

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. 003
Client Reference No. - N° de référence du client W6369-11P5NN	Date 2012-03-30
GETS Reference No. - N° de référence de SEAG PW-\$\$ZM-380-23755	
File No. - N° de dossier 380zm.W6369-11P5NN	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-04-19	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Cook, Gail	Buyer Id - Id de l'acheteur 380zm
Telephone No. - N° de téléphone (819) 956-2591 ()	FAX No. - N° de FAX (819) 956-1207
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

AMENDMENT NO. 003

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

RFP REVISIONS:

1. At Page 1 of the RFP, Solicitation Closes:

Delete: 2012-04-11

Insert: 2012-04-19

Note to Bidders: The closing date is extended until April 19, 2012. Bidders should budget their time accordingly and submit any questions as soon as possible. Although the bid closing date is being extended, the date for answering questions is only being extended until April 9, 2012. Therefore, bidders should submit all questions by this time. Canada does not commit to answer questions received after this date. Due to strict time constraints no further extensions will be considered.

2. At Part 7 - Resulting Contract Clauses, Article 7.1 (b):

Delete: Client: Under the Contract, the "Client" is Citizenship and Immigration Canada.

Insert: Client: Under the Contract, the "Client" is the Department of National Defence (DND).

3. At Appendix 2 to Annex A, Resource Evaluation Criteria, I.10 Technical Architect - Level 3 (Page 85):

Delete:

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience working with CCIE – Routing and Switching.	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 working with enterprise switches and routers in a production environment.	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 troubleshooting Applications Deployment Issues over WAN infrastructure.	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 working with and troubleshooting high latency networks.	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 working with DHCP and DNS.	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:

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience working with Cisco switches and routers in an enterprise production environment.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R2	Valid Cisco CCIE Routing and Switching certification. Proof of certification must be provided with the bid.	2 points	2
R3	Experience troubleshooting Applications Deployment Issues over WAN infrastructure.	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 working with and troubleshooting high latency networks.	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 working with DHCP and DNS.	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			18
Total Minimum Points Required			11

4. At Annex D, Bid Evaluation Criteria, 2.1 Mandatory Requirements, M2 (Page 112):

Delete:

	MANDATORY CRITERIA	MET	NOT MET	Cross Reference to Bid (Page and Project)
M2	<p>The Bidder must demonstrate its experience in managing a contract for a "similar project", that involves the provision of IT consulting services as follows:</p> <p>(a) meets all the criteria of a "similar project" as defined in 1.0 Evaluation Criteria;</p> <p>(b) involves or involved the provision of IT consulting services;</p> <p>(c) has or had a contract value of \$5 million or more; AND</p> <p>(d) is or was over a period of three years within the last ten years from the date of bid closing.</p>			

Insert:

	MANDATORY CRITERIA	MET	NOT MET	Cross Reference to Bid (Page and Project)
M2	The Bidder must demonstrate its experience in managing a contract that: (a) involves or involved the provision of IT consulting services; (b) has or had a contract value of \$5 million or more; AND (c) is or was over a period of three years within the last ten years from the date of bid closing.			

5. At Annex D, Bid Evaluation Criteria, 3.0 Resource Evaluation Criteria, 3.4 I.10 Technical Architect - Level 3 (Page 118):

Delete:

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS	Cross Reference to Resume (Page and Project)
R1	Experience working with CCIE – Routing and Switching.	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 working with enterprise switches and routers in a production environment.	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 troubleshooting Applications Deployment Issues over WAN infrastructure.	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 working with and troubleshooting high latency networks.	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 working with DHCP and DNS.	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:

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS	Cross Reference to Resume (Page and Project)
R1	Experience working with Cisco switches and routers in an enterprise production environment.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
R2	Valid Cisco CCIE Routing and Switching certification. Proof of certification must be provided with the bid.	2 points	2	
R3	Experience troubleshooting Applications Deployment Issues over WAN infrastructure.	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 working with and troubleshooting high latency networks.	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 working with DHCP and DNS.	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			18	
Total Minimum Points Required			11	

QUESTIONS AND ANSWERS:

Q24. R1 for the I.10 Technical Architect – Level 3 reads “Experience working with CCIE – Routing and Switching” which we find a little confusing. CCIE – Routing and Switching is a CISCO Certification available to those who pass the CISCO Certification course. So in order to obtain the Max Points for R1, is the requirement to be a certified CCIE and have 5+ years working with CISCO routing and switching equipment or 5+ years experience working with CISCO Routers and Switches in a complex, convergent network infrastructure environment.

A24. The rated criteria for the I.10 Technical Architect – Level 3 is modified as follows:

R1 -- "Experience working with Cisco switches and routers in an enterprise production environment".

R2 -- " Valid Cisco CCIE Routing and Switching certification. Proof of certification must provided with the bid." (Score = 2 points.)

Total Max Points = 18

Total Min Points = 11

Q25. Regarding Point Rated Criteria for the Bidder, R1-R3;

(a) It is our understanding that a contract with multiple task authorizations would be acceptable for this requirement, but only acceptable if the resources were contributing to the specific deliverables of ONE project. E.G.) A contract in which 20 resources were on site at the same client with 10 completing tasks for Project A, 5 completing tasks for Project B, and 5 for Project C would not qualify, regardless if skill sets could be considered within the same “stream” or category.

Can the Crown please confirm this and/or provide a definition of a single client project?

