skills and experience. In fact, as it stands, the basis of selection will encourage Bidders to propose nothing but the bare minimum, even though the client set out to obtain more than the bare minimum, if available, as evidenced by a point rating scheme that awards more points for more skill and experience. Since it is generally accepted that a Bidder who can achieve a substantially higher fulfillment of the technical qualifications is more likely to provide a service which offers substantially reduced risk to the client, we ask that the basis of selection be changed to favour the highest scoring technical bid.
- A7. The Basis of Selection is changed to:
- The technically responsive bid(s) that obtains the highest combined rating of technical merit and price, i.e. adding the technical score with the financial score, will be recommended for award of a contract. The total possible technical score is 60 while the total possible financial score is 40. For each proposal:
- Calculation of Technical Score: the technical score is calculated by prorating the technical score obtained by the proposal against the total possible score of 60.
- Calculation of Financial Score: the financial score is calculated by giving full points (40) to the lowest priced responsive proposal and prorating all other responsive proposal financial scores accordingly.
- Q8. The evaluation criteria for this RFP are based on a "low cost compliant" model. This encourages bidders to bid lesser skilled resources at a low cost which will result in DND not receiving good value. There is no value to bidders to bid resources that score higher than the minimum required for the point rated requirements. We request that you consider changing the evaluation method to "best value" to ensure that you receive the best solution at a reasonable price. This will lead to higher satisfaction with the resulting services.
- A8. See answer 7.

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- Q9. Section 1.5.1 of Annex A states that the Transition-In Phase is "three to six months". Section 7.23 of the RFP states that "The transition must be complete by no later than 10 working days after the contract is awarded". Please confirm the following:
- What is the duration for the Transition-In period?
 - What is the assumed start date of the Transition-in?
 - What is the assumed start date of the Service Delivery phase?
 - Does DND have a risk mitigation plan if the contractor is not ready to assume responsibility of the environment by the planned Service Delivery date?
- A9.
 - Approximately 3 months
 - Date of Contract Award
 - 1 November 2012
 - N/A (Contractors will only come in and perform the tasks stated in the SOW, they will not "assume responsibility of the environment".)
- Q10. Section 1.5.2 refers to Service delivery phase as being the time for which the contractor provides the "full range of services". As resources are provided on "an as and when requested basis", it appears as if the contractor is responsible for the delivery of service without consideration to the number of resources it needs to perform the "full range of services"? Since this is a TBIPS procurement, please confirm that it is DND's responsibility to decide if more resources are required to meet your requirements. Also, please confirm that the reference to providing the "full range of services" means that the contractor has provided the resources required per the Task Authorization and that they are able to provide the services required of their roles.
- A10. DND will decide how many resources will be required to meet the requirement. All required resources will be called up through the Task Authorization process.
- Q11. Section 7.23 of the RFP states that "All costs associated with establishing itself to provide the professional services are the responsibility of the Contractor" and "The Contractor is solely responsible for any additional training required by its resources to perform the Work, and time spent by resources on that training or becoming familiar with the Client's environment must not be charged to Canada." This implies that vendors will not be paid during the transition in period. Please confirm that it is DND's intent that the contractor will not be paid until the transition-in is deemed complete.
- A11. DND will pay the Contractors when they are on site. DND will not be responsible to pay for training or time spent on training before resources arrive on site.
- Q12. What approach will DND use to provide the selected contractors with the knowledge of DND's environment and processes and procedures?
- A12. DND will hand over relevant documentation.
- Q13. The project reference evaluation criteria in M2, and R1, R2 and R3 specify that references must be within the last 10 years. The time frame is very long and will allow bidders to provide reference

projects from as early as 2002 which may not be relevant. Please consider revising the time frame to within 5 years of RFP submission. This will ensure that you get bids from companies with recent experience providing a large number of professional services.

A13. The time frame will remain the same. However, the scoring guidelines are changed as follows:

For R1 and R2 and R3:

3 to 10 resources = 20 points
11 to 15 resources = 25 points
16 to 20 resources = 30 points
21+ resources = 40 points

Q14. The RFP states that two contracts will be awarded and the work will be portioned out according to the financial formula described in Section 7.2 of the RFP. What method will be used to distribute the workload to the two contractors? i.e. how will the various positions be divided among the two vendors? What is the contract governance model DND plans to implement to manage two vendors delivering the services?

A14. See Part 7, Resulting Contract Clauses, Article 7.2 Task Authorizations, sub-article 7.2 (i).

