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11 Laurier St. / 11, rue Laurier

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Gatineau

Québec

K1A 0S5

**Revision to a Request for Supply  
Arrangement - Révision à une demande  
pour un arrangement en matière  
d'approvisionnement**

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**

Electronic Information Technology Professional Srv  
Div/Div des srv professionnels en technologie de  
l'information électronique

11 Laurier St. / 11 rue Laurier

Portage III 0A1 - 1

Gatineau

Québec

K1A 0S5

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|--|--|---|
| <b>Title - Sujet</b><br>TBIPS  |  |   |
| <b>Solicitation No. - N° de l'invitation</b><br>EN578-055605/E   |  | <b>Date</b><br>2013-03-15   |
| <b>Client Reference No. - N° de référence du client</b><br>EN578-055605  |  | <b>Amendment No. - N° modif.</b><br>013                             |
| <b>File No. - N° de dossier</b><br>003ei.EN578-055605  | <b>CCC No./N° CCC - FMS No./N° VME</b>       |   |
| <b>GETS Reference No. - N° de référence de SEAG</b><br>PW-\$\$EI-003-25338   |  |   |
| <b>Date of Original Request for Supply Arrangement</b><br><b>Date de demande pour un arrangement en matière d'app. originale</b>   |  | 2013-01-18  |
| <b>Solicitation Closes - L'invitation prend fin<br/>at - à 02:00 PM<br/>on - le 2013-04-03</b>   |  | <b>Time Zone<br/>Fuseau horaire</b><br>Eastern Standard Time<br>EST |
| <b>Address Enquiries to: - Adresser toutes questions à:</b><br>Benoit(003ei), Real   |  | <b>Buyer Id - Id de l'acheteur</b><br>003ei                         |
| <b>Telephone No. - N° de téléphone</b><br>(819) 934-4667 ( )   | <b>FAX No. - N° de FAX</b><br>(819) 956-7827 |   |
| <b>Delivery Required - Livraison exigée</b>  |  |   |
| <b>Destination - of Goods, Services, and Construction:</b><br><b>Destination - des biens, services et construction:</b>  |  |   |
| <b>Security - Sécurité</b><br>This revision does not change the security requirements of the solicitation.<br>Cette révision ne change pas les besoins en matière de sécurité de l'invitation. |  |   |

**Instructions: See Herein**

**Instructions: Voir aux présentes**

|  |  |   |
|--|--|---|
| <b>Acknowledgement copy required</b><br><b>Accusé de réception requis</b>  | <b>Yes - Oui</b><br><input type="checkbox"/> | <b>No - Non</b><br><input type="checkbox"/> |
| <b>The Offeror hereby acknowledges this revision to its Offer.</b><br><b>Le proposant constate, par la présente, cette révision à son offre.</b>   |  |   |
| <b>Signature</b>   | <b>Date</b>                                  |   |
| Name and title of person authorized to sign on behalf of offeror. (type or print)<br>Nom et titre de la personne autorisée à signer au nom du proposant.<br>(taper ou écrire en caractères d'imprimerie) |  |   |
| <b>For the Minister - Pour le Ministre</b>   |  |   |

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### **Solicitation Amendment #13**

**This solicitation amendment is raised to make the following:**

**A: Modification n° 15, n° 16 a), n° 16 b) and n° 17.**

**C: Questions and Answers**

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#### **Modification n° 15**

**The deadline to submit questions is extended to March 19, 2013 and the last set of answers will be published on March 25, 2013.**

**Delete the closing date: March 25, 2013**

**Insert the closing date: April 03, 2013**

**Note: The purpose of this extension is to enable bidders the opportunity to review and understand all the Q & A's, Clarifications and Modifications.**

#### **Modification #16 a)**

**Under Attachment B, M.4 1.:**

**Delete the following:**

1. To demonstrate this requirement, the Bidder must provide, at a minimum, the following billing details: Contract/Project Title, Contract/Project Number, Start Date, End Date, Amount Billed (for Informatics Professional Services only), and Description of the Services Performed. The Bidder must;

