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11 Laurier St. / 11, rue Laurier
Place du Portage, Phase III
Core 0A1 / Noyau 0A1
Gatineau
Québec
K1A 0S5
Bid Fax: (819) 997-9776

SOLICITATION AMENDMENT MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT (See original solicitation
document.)

Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution
Informatics Professional Services Division / Division
des services professionnels en informatique
11 Laurier St., / 11, rue Laurier
3C2, Place du Portage
Gatineau
Québec
K1A 0S5

Title - Sujet CIC IM/IT/PM TBIPS OMNIBUS	
Solicitation No. - N° de l'invitation B8289-100575/A	Amendment No. - N° modif. 009
Client Reference No. - N° de référence du client B8289-100575	Date 2012-04-04
GETS Reference No. - N° de référence de SEAG PW-\$\$ZM-380-23738	
File No. - N° de dossier 380zm.B8289-100575	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-04-12	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Cook, Gail	Buyer Id - Id de l'acheteur 380zm
Telephone No. - N° de téléphone (819) 956-2591 ()	FAX No. - N° de FAX (819) 956-1207
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: CITIZENSHIP AND IMMIGRATION CANADA	

Instructions: See Herein

Instructions: Voir aux présentes

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

AMENDMENT NO. 009

This amendment is raised to answer Bidders' questions.

QUESTIONS AND ANSWERS:

Q107. Re: Contract Management Plan Requirements and Evaluation

In order for us to complete our response we require clarification on the Contract Management Plan criteria as it is unclear.

- (a) The criteria for both M4 Contract Management Plan and R1 Contract Management Plan are the same. Is the Bidder is to provide a point by point response to M4 and those answers will be used as the material that is evaluated in R1? In other words, please confirm that the Bidder needs to provide a written response to M4 and no additional material is required for R1.
- (b) The evaluation criteria for the Contract Management Plan in R1 awards points based on the Bidder's understanding of CIC's requirements and how achievable their plan is and the related risks to CIC. The RFP doesn't provide any real detail on how the new Omnibus will be managed nor does it provide an outlook/forecast that indicates current complement, expected staffing peaks etc. Further, the Statement of Work for each stream is only approximately two pages and has no detail on existing programs and planned projects. Given the brevity of information in the RFP, it would seem that incumbent suppliers would have a great advantage in demonstrating "excellent understanding" and presenting approaches that would be perceived as "easily achievable with no risk" relative to the response of a non-incumbent Bidder. Can CIC be more specific as to what constitutes an "excellent understanding" and "no risk" means for each of the criteria (a) through (i) relative to the ten points?

A107. (a) M4 will evaluate if the Bidder's Contract Management Plan has addressed all the required topic areas. R1 will evaluate how well the Bidder's Contract Management Plan has addressed each of the topic areas. Bidder's have discretion as to how they demonstrate that Contract Management Plan addresses the topic areas. The Contract Management Plan itself will be used to evaluation how well a topic area has been addressed.

- (b) The CIC contract management requirements are typical of those experienced for any long term support services contract. Given that each Bidder will have unique approaches to addressing these requirements, there is no one specific measure for how well a topic has been addressed.

Q108. Re: Annex D. G2 - Positions A.6 level 2 and 3 Programmer/Software Developer; R1 states: "Experience the development and preparation of diagrammatic plans for solution of business, problems by means of computer systems of significant size and complexity." In order to be consistent, please define "significant size and complexity".

A108. Computer systems of significant size and complexity are systems that provide an enterprise solution (e.g., Departmental level in a government business context or corporate level in a private sector business context).

Solicitation No. - N° de l'invitation

B8289-100575/A

Amd. No. - N° de la modif.

009

Buyer ID - Id de l'acheteur

380zm

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

B8289-100575

File No. - N° du dossier

380zmB8289-100575

CCC No./N° CCC - FMS No/ N° VME

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**