(b) It is our understanding that for the max 40 points the bidder must demonstrate its experience providing a professional services team of 21+ resources for a period of 18 Months or longer within the last 10 years.

Can the Crown please confirm that for maximum rated points the 21+ resources must have been actively engaged and “billing” for 18 Months or longer as opposed to a project whose resource count fluctuated through the term of the contract and only peaked at 21+ resources.

A25. (a) Confirmed. The resources must all be supporting the same project.

(b) Maximum points will only be given for contracts that were billing for 21 resources or more, for 15 months or longer within the last 10 years.

Q26. Re: Annex D; 2.2.1 Bidder Rated Requirements

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

- (a) Client organization name;*
- (b) Client contact name and title;*
- (c) Client contact telephone number;*
- (d) Client contact e-mail address;*
- (e) Project start and end dates (yyyy/mm); and*
- (f) Total maximum number of professional services resources at any given time over a minimum period of 18 months.*

We understand the intent of this requirement is to ensure Bidders have experience providing professional services for recent large-scale, high demand contracts with similar resource categories to that of DND's requirement.

Within the last 15 months, we were awarded a large-scale Government of Canada supply arrangement for the provision of professional services, within similar categories as required in this RFP, and have billed more than \$14M to date. This contract reference far exceeds all of the criterion, however it has not been ongoing for 18 months. As currently written, this contract reference would not satisfy this requirement even though it exceeds all other criteria and clearly demonstrates the Bidder's ability to fulfill the terms and conditions of a similar GoC Supply Arrangement.

Would the crown consider amending this requirement to permit contracts that have been on-going for a period of 12 months? Please note: similar provisions have been made in similar recent Tier 2 TBIPS RFPs including CIC's Solicitation #B8289-100575.

A26. See Solicitation Amendment No. 002, Revision 12. The requirement has been amended to 15 months.

Q27. We note the change in criteria introduced by Amendment 002 that now defines a "similar project" as one that includes a minimum of 15,000 workstations supported nationally and internationally. This is clearly a very demanding requirement that can certainly be met by the current incumbent (or associated company) but probably not, we believe, by any other TBIPS SA holder based on the current RFP definition of the term "Bidder". Also, in Mandatory Requirement 2 (M2), when this new description of a "similar project" is combined with the provision of professional services, the result is a unique definition of the DND environment that, we believe, can only be met by the current incumbent (or associated company).

To avoid the perception of a directed contract, we recommend two (2) changes to the RFP requirements. These changes involve splitting M2 into two new requirements (M2a and M2b).

M2a should be restricted to demonstrated management of a similar service that includes a minimum of 15,000 workstations supported nationally and internationally. To enable current TBIPS SA holders to meet this new requirement, we recommend the RFP allows Bidders to use references from their parent organization or affiliate companies.

M2b should reflect current M2 requirements (b), (c) and (d) but not requirement (a) related to a "similar project".

A27. Section 2.1, Corporate Criterion M2 (a) is deleted.

Q28. Re: Amendment 001, A1

Could the Crown please confirm that the current contract was awarded directly to IBM Canada Ltd., and not to IBM Canada Ltd. in any form of partnership and/or joint venture with any other company, including the Halifax Group who has been sub-contracting professional services to the Crown under this contract that awarded to IBM Canada Ltd.

A28. Confirmed.

Q29. Re: Annex D, Section 2.0 Bidder Evaluation Criteria

Would the Crown please confirm that for Requirements M2, R1, R2 and R3 the projects referenced by a bidder must have been provided under a contract that was directly awarded to the Bidder for the provision of IT consulting services directly to the client authority.

In essence, please confirm that the Crown is seeking to evaluate contract references for M2, R1, R2 and R3 from bidding companies that have been directly awarded contracts that meet the requirements detailed. And, that if a company provided resources to manage client projects where the company did not directly hold the contract (e.g. sub-contracted through a different firm/Prime vendor), these projects would not satisfy the requirements of M2, R1, R2 and R3.

This would be consistent with the Crown's response to Q6 in Amendment 002, in that a Bidder cannot use corporate reference projects obtained from a Prime-Subcontractor based relationship.

A29. Confirmed.

Q30. At 2.0 BIDDER EVALUATION CRITERIA, 2.1 MANDATORY REQUIREMENTS, M2 of the MANDATORY CRITERIA, in ANNEX D, BID EVALUATION CRITERIA, there are two instances of the phrase "the provision of IT consulting services". IT consulting services is a general descriptive of an entire spectrum. Please confirm that the services required to satisfy M2, are specifically the services necessary to perform software packaging and release as well as third-level support to the infrastructure (workstations, servers, operating systems, and distribution mechanisms) on a "Similar Project" at 1.0 EVALUATION CRITERIA, ANNEX D, BID EVALUATION CRITERIA?

A30. No, the phrase "IT consulting services" remains unchanged.

- Q31. Section 3.4 of Annex D (page 118 of RFP) the Rated Criteria R1 for I.10 Technical Architect – Level 3 states, “Experience working with CCIE – Routing and Switching.” and is scored as
- 2 to 3 years = 1 point
 - 3+ to 4 years = 2 points
 - 4+ to 5 years = 3 points
 - 5+ years = 4 points

Does this mean that the proposed Resource must hold a CCIE Certification for multiple years, or that the proposed Resource must have been working with Cisco routing and switching products for multiple years?

- A31. See Answer to Q24.

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**