| | |
|---|---|
| **Public Works and Government Services Canada** | **Travaux publics et Services gouvernementaux Canada** |

**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** | **Amendment No. - N° modif.** |
|---|---|
| EN869-120601/A | 003 |

| **Client Reference No. - N° de référence du client** | **Date** |
|---|---|
| 20120601 | 2012-08-13 |

**GETS Reference No. - N° de référence de SEAG**
PW-$$EL-615-24680

| **File No. - N° de dossier** | **CCC No./N° CCC - FMS No./N° VME** |
|---|---|
| 615el.EN869-120601 | |

| **Solicitation Closes - L'invitation prend fin** | **Time Zone** |
|---|---|
| at - à    **02:00 PM** <br> on - le    **2012-09-04** | **Fuseau horaire** <br> Eastern Daylight Saving Time EDT |

**F.O.B. - F.A.B.**
Plant-Usine: ☐   **Destination:** ☑   **Other-Autre:** ☐

| **Address Enquiries to: - Adresser toutes questions à:** | **Buyer Id - Id de l'acheteur** |
|---|---|
| Ghaddab, Nabil | 615el |

| **Telephone No. - N° de téléphone** | **FAX No. - N° de FAX** |
|---|---|
| (819) 956-5419 (   ) | (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**

---

# Canada

| Solicitation No. - N° de l'invitation | Amd. No. - N° de la modif. | Buyer ID - Id de l'acheteur |
|---|---|---|
| EN869-120601/A | 003 | 615el |
| Client Ref. No. - N° de réf. du client | File No. - N° du dossier | CCC No./N° CCC - FMS No/ N° VME |
| 20120601 | 615elEN869-120601 | |

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

## A.   QUESTIONS AND CORRESPONDENT ANSWERS:

### QUESTION 1

Given the level of effort involved in responding to R1, coupled with the fact that August is historically the month when most clients take vacation (making it difficult to obtain confirmation of references), we respectfully request a two-week extension to the due date.

### ANSWER 1

The new closing date of this RFP is September 04, 2012 at 2:00 pm (EDST). See RFP modification #1 below.


### QUESTION 2

**2.1**     Rated requirements R2, R3 and R4 favour the incumbents and prevent the Crown from benefitting from a truly competitive response.  Given that Informatica, Cognos and Sybase experience will be common no matter where it was earned, and to allow the  Crown the full benefit of responses from the market, we ask that these requirements be changed to remove the PWGSC System experience requirement to allow vendors to use project references from the private sector or other Federal Government Departments.

**2.2**     Pursuant to section 01 of Standard Instructions 2003,  the Crown requires a Criminal Consent Verification form, signed by the bidder's board of directors.  Can the Crown please confirm that these forms need to be submitted with this bid at time of bid closing?

**2.3**     In R2, R3 and R4 the Crown allocates points based on dollar value, for example in R3 the bidder can achieve 10 points for a value between $3M and $3.6M. Will a bidder lose points for contract values exceeding the maximum stated value for points? Example at $3.8M?

**2.4**     Can the Crown confirm that bidders with a Board Member to be found with a criminal record will be deemed non-compliant and prevented from participating in Government of Canada procurements?

**2.5**     Please extend the closing date by 14 days.  Given the specific nature of the reference questions requested it will take some time to identify relevant projects, the applicability of the tasks in the project, and then to write customized project summaries responding to the RFP requirements (confirming similar task by role and the days billed is detailed work, which is not normally tracked).  This combined with the summer holiday period requires additional time for responses.

| Solicitation No. - N° de l'invitation | Amd. No. - N° de la modif. | Buyer ID - Id de l'acheteur |
|---|---|---|
| EN869-120601/A | 003 | 615el |
| Client Ref. No. - N° de réf. du client | File No. - N° du dossier | CCC No./N° CCC - FMS No/ N° VME |
| 20120601 | 615elEN869-120601 | |

## ANSWER 2

**2.1**      R2, R3 and R4 were revised to remove the PWGSC reference. See RFP modification #2 below.

**2.2**      The Criminal Consent Verification form is not requirement anymore. See RFP modification #3 below.

**2.3**      No points will be lost for exceeding the maximum stated values.

**2.4**      Bidders are to refer to answer 2.2.

**2.5**      The new closing date of this RFP is September 04, 2012 at 2:00 pm (EDST). See RFP modification #1 below.


## QUESTION 3

**3.1**      Is there currently, or has there been in the last 12 months, a vendor performing these or similar services for the Crown? If so, please provide the company name and contract value.

