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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**

**Vendor/Firm Name and Address**  
**Raison sociale et adresse du**  
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**Issuing Office - Bureau de distribution**  
Informatics Professional Services - EL  
Division/Services professionnels en informatique -  
division EL  
4C2, Place du Portage  
Gatineau  
Québec  
K1A 0S5

<b>Title - Sujet</b> Informatics Professional Services	
<b>Solicitation No. - N° de l'invitation</b> 24062-130163/A	<b>Amendment No. - N° modif.</b> 002
<b>Client Reference No. - N° de référence du client</b> 24062-130163	<b>Date</b> 2014-02-04
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$EL-633-26822	
<b>File No. - N° de dossier</b> 633el.24062-130163	<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 2014-03-03</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> Mentor, Michel	<b>Buyer Id - Id de l'acheteur</b> 633el
<b>Telephone No. - N° de téléphone</b> (819) 956-0230 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<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>
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<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 No. 002**  
**RFP No. 24062-130163/A**

**The following amendment 2 is raised to provide answers to several questions received from potential bidders and to extend the solicitation closing date.**

**Q1** With regards to Corporate Mandatory and Rated Evaluation Criteria M1/R1 , “large heterogeneous enterprise” is defined as an organization with multiple locations (in excess of 20) nationally or internationally, with a large workforce (in excess of 75,000 employees) involved in the provision of a diverse range of services and or products (in excess of 10) applicable to “work-packet 1” .

To achieve the minimum points required for Corporate Rated Evaluation Criteria , the Bidder’s three (3) project references must entail this requirement of a large heterogeneous enterprise for work-packet 1 in all three (3) project references.

The definition of “large heterogeneous enterprise” limits client references for the Federal Government to the Department of National Defence combined with the Canadian Forces (DND/CF).

Would the crown consider a less restrictive definition of “large heterogeneous enterprise” not based on the number of employees and geographic locations, but rather number of devices/complexity of the technical environment of the work packet?

**AI** *The crown will not consider a less restrictive definition of large heterogeneous enterprise as the Government of Canada is a large heterogeneous organization, therefore if the bidder has a client reference from a Government of Canada department or agency it would meet the criteria.*

**Q2** With regards to Mandatory Resource Evaluation Criteria M2, all resource categories must have provided professional services for at least one “large heterogeneous enterprise”, defined as an organization with multiple locations (in excess of 20) nationally or internationally, with a large workforce (in excess of 75,000 employees) involved in the provision of a diverse range of services and or products (in excess of 10).

Additionally R1/R2/R4 of the rated Resource Evaluation Criteria requires experience within large heterogeneous enterprises in order to score any points.

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The definition of “large heterogeneous enterprise” limits clients to the Federal Government to the Department of National Defence combined with the Canadian Forces (DND/CF).

Would the crown consider a less restrictive definition of “large heterogeneous enterprise” not based on the number of employees and geographic locations, but rather number of devices/complexity of the technical environment for M2/R1/R2/R4 Resource Evaluation Criteria?

**A2** *See A1.*

**Q3** For requirements that ask for experience within a specific timeframe; for example: “WEB Architect Level 2 – M1 – The proposed resource must have a minimum of sixty (60) months demonstrated experience as a WEB Architect within the last ninety six (96) months.” For purposes of calculating duration of experience, please confirm that this time frame is calculated from the bid solicitation date.

**A3** *The time frame specified is calculated from the bid solicitation closing date.*

**Q4** We find that the RFP’s definition of “Large Heterogeneous Enterprise” in Attachment B – Bid Evaluation Criteria to be highly restrictive and will prohibit many suppliers from submitting a bid response and as such create an uncompetitive process. Within Canada there are almost no companies that have 75,000 employees (even Nortel at its peak, when it was Canada’s most valuable company, was only 60,000 employees). Given this fact, the employee size of Treasury Board (the client), and the value of engaging consultants with government of Canada expertise we respectfully request that this definition be changed to:

“Large Heterogeneous Enterprise: An organization with multiple locations nationally or internationally with a large diverse workforce (over 5,000) that is involved in the provision of a diverse range of services and or products. “