**Insert the following:**

1. To demonstrate this requirement, the Bidder must provide, billing details such as: Contract/Project Title, Contract/Project Number, Start Date, End Date, Amount Billed (for Informatics Professional Services only), and Description of the Services Performed or any other information relevant to invoicing used to refer to such project(s) by the client(s) or by the Bidder's accounts payable. The Bidder must;

**Modification #16 b)****Under Attachment C, M.4 1. a):****Delete the following:**

1. To demonstrate this requirement, the Bidder must:
  - a) submit this information with the hard copy of its bid to the Bid Receiving Unit by the date of bid submission, by providing at a minimum the following billing details: Contract/Project Title, Contract/Project Number, Start Date, End Date, Amount Billed (for Informatics Professional Services only), and Description of the Services Performed. (Please note that this information cannot be entered into the Data Collection Component of CPSS and must be submitted in hard copy only. Canada requests that the information be provided in a word processing document or table as suggested below); or

**Insert the following:**

1. To demonstrate this requirement, the Bidder must:
  - a) submit this information with the hard copy of its bid to the Bid Receiving Unit by the date of bid submission, by providing billing details such as: Contract/Project Title, Contract/Project Number, Start Date, End Date, Amount Billed (for Informatics Professional Services only), and Description of the Services Performed, or any information relevant to invoicing that is/was used to refer to such project(s) by the client(s) or by the Bidder's accounts payable. (Please note that this information cannot be entered into the Data Collection Component of CPSS and must be submitted in hard copy only. Canada requests that the information be provided in a word processing document or table as suggested below); or

**Modification #17****Under Solicitation Amendment #5, A 39 #2 a) i):****Delete the following:****A39**

2. **RE: M.4 Total Cumulative Value Billed (TCVB)**
  - a) (i) Yes

**Insert the following:****A39**

2. **RE: M.4 Total Cumulative Value Billed (TCVB)**
  - a) (i) No

**C: Questions and Answers****Q 179**

- 1. As an existing TBIPS SO/SA holder are we required to provide a list of current directors names to be compliant with this solicitation?**
- 2.a) Please clarify as the bid solicitation documents are not clear: As an existing TBIPS SO/SA holder after contract award for this solicitation (assuming we are successful) if a new director is added to the company are we required to notify PWGSC?**
- 2.b) If the answer is yes to 2a) are we required to provide a complete list of all directors or just the newly added Director?**
- 2.c) If the answer is yes to 2a) are we required to provide a completed criminal check form(s) at that time?**
- 3.a) As an existing TBIPS SO/SA holder after contract award for this solicitation (assuming we are successful) if we decide to change our company name are we required to notify PWGSC?**
- 3.b) If the answer to 3a) is yes, is an email to the TBIPs mailbox with a copy of our revised corporation papers sufficient to initiate the amendment to our SO/SA.**

**A 179**

- 1. No. Please refer to Solicitation Amendment #9, A123 and Solicitation Amendment #10, Modification #12.**
- 2.a) Yes**
- 2.b) Please refer to Solicitation Amendment #11, Modification # 11 f)**
- 2.c) Please refer to 2.b) above.**
- 3.a) In order to ensure payment to the appropriate entity and to maintain your file, you are required to notify the SA/SO authority if changes occur that affect your company such as a name change.**
- 3.b) Yes, an e-mail is acceptable. Canada will examine information on specific supplier changes submitted to Canada on a case by case basis after a change has occurred.**

**Q 180**

**We are submitting an offer for the current TBIPS refresh where we are grandfathering in most of our previously demonstrated qualifications, but adding several new categories. On our review of the DCC to ensure we have completed all necessary fields, we noticed that under M1, "Financial Certification", there is a CFO or CEO Contact Information section**

where bidders are instructed: “If you ‘agree’ to the statement above, you must answer ALL the following questions”.

