

**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  
Quebec  
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**  
Network and Satellite Services Division / Division des  
services de satellite et de réseaux  
11 Laurier St. / 11, rue Laurier  
Place du Portage, Phase III, 4C2  
Gatineau  
Quebec  
K1A 0S5

<b>Title - Sujet</b> ICSS FOR NCR	
<b>Solicitation No. - N° de l'invitation</b> 2B0KB-130262/A	<b>Amendment No. - N° modif.</b> 010
<b>Client Reference No. - N° de référence du client</b> 20130262	<b>Date</b> 2012-07-11
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$EO-017-24526	
<b>File No. - N° de dossier</b> 017eo.2B0KB-130262	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2012-07-23</b>	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> St-Onge, Josée	<b>Buyer Id - Id de l'acheteur</b> 017eo
<b>Telephone No. - N° de téléphone</b> (819) 956-0576 ( )	<b>FAX No. - N° de FAX</b> (819) 934-1411
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

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## SOLICITATION AMENDMENT 010

### *Questions and answers*

*In accordance with solicitation amendment 003 the deadline for submitting questions or enquiries was June 29, 2012 at noon. Canada makes no commitment to provide answers to questions submitted after June 29, 2012.*

*As stated in question #81, the closing date is now July 23, 2012 at 2:00 pm EDT.*

#### **Question #81:**

Amendment No. 007 contained 28 questions that were not answered as of Friday 29 June 2012. Three questions, Questions #37, #44, #53, requested extensions to the current closing date of Monday 16 July 2012.

Amendment No. 008 answered several of the unanswered questions as of Friday 6 July 2012. The three extension requests were declined.

Only six working days are left before the solicitation closes. More time is needed to allow Bidders to respond with a solution that reflects the changes raised by Amendment No. 008 and the complexity of the RFP requirement. More time will also allow Shared Service Canada to answer the remaining two unanswered questions. Bidders that could otherwise have met the amended requirement are unable to respond within the tight time frame and their inability to bid will reduce the overall competition for this procurement.

We therefore respectfully request a four week extension and solicitation close date of Monday 13 August 2012.

#### **Answer #81:**

Canada will extend the closing date of this RFP for an additional period of one week. The closing date has extended as follows:

**FROM:** July 16, 2012 at 2:00 PM EDT

**TO:** July 23, 2012 at 2:00 PM EDT

#### **Question #82:**

Can Canada please confirm that for all systems ordered they will use the resources defined in SOW Section 3 Support Resources ordered through Annex B4 Support Resources on a hourly

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basis for “Staging, installing, configuring and testing Network Products Hardware and/or Licensed Software” as per article (40)?

**Answer #82:**

Canada cannot commit to any specific amount of Support Resources it will procure under this solicitation. Throughout the contract period, there may be occasions when a service order would be issued by Canada for Support Resources required to accommodate specific MAC activities, including new systems or user devices. Bidders should review Annex A, sections 15.4, 15.5 and 15.6 (line items (413-417) and the entire section 16 (line items 418 - 439) for additional information.

**Question #83:**

Amendment 6 Question 32 requested: “Since many organizations combine delivery organizations within North America and globally, we respectfully request the Crown allow Customer References to be from the Bidder parent, affiliates, or legally incorporated Canadian subsidiary.

The answer to 32 stated; “No, in accordance with the Standard Instructions 2003 (2012-03-02) Goods or Services - Competitive Requirement, paragraph 04, Definition of Bidder clearly states: “Bidder” means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors”. Therefore, the SACC 2003 (2012-03-02), paragraph 04 - Definition of Bidder will remain unchanged.

This ensured that references used were from contracts held by the bidder and ensured Canada was proving experience and competence.

However Amendment 009 - Question 76 was answered as follows; “No, it is not necessary for the Bidder to be the Prime Contract holder for the reference project(s).”

This answer is in conflict to the answer given in Question 32, and appears to indicate Canada may be willing to accept references in a bid from a bidder with no experience as this answer allows an inexperienced bidder to use third party references (of which they may have had no direct involvement in). It would also allow a bidder to use references from a parent or affiliate in contradiction to answer 32 and SACC 2003. As a result this approach places Canada at risk as the reference provides no indication of the bidders knowledge, experience or capability. Typically and Canada requires all references to be from the bidder from references that it is the prime contract holder.

Can Canada please re-confirm whether (1) for all references used the bidder must be the prime contract holder or if (2) it may use third references which it had no involvement or accountability?

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**Answer #83:**

There are no contradictions between responses #36 and #76. A customer reference must be a separate legal entity from the Bidder.

The Bidder must provide customer references which confirm and demonstrate that the Bidder has provided the mandatory experience requirements stipulated in Form 6A to the customer reference. The fact that the Bidder has provided these services to the customer reference as the Contract holder or as a subcontractors is not relevant for the purpose of this certification outlined in Form 6A. What is important is that the Bidder must have performed the work.

**Question #84:**

In order for industry to incorporate the new information and the updated forms; the solution design and the solution rollout must be revisited requiring further time. This includes our internal governance process to obtain the required approvals prior to submission.

In addition to that, with the summer vacation upon us we are awaiting the return of a customer prime to sign Form 6A.

We respectfully request a 6 week extension to August 27, 2012 to complete the fully approved solution along with associated pricing and reference confirmation.

**Answer #84:**

Please refer to answer #81 of this solicitation amendment.

**Question #85:**

Would the Crown please re-consider granting an extension, at a minimum to July 20. We recognize that the Crown has deliverables to meet with regards to the delivery of services. However the extent of the changes to our proposal as a result of the many changes introduced with amendment 8 to this RFSO are considerable, and we risk not making the current deadline of July 16.

**Answer #85:**

Note that this is a Request for Proposal (RFP) not a Request for a Standing Offer (RFSO). Please refer to answer #81 of this solicitation amendment.