**A4** *See A1.*

**Q5** This question is related to Mandatory Resource Evaluation Criteria M1 for all resource categories. Given that in the RFP Part 2 of 2 page 12 of 56 it states under item (v) that “The same individual can be proposed for more than one Resource Category”, if we were to propose the same resource in the Technology Architect and Enterprise Architect categories; given M1 “experience as a Technology Architect within...” and “Experience as an Enterprise Architect within...”, if we used the same projects for both roles, would the evaluators only count half of the project time experience for each role or would the crown count the time in full as long as the resource has the required tasks for each role

within the project? Given the time frame that the experience is required to be within a specific number of months, we would ask the crown confirm the latter.

- A5** *It is the responsibility of the bidder to clearly state the time spent by the resource providing services of each category type and level on each project listed. In response to the example provided; the bidder must show how many months the resource acted as a Technology Architect on the project and how many months the resource acted as an Enterprise Architect on the project.*
- Q6** Under the Mandatory Corporate Evaluation Criteria M1, it states “at least one of the projects must have been started within the last twenty-four (24) months.” Given the nature of IT Transformation projects having large and often multi-year scopes, we respectfully request that Treasury Board extend this timeframe to “within the last sixty (60) months”. This change will help ensure a wider competitive process and ensure bidders that are involved in relevant multi-year transformation initiatives are not precluded from bidding as ‘extensive involvement of 9 months’ in 24 months window of acceptable project experience becomes a highly restrictive requirement.
- A6** *The Crown agrees to change the wording to the following. “The Bidder must have been extensively engaged on at least one of the projects within the last twenty-four (24) months.”*
- Q7** Referencing 1.0 Mandatory Corporate Evaluation Criteria, M1., 3. That the Bidder was extensively engaged on the project (pages 2-3 of Attachment “B”) – please confirm that this means that the Bidder provided Architect, ERP Functional Analyst and/or Business Process Re-engineering Consultants for the project for a minimum of 9 months throughout the concept, analysis and/or development phases.
- A7** *To clarify; the Bidder provided Architect, ERP Functional Analyst and/or Business Process Re-engineering Consultants **fulltime on** the project for a minimum of 9 months throughout the concept, analysis and/or development phases.*
- Q8** Is there currently, or has there been within the past 12 months, resources performing this or similar services? If so, please provide the company name(s), contract duration(s), and dollar value(s).
- A8** *Yes, CGI has been providing similar services within the past 12 months. The contract duration is April, 2011 to March, 2014. The dollar value is \$1,770,000.*
- Q9** In the Mandatory Corporate Evaluation Criteria, M1 reads:  
“The Bidder must provide information for three projects where they provided Architect (enterprise, business, information, application, technology, business transformation or

WEB), ERP Functional Analyst and/or Business Process Re-engineering Consultant professional resource services....”

Does this mean any of the following:

1. For each project referenced, the Bidder must have provided an Architect AND an ERP Functional Analyst AND a Business Process Re-engineering consultant, ie: on each project, all 3 types of resources were provided?
2. For each project referenced, the Bidder must have provided an Architect OR an ERP Functional Analyst OR a Business Process Re-engineering consultant, ie: the projects referenced can include just one of the categories of personnel?

**A9** *For each project referenced the Bidder must have provided an Architect (enterprise, business, information, application, technology, business transformation or WEB) AND/OR an ERP Functional Analyst AND/OR a Business Process Re-engineering consultant.*

*Yes, the projects referenced can include just one of the categories of Architects and/or an ERP Functional Analyst and/or a Business Process Re-engineering consultant.*

**Q10 Under Section 3.2 Section 1: Technical Bid the RFP states on page 11 of 56:**

vi) **Customer Reference Contact Information:** The Bidder must provide customer references who must each confirm, if requested by Canada the facts identified in the Bidder's bid, **as required by Attachment B**. For each customer reference, the Bidder must, at a minimum, provide the name, the telephone number and e-mail address for a contact person. Bidders are also requested to include the title of the contact person. If there is a conflict between the information provided by the customer reference and the bid, the information provided by the customer reference will be evaluated instead of the information in the bid. If the named individual is unavailable if required during the evaluation period, the Bidder may provide the name and contact information of an alternate contact from the same customer.