**We have agreed to the above statement, since we are simply grandfathering in our previously demonstrated compliance with this criteria. In this case,**

- a) **do we need to complete the CEO/CFO Contact Information section, or can we leave it blank?**
- b) **What would a company which had no CEO or CFO do for this section?**

#### **A 180**

- a) The Grandfather Certification will satisfy the requirements for M.1, unless your information on file with PWGSC for this mandatory has changed. Bidders submitting the Grandfather Certification for M.1, can leave the CEO/CFO area in the DCC blank.
- b) They would have the bidder's duly authorized representative sign the certification.

#### **Q 181**

**If you could respond via email that would be appreciated as we were not successful sending our questions via email to you at the above email addresses.**

**We are a current TBIPS SO & SA Holder and are planning to respond to the refresh that is currently open.**

**We would like to submit the following question for review:**

1.
  - a. **If previously awarded “Technically Compliant” the new status would be changed to “currently substantiated” in CPSS?**
  - b. **If previously awarded “Unsubstantiated Award” the new status would be changed to “currently unsubstantiated” in CPSS?**
  - c. **For categories that were left blank and we would like to qualify for in the future but not on this response would that status be changed to “newly unsubstantiated”.**

#### **A 181**

- a. Yes
- b. Yes
- c. No. Identify those categories as “not offered” in the DCC of CPSS.

**Q 182****Section M.4: Total Cumulative Value Billed**

**(1) Can you confirm to qualify for Tier 1 the minimum Amount Billed to qualify is? It indicates \$1 million minimum and \$1.5 million on the RFP.**

**(2) Does the minimum Amount Billed required to qualify for Tier 1 include or exclude taxes?**

**(3) Can the total amount billed include "Categories" not listed on the RFP, if a service has been provided (i.e. system training).**

**A 182**

- (1) To qualify for the Standing Offer (SO), the minimum TCVB is \$1.0 million.  
To qualify for the Supply Arrangement (SA) Tier 1, the minimum TCVB is \$1.5 million.  
To qualify for the Supply Arrangement (SA) Tier 2, the minimum TCVB is \$12 million.
- (2) The TCVB excludes any taxes.
- (3) Simply listing categories (TBIPS or otherwise) is not sufficient to satisfy M.4. Please refer to Solicitation Amendment #10, A136.

**Q 183**

**1. If our organization wants to/is able to provide services across Canada for both Tier 1 and Tier 2, Should it be ticking the box that says**

- (a) "Select all Regions and Metropolitan Areas" or**
- (b) National Zone/Canada Wide ?**
- (c) What is the difference?**

**2. If the boxes for Pacific SA Tier 1 and SA Tier 2 are picked, does this not cover both Vancouver and Victoria or do all 6 boxes need to be ticked?**

**3. If under Tiers, both SA Tier 1 and SA tier 2 are chosen AND under Regional Information and Both SA Tier 1 and SA Tier 2 are chosen across all Regions, why would the Service Offering for Supply Arrangement then only show Tier 2 ? Is this a system error ?**

**4. Page 44 6C says that it is a mandatory requirement to accept Article as they appear in Part 6C to be used in bid solicitations resulting from the TBIPS Supply arrangement.**

**a.) Is this an error ? Did you mean Part 7 as per page 45 ?**

**b.) Part 44 6C also states that resulting contracts may be modified to suit individual client requirements. Please therefore confirm that Part 7 is a sample**

**of a resulting contract and that depending on the nature of the work involved, some of these T's and C's can be negotiated at that time.**

### **A 183**

- 1.(a) Yes
  - 1.(b) No
  - 1.(c) Please see Clarification # 11 from solicitation amendment #012.
2. No. Please refer to Solicitation Amendment #7, A83.
3. When suppliers make their selection of tiers/component to indicate what they wish to offer (within the first link titled "Tiers" under the Sections portion of the Supplier Response Home Page) and continue to toggle back and forth this selection throughout their completion of the response template, the potential exists that a divide could happen with one of these data sets (SO, SA T1 or SA T2) where it may appear to be no longer part of the template. However, based on this discovery, a daily data integrity review has been performed each morning until a permanent fix is released into production next Monday, March 18, 2013.
- 4.a) "Part 7 - Resulting Contract Clauses" will be located under Section 7 of the RFP Template in the SA's when awarded. Part 7 falls under 6C in the RFSO/RFSa document.
- 4.b) Yes, only for the SA

### **Q 184**

**We are a current TBIPS SO and SA holder. The current refresh is allowing us to change our SO rates only. Can the Crown please confirm when we will be able to change our SA rates.**

### **A 184**

Please refer to Solicitation Amendment #5, A44 1a) and 1b).