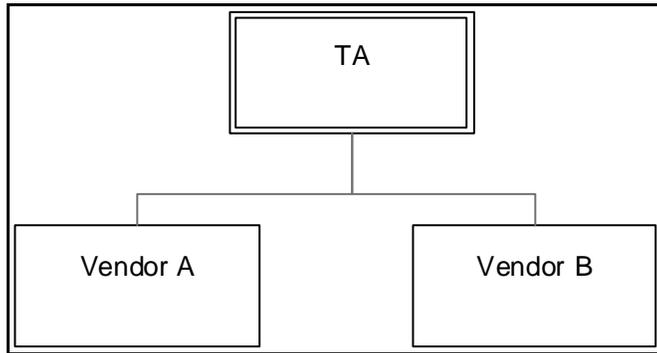
Q15. Based on your intent to award the contract to 2 separate vendors, please answer the following questions:

- a) who will be responsible for the overall management of the Transition-in?
- b) Who will be responsible for the overall management of the resources from both vendors?
- c) Since this is a TBIPS contract, who will be responsible for non-performance under the contract if one vendor has responsibility for any of the other vendor's resources?

A15. The Technical Authority will be responsible for the management of the Transition-In and all resources, including non-performance, throughout the period of the contract. No vendor will be responsible for any of the other vendor's resources.

- Q16. Please provide a proposed organization chart that will be used to manage the contract highlighting DND's responsibilities and the responsibilities of Vendor A and Vendor B.

A16.



See also Answer 15.

- Q17. Section 10.4 of the SOW states that DND will provide "Access to equipment, as required and at pre-arranged times, including office space, furniture and communications and computer equipment. Only DND-owned equipment may be connected to the DND/CF networks". Based on this, please confirm that DND will provide the workstations and all required software required by the resources to perform all work for the contract.
- A17. DND will provide workstations and all required software.
- Q18. Please provide the DND location(s) that the services will be performed at.
- A18. The primary location is within Ottawa-Gatineau area; however, travel may be required as per paragraph 14 of Annex A Statement of Work.
- Q19. Our analysis of the RFP indicates that - over the period of the Contract including Option Years - a total of 185 person years of effort is required. This effort is 'split' between "technical / specialist" resources and "project management / scheduling" resources at a ratio of 84% to 16% respectively. However, the evaluation is based on eleven (11) resources that reflect a split of 36% technical / specialist and 63% program management / scheduling and coordinating resources. Of further concern, while the technical / specialist resources to be evaluated represent only 14% of the entire technical requirement, the program management / scheduling resources to be evaluated represent 100% of the management requirement.

In our view, the current evaluation approach is heavily biased towards incumbent program management / scheduling and coordinating resources. Furthermore, it does not reflect the totality of the requirement including, in particular, the technical specialist skill sets that the winning Bidder(s) will be required to provide to ensure program success.

On this basis, we believe it is essential the evaluated resource categories more adequately reflect the skill sets and associated levels of effort to be met during the contract period of performance especially as it relates to the overall work effort split between the Technical and Managerial resources. We therefore recommend that the evaluation be based on 9 technical / specialist resources and 2 program management / scheduling and coordinating resources.

A19. This requirement will remain the same.

Q20. PMP Certification

With regard to **Project Scheduler, Level 3**, would the current requirement for a valid PMP certificate and a minimum of five years experience as a Project Scheduler working in an IM/IT environment, be equivalent to seven (7) years experience as a Project Scheduler in awith a Master Certificate in Project Management (January 2006 – December 2007, Université du Québec en Outaouais, Gatineau, QC)?

A20. DND will accept a minimum of five (5) years experience as a Project Scheduler in a...AND a Master Certificate in Project Management.

Q21. Rated Criteria timeframe

Are rated criteria, directly related to a mandatory requirement, constrained by the mandatory requirement's timeframe (i.e in the last XX years)?

e.g. A.7 – Programmer /Analyst

M4- Minimum 2 years experience in the last 5 years from the date of bid closing, writing programs and scripts with C++.

R3-Experience writing programs and scripts with C++.

Does the experience used for R3 have to be within the past 5 years as per M4?

A21. No.

Q22. Given that there are several references in the resource grids to 'experience with Axios Assyst or similar tools', could the client please provide a list of COTS products that would qualify as similar tools to Axios Assyst?

A22. See A2.

Solicitation No. - N° de l'invitation

W6369-11P5NN/A

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

W6369-11P5NN

Amd. No. - N° de la modif.

002

File No. - N° du dossier

380zmW6369-11P5NN

Buyer ID - Id de l'acheteur

380zm

CCC No./N° CCC - FMS No/ N° VME

Q23. 7.4 Standard Clauses and Conditions, (b) Supplemental General Conditions:

The following Supplemental General Conditions:

- (i) 4002 (2010-08-16), Supplemental General Conditions - Software Development or Modification Services;
 - (ii) 4006 (2010-08-16), Supplemental General Conditions - Contractor to Own Intellectual Property Rights in Foreground Information;
- apply to and form part of the Contract.

Based on the fact that this is a TBIPS RFP and that the vendor is only required to provide qualified resources on a as a when required basis, we believe that these Supplement General Conditions should not apply and therefore we respectfully request that they be removed from the RFP and any resulting contract.

A23. 4002 Supplemental General Conditions - Software Development or Modification Services has been removed from the RFP.

4006 Supplemental General Conditions – Contractor to Own Intellectual Property Rights in Foreground Information will remain part of the RFP and any resulting contract.

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**