**3.2**      In reference to R3, will the Crown change the wording

From :

The Bidder should demonstrate its total billable experience (in dollars) in delivering informatics services for a PWSGC 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.

To :

The Bidder should demonstrate its total billable experience (in dollars) in delivering informatics services for a PWSGC system using Cognos' Business Intelligence (BI) Tools Suite and/or Informatica' Extract-Transform-Load (ETL) tools for the Business Intelligence requirements, by using Appendix B of Attachment 3.2.

## ANSWER 3

**3.1**      3 companies are currently providing the services. They are:

| Name | Contract Value | Contract Period |
|---|---|---|
| Veritaaq Technology House Inc | 21,702,546.26 | Feb. 14, 2008 to Nov. 30, 2012 |
| SI Systems LTD | 21,767,575.78 | Feb. 14, 2008 to Nov. 30, 2012 |
| Modis Canada Inc. | 23,174,655.93 | Feb. 14, 2008 to Nov. 30, |

| Solicitation No. - N° de l'invitation | Amd. No. - N° de la modif. | Buyer ID - Id de l'acheteur |
|---|---|---|
| EN869-120601/A | 003 | 615el |
| Client Ref. No. - N° de réf. du client | File No. - N° du dossier | CCC No./N° CCC - FMS No/ N° VME |
| 20120601 | 615elEN869-120601 | |

| | | 2012 |
|---|---|---|

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

## QUESTION 4

With regards to Amendment 002, Question and Answer 5, please provide contract duration and value of the three companies currently providing the services.

## ANSWER 4

Bidders are to refer to Answer 3.1

## QUESTION 5

5.1 In reference to page 43 of 67 please confirm that there is an error in the numbering for the 3.2 Programmer Analyst category and that there are a total of six (6) bullets, not seven (7) as indicated. For clarification, the RFP numbering sequence jumps from 3.2.3 to 3.2.5.

5.2 In reference to page 62 and 63 Rated R2, R3 and R4 there are many high-profile departments and private sector companies that use PowerBuilder, Cognos BI Tools Suite and Informatica ETL and other client/server architecture. Given that these tools and technologies are not exclusively used at PWGSC nor are they niche technologies, we request that bidders be permitted to demonstrate experience with corporate projects that meet the dollar value in R2, R3 and R4, thus allowing bidders to obtain full points. We respectfully request that "...delivering informatics services for a PWGSC system" in each of these criterion be deleted and replaced with "... delivering informatics services for a system".

## ANSWER 5

5.1 Canada confirm the number of bullets are 6 and not 7. See RFP modification #4 below.

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

## QUESTION 6

Please clarify the role(s) numbering starting on page 43, item 3.5 through to item 3.17 as they have changed with the deletion of the GIS role. The header for each category/role follows a different numbering schema than the bullets. For mapping purposes, please clarify which is the correct number identifier for each role."

| Solicitation No. - N° de l'invitation | Amd. No. - N° de la modif. | Buyer ID - Id de l'acheteur |
|---|---|---|
| EN869-120601/A | 003 | 615el |
| Client Ref. No. - N° de réf. du client | File No. - N° du dossier | CCC No./N° CCC - FMS No/ N° VME |
| 20120601 | 615elEN869-120601 | |

## ANSWER 6

Canada has revised the SOW numbering. See RFP modification #4 below.

