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**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

<b>Title - Sujet</b> SPICT Serv. prof. en informatique	
<b>Solicitation No. - N° de l'invitation</b> W6369-11P5NN/A	<b>Amendment No. - N° modif.</b> 005
<b>Client Reference No. - N° de référence du client</b> W6369-11P5NN	<b>Date</b> 2012-04-10
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZM-380-23755	
<b>File No. - N° de dossier</b> 380zm.W6369-11P5NN	<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 2012-04-19</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<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> Cook, Gail	<b>Buyer Id - Id de l'acheteur</b> 380zm
<b>Telephone No. - N° de téléphone</b> (819) 956-2591 ( )	<b>FAX No. - N° de FAX</b> (819) 956-1207
<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>

## AMENDMENT NO. 005

This amendment is raised to answer Bidders' questions.

### QUESTIONS AND ANSWERS:

Q40. The constraint of candidates requiring workstation rollout to 15,000 national and international desktops limits the resourcing pool to previous DND resources which is too constraining. Would the crown change from National and International to National and/or International which opens up the pool to multiple GOC departments.

A40. No the Crown will not make the requested change.

Q41. Annex D, Section 3.8, P.9 Project Manager (Engineering Support), Level 2

Requirement M5 for the Project Manager (Engineering Support) position requires a valid PMI certification. We are requesting to have this requirement modified to allow candidates to be bid and considered compliant whom hold a PMI certification so long as they have a valid certification by the start of the transition in period for the contract.

A41. No, the requirement will remain unchanged.

Q42. Annex D, Bid Evaluation Criteria, Section 1.0 Evaluation Criteria, page 111/127

Amendment #2 modified item 1 in the definition of a "Similar Project" from "Minimum of 5000 workstations supported **nationally or internationally**" to "Minimum of 15,000 workstations supported **nationally and internationally**". Nine of the eleven resources that must be proposed in response to the RFP include a mandatory requirement for experience with similar projects as defined by Section 1.0 Evaluation Criteria. Five of these also include rated requirements referencing this same definition. There are a limited number of local resources who have experience supporting workstations internationally. Please modify this definition to state that experience **nationally or internationally** is suitable.

A42. DND has the responsibility and hence requirement to support its members outside of Canada. Currently DND has more than 1400 members deployed in various capacities from operational deployments to static locations outside of Canada. In addition these numbers are changing as new tasks are given to DND by the GOC. Therefore, the international requirement does not change.

Q43. Re: Amendment 003 – item 5; Technical Architect Level 3 Point-Rated Criteria R2

*“Valid Cisco CCIE Routing and Switching certification.”*

As this change was made to the evaluation criteria so late in the solicitation period (37 days after the original RFP issue date), and this certification is rare for public-sector focussed consultants in the NCR, most Bidders must now replace their original consultants in order to maximize score in this category. As we understand that further extensions to the close date are not being considered, would the crown consider compromising between the original requirement and the amended version so that Bidders and their consultants (with the hands-on CCIE Routing and Switching experience) would not be unfairly penalized at this late date.

An example of such a compromise would be to amend the requirement to read *“Valid Cisco CCIE Routing and Switching certification, or more than 5+ years demonstrated experience working with CCIE Routing and Switching.”*

A43. No, the requirement will remain unchanged.

Q44. Re: Annex D, 3.8 Project Manager (Engineering Support) Level 2; Point Rated item R2

*“Experience managing the entire release process utilizing Axios Assyst.”*

Amendment 002 modified the mandatory requirement M3 to accept resource experience with Axios Assyst, or a similar tool. As Axios Assyst is a very rare tool found within the NCR predominately at DND, this criterion provides a clear advantage to incumbent resources. Therefore, would the crown please consider amending R2 to accept *“Experience managing the entire release process utilizing Axios Assyst or a similar tool.”*

A44. R2 is amended to “Experience managing the entire release process utilizing Axios Assyst or a similar tool”.

Q45. Regarding Q. 27 of Amendment No. 003 released 30/03/2012 (2.0 Bidder Evaluation Criteria):

We understand that the Crown has stricken M2 (a) from Section 2.0, however we would propose that the Crown re-consider the impact of removing this requirement.

With the current scoring system there is considerable criteria and points awarded for providing resources with “similar project” experience but no criteria or points awarded for Bidder experience. Considering resources may opt to bid with multiple parties, the current scoring system will not provide an accurate measurement to the bidder’s previous experience or ability to provide enterprise desktop services to a similar environment and ultimately assist DIMCIA in achieving its overall mandate.

The Bidder’s experience delivering a “similar project” of this size and complexity, and/or prior experience managing enterprise desktop service contracts in similar environments will have a significant impact on the successful outcome of DIMCIA’s project initiative. As previously established by the crown; a bidder, which has not managed a contract involving the support of a user community greater than 15,000 workstations (est. 20% of the size of the DND/CF user community presently served by DSB) will expose the DND/CF user community to an unacceptable level of risk.

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It is also worth noting that there are many companies on the TBIPS SA besides the incumbent company (or associated company) that have considerable local and international experience delivering "similar projects".

We recommend that the crown;

- a) re-instate M2 (a) in Section 2.0 **OR**
- b) include an additional requirement to Section 2.2 Rated Requirements requesting bidders to demonstrate their experience with 1 or more 'similar project' as defined in Amendment No. 002, Revision 11, and score appropriately.

A45. M2 (a) for the Bidder was deleted to open up competition for this requirement and therefore will not be changed.

**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**