### **Q 185**

**Is it possible to get a clarification: In the mandatory section M.5 in Attachment B ...**

**(a) If you selected "Stream #1 Application Services" you would need to select six (6) different categories, say A.1 thru A.6 and then provide one (1) reference for each.**

**(b) It would NOT be acceptable to select two categories, say A.10 and A.11 and provide three references for each totaling the (6) references.**

### **A 185**

- (a) Yes  
(b) Correct.

**Q 186**

**I am considering bidding as a joint venture. I need to prove that I meet the requirements stipulated in M4.**

**M4 #2 reads:**

**If the Bidder is a joint venture, invoices demonstrating experience provided previously by any joint venture member will be counted towards the TCVB.**

**Am I required to provide invoices as part of my bid in order prove that I meet this mandatory?**

**A 186**

No. Please refer to Solicitation Amendment #7, A79 2).

**Q 187**

**1) For an existing tier 1 TBIPS supplier who is using the grandfather option and who is adding new categories and 1 new stream (stream #6), what hard copy documents / certifications must be included in with the bid.**

**2) As a new tier 1 Aboriginal Joint Venture bidder, what hard copy documents / certifications must be included with the bid.**

**A 187**

1) Please refer to Component 1, 1.4 Submission Grid, Column D and Solicitation Amendment 012, Modification #13.

2) Please refer to Component 1, 1.4 Submission Grid, Column B and to Attachments B and C of the Solicitation.

**Q 188**

**I am an existing tier 1 TBIPS SO and SA supplier, having qualified in the initial rfp. I am using the Grandfather option in this refresh and I am also adding new categories in more than 1 stream. I will also be adding a new stream (Stream #6) but will remain a tier 1 supplier.**



**M4 reads:**

**1. To demonstrate this requirement, the Bidder must provide, at a minimum, the following billing details: Contract/Project Title, Contract/Project Number, Start Date, End Date, Amount Billed (for Informatics Professional Services only), and Description of the Services Performed. The Bidder must;**

**a) submit this information with the hard copy of its bid to the Bid Receiving Unit by the closing date. Please note that this information cannot be entered into the Data Collection Component of CPSS and must be submitted in hard copy only. It may be provided in a word processing document or table as suggested below; or**

**b) provide for this mandatory the Grandfather Certification in Attachment E of this Solicitation if the Bidder was issued a SO under the last Refresh Solicitation EN578-055605/D and does not wish to modify its qualification against this criterion; or**

**c) provide the information in M.4 1.a) above if the Bidder was issued a SO under the last Refresh Solicitation EN578-055605/D and wishes to modify its qualification against this criterion.**

**2 questions:**

**Q1: What do you mean by: "...wishes to modify its qualification"?**

**Q2: Given my situation of being an existing tier 1 TBIPS SO and SA supplier who wishes to add additional categories, am I required to provide the said billing details for the past 3 years?**

**A 188**

1) If you wish to apply for Tier 2, then you must modify your qualification for M.4. In such a case, you must provide M.4 1.a) from Attachment C of the bid solicitation.

2) If you are applying for additional categories (not applying for Tier 2), then the Grandfather certification would satisfy the requirements for M.4 as detailed in M.4 b) of Attachments B and C of the bid solicitation.