## B.     RFP AMENDMENTS:

### 1.     Solicitation closing date in the cover page of the RFP

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

Solicitation Closes - L'invitation prend fin
at - à 02:00 PM
on - le 2011-09-04

### 2.     At R2, R3 and R4 of Attachment 3.2 of the RFP Amendement 002

**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 | 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.<br><br>To meet this mandatory criteria:<br><br>1)The services must have been for a client/server based systems;<br>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<br>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.<br><br>The Bidder must provide the completed Appendices A and B of Attachment 3.2 | |
| | **Category of Personnel** | **Minimum Billable Days** |

| Solicitation No. - N° de l'invitation | Amd. No. - N° de la modif. | Buyer ID - Id de l'acheteur |
|---|---|---|
| EN869-120601/A | 003 | 615el |
| Client Ref. No. - N° de réf. du client | File No. - N° du dossier | CCC No./N° CCC - FMS No/ N° VME |
| 20120601 | 615elEN869-120601 | |

| | |
|---|---|
| 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 |

| 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 | | | |
|---|---|---|---|---|
| | **(A)** BILLABLE DAYS PROVIDED BY BIDDER | **(B)** MINIMUM IDENTIFIED UNDER M1 | **(C)** BIDDER EXCESS (C)=(A)-(B) | **(D)** BIDDER % INCREASE TO A MAXIMUM OF 100 (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 |

| Criteria | Corporate Rated Criteria | Maximum Points (Minimum) | Evaluation Guidelines | Cross Ref. |
|---|---|---|---|---|
| **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 $600K to < $1.2M - 2 points | |

| | | |
|---|---|---|
| | | $1.2M to < $1.8M - 4 points<br>$1.8M to < $2.4M - 6 points<br>$2.4M to < $3M - 8 points<br>$3M to < $3.6M - 10 points |
| R3 | 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. | 10 | The Bidder will be awarded points as follows for the sum of Total Billable Value demonstrated:<br><br>< $600K - 1 point<br>$600K to < $1.2M - 2 points<br>$1.2M to < $1.8M - 4 points<br>$1.8M to < $2.4M - 6 points<br>$2.4M to < $3M - 8 points<br>$3M to < $3.6M - 10 points |
| R4 | 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. | 5 | The Bidder will be awarded points as follows for the sum of Total Billable Value demonstrated:<br><br>< $600K - 1 point<br>$600K to < $900K - 2 points<br>$900K to < $1,2M - 3 points<br>$1.2M to < $1.5M - 4 points<br>$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.**

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 | | | | | |
|---|---|---|---|---|---|---|
| | 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 # | Total |
| 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 | | | | | | |

# 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:_ | |

_Description of requirement and system (where applicable)_

*System Type(s) associated to this contract*

☐ Sybase' PowerBuilder (using either an Oracle or Sybase database)

☐ Client/server platform

☐ Cognos' BI Tools Suite and Informatica' ETL tools .

**3.** **At Part 5 - Certification of the RFP as amended in Solicitation amendment 002**

**DELETE:** Part 5 - Certifications; and
**INSERT:** Part 5 - Certifications, as follows:

# PART 5 - CERTIFICATIONS

Bidders must provide the required certifications to be awarded a contract. Canada will declare a bid non-responsive if the required certifications are not completed and submitted in accordance with the articles below.

Compliance with the certifications Bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to verify Bidders' compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

**Certifications Precedent to Contract Award**

The certifications listed below should be completed and submitted with the bid, but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

(a) **Federal Contractors Program - Certification**

(i) The Federal Contractors Program (FCP) requires that some suppliers, including a supplier who is a member of a joint venture, bidding for federal government contracts, valued at \$200,000 or more (including all applicable taxes), make a formal commitment to implement employment equity. This is a condition precedent to contract award. If the Bidder is subject to the FCP, evidence of its commitment must be provided before the award of the Contract.

(ii) Suppliers who have been declared ineligible contractors by Human Resources and Skills Development Canada (HRSDC) are no longer eligible to receive government contracts over the threshold for solicitation of bids as set out in the *Government Contract Regulations*. Suppliers may be declared ineligible contractors either as a result of a finding of non-compliance by HRSDC, or following their voluntary withdrawal from the FCP for a reason other than the reduction of their workforce to fewer than 100 employees. Any bids from ineligible contractors will be declared non-responsive.

