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11 Laurier St. / 11, rue Laurier  
Place du Portage, Phase III  
Core 0A1 / Noyau 0A1  
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  
4C1, Place du Portage  
Phase III  
Gatineau  
Québec  
K1A 0S5

<b>Title - Sujet</b> SBIPS (Solutions Based)		
<b>Solicitation No. - N° de l'invitation</b> EN537-05IT01/G		<b>Date</b> 2011-12-23
<b>Client Reference No. - N° de référence du client</b> EN537-05IT01		<b>Amendment No. - N° modif.</b> 013
<b>File No. - N° de dossier</b> 002ei.EN537-05IT01	<b>CCC No./N° CCC - FMS No./N° VME</b>	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$EI-002-22619		
<b>Date of Original Request for Supply Arrangement</b> <b>Date de demande pour un arrangement en matière d'app. originale</b>		2011-04-01
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-04-02</b>		<b>Time Zone Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>Address Enquiries to: - Adresser toutes questions à:</b> Toman, Rebecca		<b>Buyer Id - Id de l'acheteur</b> 002ei
<b>Telephone No. - N° de téléphone</b> (819) 956-2375 ( )		<b>FAX No. - N° de FAX</b> (819) 956-7827
<b>Delivery Required - Livraison exigée</b>		
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> Public Works and Government Services Canada Portage III, 0A1 11 Laurier, Gatineau, Québec K1A 0S5		
<b>Security - Sécurité</b> This revision does not change the security requirements of the solicitation. 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> <b>Accusé de réception requis</b>	<b>Yes - Oui</b> <input type="checkbox"/>	<b>No - Non</b> <input type="checkbox"/>
<b>The Offeror hereby acknowledges this revision to its Offer.</b> <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) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
<b>For the Minister - Pour le Ministre</b>		

### SOLICITATION AMENDMENT #13

The following amendment is raised to:

A.) Answer the following question.

#### A. QUESTIONS AND ANSWERS

**Q.37** We are struggling with 'the end date is the date the complete solution was provided to the client' which is inconsistent with the ongoing nature of managed services solutions so we would like some clarification. In addition, contract extensions and subcontracting relationships also cloud the issue, so I have outlined a number of scenarios and specific questions below.

##### A) Scenario 1:

We have a customer whose contract, for server management, was initiated on April 1, 2004, for a six year engagement, with two one year options to renew. The contract was awarded based for our company's solution proposed in response to an RFP. The contract's renewal options were executed in 2010, and the current contract ends on March 31, 2012.

**A - 1.** Can we use this contract at all, as the services are still being delivered, even though the original end date has passed? Should we use the entire contract value from April 1, 2004 through March 31 2010, or to the present date?

**A - 2.** If the contract as a whole cannot be used, can we look at solutions within the contract, which have been installed and retired as a part of the service, and approach the scope of the project based on a subset of solution-based deliverables within the contract?

##### B) Scenario 2:

We had a very long standing managed services engagement with a customer (spanning approximately 15 years). During the last years of the contract, which ended in 2009, it was extended a number of times on an annual basis (e.g. a 2008/2009 extension, a 2007/2008 extension, a 2006/2007 extension, etc.). As in scenario 1, the customer approached us with a problem (server support) and we are responsible for the overall solution, including design, implementation, ongoing support, and decommissioning, however services associated with the solution were ongoing until the contract ended / was transitioned to another entity.

**B - 1.** Does each year's extension of the contract count as a project? Or does one contract, regardless of extensions or changes, count as a project?

**B - 2.** If each year counts as a project, can we use multiple extensions of the same contract as multiple 'projects'?

**B - 3.** If contract extensions count as part of the same project, is there any limit for the reach-back for a project's start date, i.e. should we go back to the original start date of the contract for the solution?

**B - 4.** Or, does this scenario require us to be more granular with regards to services delivered within scope of the contract?

##### C) Scenario 3:

We have a contract in which we are subcontracted to a larger entity to provide part of a managed services solution, for which we are fully responsible for the solution design and execution. The

**solution is delivered directly to the end customer, and also interacts heavily with the firm we are subcontracted to. As with scenarios 1 and 2, this scenario is part of an ongoing contract which was just renewed.**

**C - 1. Whom should we address our substantiation reference to – to the end customer, or to the firm to which we are subcontracted to? Note our solution is delivered, in this case, directly to the end customer.**

**C - 2. Should we use the end date of the project as the original contract end date, or as a part of some component within the project?**

#### **A.37**

A - 1 As the contract is still ongoing and ends March 31, 2012, the project can not be used until after the end date has passed.

A - 2 a portion of the contract maybe used providing it is a solution on its own and the bid substantiates that this portion meets all criteria within M.3. In addition, the project value provided must only be for the portion and it can not be reused within the bid for another Domain or any subsequent bid.

B - 1 No. Extensions do not count as separate projects.

B - 2 No

B - 3 There is no limit on how far back the start date is.

B - 4 The project may be used as one project. It is not a requirement to divide out by year what has been completed. However, all mandatory criteria in the SBIPS RFSA must be substantiated within the suppliers technical response template and the bid must substantiates that this project meets all criteria within M.3. In addition, the project value provided for this project can not be reused within the bid for another Domain or any subsequent bid.

C - 1 The substantiation reference is your client.

C - 2 The end date to be used is the end date of your company's contract to provide the solution.

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**