**Q 189**

**Having reviewed the mandatory requirements and subsequent Q&As, we have an additional point for which we would appreciate clarification.**

**We are an existing supplier For M.5 – Identification of Categories, and are trying to determine if it is worthwhile for us to try and substantiate a previously unsubstantiated categories. Our question is:**

- 1. If we successfully convert an unsubstantiated category to a newly substantiated category, will be granted a replacement for the unsubstantiated category?**
- a. If not, why is this not the case? As it would seem a company might be no further ahead if they work to provide substantiations for previously unsubstantiated categories.**

#### **A 189**

- 1. No. However, if you provide two positive references, then you would qualify for one new unsubstantiated category under this solicitation if requested.**
- a. The intent is to provide bidders with the opportunity to gain experience within the TBIPS method of supply. If a bidder gained experience (i.e.: received call-up/contract) for categories that were awarded as unsubstantiated from a previous TBIPS bid solicitation, then it now has the capability to substantiate those categories and further qualify for newly unsubstantiated categories (as per the 2:1 ratio detailed in M.5, 7 of Attachments B and C).**

#### **Q 190**

**My company (“company name PBN #1”) is an existing CPSA SA holder, and I am following Submission Grid column E to create a new TBIPS. The RFP states that “A Bidder that currently holds a CPSA will be granted up to six (6) categories of its choice from the new Cyber Protection Stream.”**

- (a) I thought that the way I would indicate that in the DCC would be to choose the “currently offered” option and then select the status as “currently substantiated”.**
- (b) Also, would the other three unsubstantiated categories be selected as “Currently unsubstantiated”? Can you please confirm that this is the correct use of the DCC?**
- (c) Note that “company name” also holds a TBIPS JV under PBN #2. I intend to keep the TBIPS JV as is, and create a new TBIPS SO/SA as an existing CPSA SA holder PBN #1. I am working on today at my home at ###-###-####, or alternately at ###-###-#### office normally on business days, or ###-###-#### mobile**

#### **A 190**

- (a) Correct**
- (b) Correct**
- (c) For your CPSA under PBN #1: You are considered a current CPSA Holder migrating to TBIPS. The migration process detailed in M.5, article 8 of Attachments B and C applies. Column E from the grid is the most appropriate column.**

For your TBIPS SA/SO (JV) under PBN #2: You are considered a current TBIPS Holder. If not changing the technical offer already on file from the previous TBIPS solicitation, then Column C from the grid is the most appropriate column.

### Q 191

We currently have a J/V for the SO and SA Tier 1. We are applying, in this renewal, to achieve SA Tier 2. As part of our renewal we are also adding a number of categories in different streams. Would you please confirm the following based on M5. 2. First sentence – “Where the bidder is a joint venture, each member must have previously provided at least one of the Categories proposed.”.

1. Each J/V member has to have at least one substantiated category.
2. The category that each J/V member must submit substantiation for can be a category in any one of the streams.
3. Each J/V member does NOT have to have a substantiated category in EACH stream we are applying for.

### A 191

1. Confirmed.
2. Confirmed
3. Confirmed.

### Q 192

Would the crown please provide an answer to the following question as it relates to the TBIPS refresh, Solicitation number EN578-055605/E?

In Amendment #005, Q39, #2 a) i) it asks “Is a Contract/Project # a mandatory field”, to which the Crown answered “Yes” in A39 #2) a) i). This is contradictory to answer A79 in Amendment #007 wherein the Crown states that the table shown in Q79 would be considered technically compliant, ie, A79 1) “Yes. Please note that all information provided is subject to verification”. This answer is contradictory because within the table provided in Q79, the ‘Contract/Project Number’ field is left blank. Could the crown please clarify? There seems to be a lot of questions around how this table is to be completed and there seem to be a number of various ways to be compliant. Thus if the Crown could provide very explicit detail it would be greatly appreciated, as I’m sure all bidders would not want to have a non-compliance for a simple formatting error/miscommunication.