(iii) If the Bidder does not fall within the exceptions enumerated in (d)(i) or (ii) below, or does not have a valid certificate number confirming its adherence to the FCP, the Bidder must fax (819-953-8768) a copy of the signed form LAB 1168, Certificate of Commitment to Implement Employment Equity, to the Labour Branch of HRSDC.

(iv) Each bidder is requested to indicate in its bid whether it is:

(A) not subject to FCP, having a workforce of fewer than 100 permanent full or part-time permanent employees, or temporary employees having worked 12 weeks or more in Canada;

(B)    not subject to FCP, being a regulated employer under the *Employment Equity Act*, S.C. 1995, c. 44;

(C)    subject to the requirements of FCP, because it has a workforce of 100 or more permanent full or part-time permanent employees, or temporary employees having worked 12 weeks or more in Canada, but it has not previously obtained a certificate number from HRSD (because it has not bid before on requirements of $200,000 or more), in which case a duly signed certificate of commitment is required from the Bidder; or

(D)    subject to FCP, and has a valid certification number (i.e., has not been declared an ineligible contractor by HRSDC).

(v)    Further information on the FCP is available on the following HRSDC Website:
http://www.hrsdc.gc.ca/eng/labour/equality/fcp/index.shtml.

*Note to Bidders: Bidders are requested to use the Bid Submission Form to provide information about their status under this program. For a joint venture bidder, this information must be provided for each member of the joint venture.*

(b)    **Former Public Servant Certification**

(i)    Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in spending public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below.

(ii)    For the purposes of this clause,

(A)    "**former public servant**" means a former member of a department as defined in the *Financial Administration Act*, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police and includes:

(1)    an individual;

(2)    an individual who has incorporated;

(3)    a partnership made of former public servants; or

(4)    a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

(B)    "**lump sum payment period**" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

(C)    "**pension**" means, in the context of the fee abatement formula, a pension or annual allowance paid under the *Public Service Superannuation Act* (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the *Supplementary Retirement Benefits Act*, R.S. 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the *Canadian Forces Superannuation Act*, R.S., 1985, c. C-17, the *Defence Services Pension Continuation Act*, 1970, c. D-3, the *Royal Canadian Mounted Police Pension Continuation Act*, 1970, c. R-10, and the *Royal Canadian Mounted Police Superannuation Act*, R.S., 1985, c. R-11, the *Members of Parliament Retiring Allowances Act*, R.S., 1985, c. M-5, and that portion of pension payable to the *Canadian Pension Plan Act*, R.S., 1985, c. C-8.

(iii)    If the Bidder is an FPS in receipt of a pension as defined above, the Bidder must provide the following information:

(A)    name of former public servant;

(B)  date of termination of employment or retirement from the Public Service.

(iv)  If the Bidder is an FPS who received a lump sum payment pursuant to the terms of a work force reduction program, the Bidder must provide the following information:

(A)  name of former public servant;

(B)  conditions of the lump sum payment incentive;

(C)  date of termination of employment;

(D)  amount of lump sum payment;

(E)  rate of pay on which lump sum payment is based;

(F)  period of lump sum payment including start date, end date and number of weeks; and

(G)  number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

(v)  For all contracts awarded during the lump sum payment period, the total amount of fee that may be paid to a FPS who received a lump sum payment is $5,000, including the Goods and Services Tax or Harmonized Sales Tax.

(vi)  By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.

**Note to Bidders:** *Bidders are requested to provide the information required by this clause in their Bid Submission Form.*

**4.** **At the Annex A - SOW of the RFP as amended in Solicitation amendment 002.**

**DELETE:** Annex A - SOW; and
**INSERT:** Annex A - SOW, as follows:

**ANNEX A**

**STATEMENT OF WORK**

## 1. INTRODUCTION

The Application Management and Information Technology Information Services (AM&ITOS) provides support of business applications within PWGSC Branches. These currently include:

1.1 Real Property Branch, the common service provider for real property and office accommodation for the Government of Canada with business applications such as: Alternate Forms of Delivery Management System (AFDMS) and Payment in Lieu of Taxes System (PILT);

1.2 Acquisitions Branch, which assists departments and agencies at all stages of procurement, with business applications such as: Seized Property Management Information System (SPMIS), Government of Canada Surplus (GCSurplus), Crown Assets Support System 2000 (CASS2000), and Accommodation/Car Rental Directory System (ACRDS); and

1.3 Corporate Services, Policy and Communications Branch, which establishes the department' corporate objectives, priorities and strategies, and supports the program branches in delivering on their specific commitments, with business applications such as: Personnel Screening Data Collection Automation (PSDCA) and Departmental and Industrial Security Information System (DISIS).

## 2. REQUIREMENT

The Contractor must provide technical support and maintenance of PWGSC business applications supported by AM&ITOS on an "as and when requested" basis as initiated through Task Authorizations. Task Authorizations may be issued for any of the following TBIPS resource categories in client/server applications based on:

- Sybase's PowerBuilder (using either an Oracle or Sybase database);
- Cognos' Business Intelligence (BI) Tools Suite; and
- Informatica's Extract-Transform-Load (ETL) tools.

Other client/server type applications and languages will also be supported.

| TBIPS ID | CATEGORY OF PERSONNEL | LEVEL OF EXPERTISE | ESTIMATED # OF RESOURCES REQUIRED (PER YEAR) |
|---|---|---|---|
| | | | |

| TECHNOLOGY SERVICES CLASS | | |
|---|---|---|
| **A. Applications Services Sub-Class** | | |
| **A.1** | Application/Software Architect | 2 | 3 |
| **A.7** | Programmer Analyst | 2 | 8 |
| **A.8** | System Analyst | 2 | 10 |
| **A.11** | Tester | 2 | 4 |
| **I. IM/IT Sub-Class** | | |
| **I.2** | Database Administrator | 2 | 3 |
| **I.3** | Database Analyst / IM Administrator | 2 | 2 |
| **I.4** | Database Modeller / IM Modeller | 2 | 1 |
| **I.9** | System Administrator | 2 | 1 |
| **I.10** | Technical Architect | 2 | 1 |
| **I.11** | Technology Architect | 2 | 1 |
| BUSINESS SERVICES CLASS | | |
| **B.1** | Business Analyst | 2 | 1 |
| **B.5** | Business Process Reengineering (BPR) Consultant | 2 | 2 |
| **B.14** | Technical Writer | 2 | 1 |
| PROJECT MANAGEMENT SERVICES CLASS | | |
| **P.6** | Project Administrator | 2 | 1 |
| **P.8** | Project Leader | 2 | 1 |
| **P.9** | Project Manager | 2 | 1 |
| **P.11** | Quality Assurance Specialist/Analyst | 2 | 2 |

**3.      RESOURCES RESPONSIBLITIES**

**3.1    Application/Software Architect**

The Application/Software Architect may be required to perform any combination of the following, without limitation:

3.1.1   Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements.

3.1.2   Identify the policies and requirements that drive out a particular solution.

3.1.3   Analyze and evaluate alternative technology solutions to meet business problems.

3.1.4   Ensure the integration of all aspects of technology solutions.

3.1.5   Monitor industry trends to ensure that solutions fit with government and industry directions for technology.

3.1.6   Analyze functional requirements to identify information, procedures and decision flows.

3.1.7 Evaluate existing procedures and methods, identify and document database content, structure, and application sub-systems, and develop data dictionary.

3.1.8 Define and document interfaces of manual to automated operations within application sub-systems, to external systems and between new and existing systems.

3.1.9 Define input and output sources, including detailed plan for technical design phase, and obtain approval of the system proposal.

3.1.10 Identify and document system specific standards relating to programming, documentation and testing, covering program libraries, data dictionaries, naming conventions, etc.

**3.2 Programmer Analyst**

The Programmer Analyst may be required to perform any combination of the following, without limitation:

3.2.1 Create and modify code and software.

3.2.2 Create and modify screens and reports.

3.2.3 Gather and analyze data for the conduct of studies to establish the technical and economic feasibility of proposed computer systems, and for the development of functional and system design specifications.