**A 192**

Please refer to Modification #16 a) and 16 b) and #17 of this Solicitation Amendment

**Q 193**

**We have the following question regarding the TBIPS SO/SA refresh, particularly as it pertains to companies seeking to acquire Tier 2 levels:**

**M4 Total Cumulative Value Billed asks for the Description of the Services Performed. Given that it is likely that dozens or hundreds of projects will have to be listed in order to surpass the threshold of \$ 12 M, would it be permissible to simply provide the title of each project, provided that the title indicates an IM/IT project, rather than a full description? The titles should be self-explanatory, will save the vendor community and Crown a significant amount of time and effort in the preparation and review of this information, and should not deter from the intent of this mandatory criterion.**

**A 193**

No. During the evaluation process, Canada may require the Bidder to provide supporting documentation (invoices). Therefore, the Bidder must ensure that sufficient details are provided with the bid submission to satisfy M.4. Please also refer to Solicitation Amendment #7, A 79, 2)

**Q 194**

**My company is bidding on the next TBIPS and I wanted to clarify the website data collection regarding the Grandfather Certification. We are entering as a new bid so the Grandfather doesn't apply to us. I assume this means I don't check the box that says "I agree to the statement above" on the Grandfather Certification page. I wanted to be sure because it isn't clear that checking implies I will attach Certification for Grandfather or that I just read and understand the statement even though it doesn't apply to me.**

**A 194**

For the Grandfather Certification, selecting "I agree to the statement above" implies that the Bidder has read and understood the statement even though it may not apply. New Bidders can either leave this blank or select "I agree to the statement above".

**Q 195**

**Question 90 (4) from Amendment #7 caused some confusion which resulted in these questions:**

**1. We are an existing Tier 1 SA & SO TBIPS holder. In Stream #3, we currently have 5 Technically Compliant and 2 Unsubstantiated categories from the last TBIPS bid.**

**We are adding a Newly Substantiated category which would mean we will have 6 Technically Compliant, therefore, can we add an additional Unsubstantiated Category which is 50% of the substantiated. The end result, 6 Technically compliant, 3 Unsubstantiated. Is this correct?**

**2. We are an existing Tier 1 SA & SO TBIPS holder. In Stream #4, we currently have 6 Technically Compliant and 3 Unsubstantiated categories from the last TBIPS bid.**

**We are now substantiating a previously unsubstantiated category which would mean we have 7 Technically Compliant categories; therefore can we add (replace) 1 additional Unsubstantiated Category which is 50% of the substantiated. The end result 7 Technically Compliant, 3 Unsubstantiated. Is this correct?**

**3. I am now substantiating a previously UNSUBSTANTIATED category. I just realized there is another SELECTION: "Currently Unsubstantiated – now substantiating"**

**(i) Should I be using this selection, or Newly Substantiated?**

**(ii) Also, because I'm substantiating this I have to pick a "newly unsubstantiated" to replace it – correct?**

#### **A 195**

1. No. You can only qualify for unsubstantiated categories as a result of newly substantiated categories from this bid solicitation. Categories that were substantiated through previous bid solicitations cannot be used to qualify for unsubstantiated categories for this bid solicitation. Therefore, to qualify for 1 new unsubstantiated category, you must qualify for two new substantiated categories from this bid solicitation in the stream.

2. No. Please refer to 1. above.

Note: The 50% ratio is rounded down in cases where there is an odd number of newly substantiated categories (ex: 50% of 1 = 0 , 50% of 2 = 1, 50% of 3 = 1, 50% of 4 = 2)

3. (i) You should select the "Currently Unsubstantiated - now substantiating" option

3.(ii) To qualify for one new unsubstantiated category, you must qualify for 2 new substantiated categories from this bid solicitation.

Solicitation No. - N° de l'invitation

EN578-055605/E

Amd. No. - N° de la modif.

013

Buyer ID - Id de l'acheteur

003ei

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

EN578-055605

File No. - N° du dossier

003eiEN578-055605

CCC No./N° CCC - FMS No/ N° VME

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### **Q 196**

**In light of the amendment that was issued today that detailed some changes in the Terms and Conditions. We would like to ask for an extension of 10 days to allow our legal team to review and accept the changes.**

### **A 196**

Please refer to this Solicitation Amendment, Modification # 15.