3.2.4 Design methods and procedures for small computer systems, and sub-system of larger systems.

3.2.5 Develop, test and implement small computer systems, and sub-systems of larger systems.

3.2.6 Produce forms, manuals, programs, data files, and procedures for systems and applications.

**3.3 System Analyst**

The System Analyst may be required to perform any combination of the following, without limitation:

3.3.1 Develop requirements, feasibility, cost, design, and specification documents for systems.

3.3.2 Implement systems to support projects, departments, organizations or businesses.

3.3.3 Translate business requirements into systems design and specifications.

3.3.4 Analyse and recommend alternatives and options for solutions.

3.3.5 Develop technical specifications for systems development, design and implementation.

**3.4 Tester**

The Tester may be required to perform any combination of the following, without limitation:

3.4.1 Test planning and coordination.

3.4.2 Supervise of testing in accordance with the plan.

3.4.3 Manage and monitor test plans for all levels of testing.

3.4.4 Manage walkthroughs and reviews related to testing and implementation readiness.

3.4.5 Report status.

3.4.6 Develop test scenarios and test scripts.

3.4.7   Establish and maintain source and object code libraries for a multi-platform, multi-operating system environment.

3.4.8   Establish software testing procedures for unit test, integration testing and regression testing with emphasis on automating the testing procedures.

3.4.9   Establish and operate "inter operability" testing procedures to ensure that the interaction and coexistence of various software elements, which are proposed to be distributed on the common infrastructure, conform to appropriate departmental standards (e.g. For performance, compatibility, etc.) and have no unforeseen detrimental effects on the shared infrastructure.

3.4.10  Establish a validation and verification capability which assumes functional and performance compliance.

## 3.5   Database Administrator

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

3.5.1   Define new database structures.

3.5.2   Define data conversion strategy.

3.5.3   Define database conversion specifications.

3.5.4   Customize data base conversion routines.

3.5.5   Finalize Conversion Strategy.

3.5.6   Generate new database with the client.

3.5.7   Maintain and safeguard the database.

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

3.5.9   Maintain data dictionaries.

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

3.5.11  Mediate and resolve conflicts among users' needs for data.

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

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

3.5.14  Maintain configuration control of the database.

3.5.15  Perform and coordinate updates to the database design.

3.5.16  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.

## 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   Design, develop and maintain Logical Data Models.

3.6.3   Analyze proposed changes to databases from the context of the Logical Data Model.

3.6.4    Provide technical expertise in the use and optimization of data modeling techniques to team members.

3.6.5    Provide technical assistance, guidance and direction in terms of data analysis and modeling to team members.

3.6.6    Provide assistance to project team and business users relating to data issues and data analysis concepts.

3.6.7    Participate in the development of data modeling and metadata policies and procedures.

3.6.8    Participate in data analysis as a result of new and updated requirements.

3.6.9    Apply approved changes to logical data models.

3.6.10    Comply with corporate data architectures, strategies and frameworks, including enterprise data warehouse activities.

3.6.11    Analyze and evaluate alternative data architecture solutions to meet business problems and requirements to be incorporated into the corporate data architecture.

3.6.12    Review corporate architecture strategies and directions, data requirements, and business information needs and devise data structures to support them.

3.6.13    Improve modeling efficiency through recommendations on how to better utilize current metadata repositories.

3.6.14    Comply with corporate repository metadata directions.

3.6.15    Provide input to refinement of data architectures.

3.6.16    Participate in data architecture refinement.

3.6.17    Define access strategies.

3.6.18    Construct, monitor and report on work plans and schedules.

## 3.7    Database Modeller / IM Modeller

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

3.7.1    Design, develop and maintain Logical Data Models.

3.7.2    Analyze proposed changes to databases from the context of the Logical Data Model.

3.7.3    Provide technical expertise in the use and optimization of data modeling techniques to team members.

3.7.4    Provide technical assistance, guidance and direction in terms of data analysis and modeling to team members.

3.7.5    Provide assistance to project team and business users relating to data issues and data analysis concepts.

3.7.6    Participate in the development of data modeling and metadata policies and procedures.

3.7.7    Participate in data analysis as a result of new and updated requirements.

3.7.8    Apply approved changes to logical data models.

3.7.9    Comply with corporate data architectures, strategies and frameworks, including enterprise data warehouse activities.

3.7.10    Analyze and evaluate alternative data architecture solutions to meet business problems and requirements to be incorporated into the corporate data architecture.

3.7.11 Review corporate architecture strategies and directions, data requirements, and business information needs and devise data structures to support them.

3.7.12 Provide recommendations on how to better utilize current metadata repositories.

3.7.13 Comply with corporate repository metadata directions.

3.7.14 Provide input to refinement of data architectures.

3.7.15 Participate in data architecture refinement.

3.7.16 Define access strategies.

3.7.17 Construct, monitor and report on workplans and schedules.

## 3.8 System Administrator

The System Administrator may be required to perform any combination of the following, without limitation:

3.8.1 Install, monitor, upgrade and maintain operating systems.

3.8.2 Install, monitor, upgrade and maintain hardware and software.

3.8.3 Work with Business Analysts, Project Managers, Developers, and clients and stakeholders to maintain and improve software performance.

3.8.4 Apply problem solving skills to troubleshoot and resolve technical problems.

3.8.5 Ensure timely and reliable system administration procedures, such as backup and recovery.

3.8.6 Analyze system performance and recommend improvements.

## 3.9 Technical Architect

The Technical Architect may be required to perform any combination of the following, without limitation:

3.9.1 Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements.

3.9.2 Identify policies and requirements that drive out a particular solution.

3.9.3 Analyze and evaluate alternative technology solutions to meet business problems.

3.9.4 Ensure the integration of all aspects of technology solutions.

3.9.5 Evaluate hardware and software relative to their ability to support specified requirements and, by determining potential and actual bottlenecks, and improve system performance through recommended hardware changes.

3.9.6 Review computer software systems and data requirements as well as communication and response needs and determine operating systems and languages needed to support them.

## 3.10 Technology Architect

The Technology Architect may be required to perform any combination of the following, without limitation:

3.10.1 Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements.

3.10.2 Identify the policies and requirements that drive out a particular solution.

3.10.3 Analyze and evaluate alternative technology solutions to meet business problems.

3.10.4 Coordinate integration of technology solutions.

3.10.5 Monitor industry trends to ensure that solutions fit with government and industry directions for technology.

3.10.6 Provide information, direction and support for emerging technologies.

3.10.7 Perform impact analysis of technology changes.

3.10.8 Provide support to applications and technical support teams in the proper application of existing infrastructure.

3.10.9 Review application and program design or technical infrastructure design to ensure adherence to standards and to recommend performance improvements.

## 3.11 Business Analyst

The Business Analyst may be required to perform any combination of the following, without limitation:

3.11.1 Develop and document statements of requirements for considered alternatives.

3.11.2 Perform business analyses of functional requirements to identify information, procedures, and decision flows.

3.11.3 Evaluate existing procedures and methods, identify and document items such as database content, structure, application subsystems.

3.11.4 Develop data dictionary.

3.11.5 Define and document interfaces of manual to automated operations within application subsystems, to external systems, and between new and existing systems.

3.11.6 Identify candidate business processes for re-design, prototype potential solutions, provide trade-off information and suggest a recommended course of action. Identify the modifications to the automated processes.

3.11.7 Establish acceptance test criteria with client.

3.11.8 Support and use the selected departmental methodologies.

## 3.12 Business Process Reengineering (BPR) Consultant

The Business Process Reengineering (BPR) Consultant may be required to perform any combination of the following, without limitation:

3.12.1 Review existing work processes and organizational structure.

3.12.2 Analyze business functional requirements to identify information, procedures and decision flows.

3.12.3 Identify candidate processes for re-design; prototype potential solutions, provide trade-off information and suggest a recommended course of action. Identify the modifications to the automated processes.

3.12.4 Provide expert advice in defining new requirements and opportunities for applying efficient and effective solutions; identify and provide preliminary costs of potential options.

3.12.5 Provide expert advice in developing and integrating process and information models between processes to eliminate information and process redundancies.

3.12.6    Identify and recommend new processes and organizational structures.

3.12.7    Provide expert advice on and assist in implementing new processes and organizational changes.

3.12.8    Document workflows.

3.12.9    Use business, workflow and organizational modeling software tools.

## 3.13 Technical Writer

The Technical Writer may be required to perform any combination of the following, without limitation:

3.13.1    Documents help text, user manuals, technical documentation, web page content, etc.

3.13.2    Review documentation standards and the existing project documentation.

3.13.3    Determine documentation requirements and makes plans for meeting them.

3.13.4    Gather information concerning the features and functions provided by the developers.

3.13.5    Assess the audience for the documents and manuals which are required and prepare a statement of purpose and scope for each.

3.13.6    Develop a table of content for each document and manual and write or edit the required content.

3.13.7    Investigate the accuracy of the information collected by making direct use of the material being documented.

3.13.8    Prepare or coordinate the preparation of any required illustrations and diagrams.

3.13.9    Design the layout of the documents and manuals.

3.13.10   Use word-processing, desktop publishing and graphics software packages to produce final camera-ready copy.

## 3.14 Project Administrator

The Project Administrator may be required to perform any combination of the following, without limitation:

3.14.1    Assist project management and data processing professionals, technical users and end users in simple routine tasks.

3.14.2    Provide administrative and technical support of a clerical nature as required to projects.

3.14.3    Assist in performing such tasks as maintaining project documentation and application and system libraries.

3.14.4    Acts as the first point of contact in a "hot-line" situation by accepting incoming calls, logging calls, attempting to resolve simple problems and following established procedures for more difficult problems.

3.14.5    Tracks project change requests.

3.14.6    Maintain and updates relevant project information in manual and electronic files; project information might include such things as project activity schedule, status reports, correspondence.

3.14.7    Use computer tools, aids, system control languages on PCs, minis, or mainframes to perform work.

3.14.8    Communicates with project management and data processing professionals, technical users and end users on administrative matters related to the project.

## 3.15 Project Leader

The Poject Leader may be required to perform any combination of the following, without limitation:

3.15.1 Specify the general requirements of the system, develop broad system alternatives and identify their administrative, economic and technical feasibility and practicality as well as associated policy and organizational change requirements.

3.15.2 Analyse and evaluate each alternative based on make and buy, impact and cost and benefit considerations, and propose, justify, plan and cost the implementation of the selected alternative.

3.15.3 Produce overall plan, a detailed plan for the functional analysis phase, and obtain approval of preliminary analysis.

3.15.4 Plan, direct and control the activities of a system development team within scheduled time and cost parameters.

3.15.5 Evaluate proposed computer applications to determine technical, operational and economic feasibility.

3.15.6 Design and test systems to ensure that the objectives of the system are met and that the outputs produced are in accordance with client requirements.

3.15.7 Monitor the design, implementation and operations start-up of the proposed system against established goals, objectives and milestones.

## 3.16 Project Manager

The Project Manager may be required to perform any combination of the following, without limitation:

3.16.1 Manage several Project Managers, each responsible for an element of the project and its associated project team.

3.16.2 Manage the project during the development, implementation and operations startup by ensuring that resources are made available and that the project is developed and is fully operational within previously agreed time, cost and performance parameters.

3.16.3 Formulate statements of problems; establishes procedures for the development and implementation of significant, new or modified project elements to solve these problems, and obtains approval thereof.

3.16.4 Define and document the objectives for the project; determine budgetary requirements, the composition, roles and responsibilities and terms of reference for the project team.

3.16.5 Report progress of the project on an ongoing basis and at scheduled points in the life cycle.

3.16.6 Meets in conference with stakeholders and other project managers and states problems in a form capable of being solved.

3.16.7 Prepare plans, charts, tables and diagrams to assist in analyzing or displaying problems; work with a variety of project management tools.

3.16.8 Project sign-off.

## 3.17 Quality Assurance Specialist/Analyst

The Quality Assurance Specialist/Analyst may be required to perform any combination of the following, without limitation:

3.17.1 Lead development of test plans, test scripts and test data.

3.17.2 Participate in functional and technical design reviews, perform integration and functional and system testing, and verify test results.

3.17.3 Identify and document software defects.

3.17.4 Participate with other project resources to resolve defects.

3.17.5   Perform regression testing of software applications.

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**