Please confirm that the only reference information required in our bid response is for 1.0 Mandatory Corporate Evaluation Criteria in Attachment B Bid Evaluation Criteria.

**A10** *The only reference information required under Part 3, article 3.2, Section 1: Technical Bid is for 1.0 Mandatory Corporate Criteria in Attachment B Bid Evaluation Criteria.*

**Q11** We are confused with the specific wording of the opening sentence of the **corporate requirement M1** (above) which states:

*“The Bidder must provide information for three projects where they provided Architect (enterprise, business, information, application, technology, business transformation or WEB), ERP Functional Analyst and / or Business Process Re-Engineering Consultant professional resource services for the purposes of developing:.....*

Can you please clarify if the substitution of the word “**OR**” (between types of architects and ERP Functional Analyst) within this sentence is correct, as follows:

“The bidder must provide information for three projects where they provided either an Enterprise Architect **or** a Business Architect **or** an Information Architect **or** an Application Architect **or** a Technology Architect **or** a Business Transformation Architect **or** a WEB Architect) **or** an ERP Functional Analyst and / or a Business Process Re-Engineering Consultant professional resource services for the purposes of developing:

...

**A11** *For each project referenced the Bidder must have provided an Architect (enterprise, business, information, application, technology, business transformation OR WEB) AND/OR an ERP Functional Analyst AND/OR a Business Process Re-engineering consultant. Yes, the projects referenced can include just one of the categories of Architects and/or an ERP Functional Analyst and/or a Business Process Re-engineering consultant.*

**Q12** M1 also states: At least one of the projects must have been for a large heterogeneous enterprise.

A large heterogeneous enterprise is described as “an organization with multiple locations (in excess of 20) nationally or internationally, with a large workforce (in excess of 75,000 employees) involved in the provision of a diverse range of services and / or products (in excess of 10).

Can you please confirm if the Government of Canada, with more than 75,000 employees, with more than 20 locations and with more than 10 services and / or products is a large heterogeneous enterprise?

**A12** *See A1*

**Q13** Is it required that employees work from your office?

**A13** *As stated in Annex A - Statement of Work, article 10.0 - Location of the Work, the Resources will work at TBS facilities in Ottawa, ON Canada.*

**Q14** Is the security clearances required?

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**A14** *Yes. Please refer to the solicitation document, Part 6 - Security, Financial and other requirements, article 6.1 - security requirement.*

**Q15** Should we be able to provide all resource categories?

**A15** *Yes.*

**Q16** RE: 1.2(b) One Contract

Considering the scope and nature of the contract (task based; 18 resource categories; 18 resources/year; potentially 5 years) why is TBS awarding only one contract for all four streams? This would appear to limit competition for a potentially sizeable contract vehicle.

**A16** *As per Attachment `B` the currently anticipated maximum number of resources required at any given time and the minimum number of resources a Bidder is required to submit is six, therefore the Crown believes one contract is appropriate.*

**Q17** “We find that the data points referenced in the Crown’s definition of Large Heterogeneous Enterprise is restrictive to the competitive bid process. Large enterprises are typically defined as having 500-1,500 employees. Further, over 20 locations is excessive to demonstrate heterogeneous operation, as well as the requirement that the reference organizations provide in excess of 10 products or services. This definition is utilized in the mandatory corporate references as well as accounting for 90 of the 95 evaluation points for each rated resource which will very easily cause many resource evaluation rating scores to fall below the compliant minimum of 70%. Please amend the definition of Large Heterogeneous Enterprise to the following: “An organization with multiple locations nationally or internationally, with a large workforce (in excess of 1,000 employees) involved in the provision of a diverse range of services and or products” to ensure that the Crown is able to receive an adequate number of compliant competitive responses to judge best value against.”

**A17** *See A1*

**Q18** Can you provide the Mandatory and Point Rated grids in a DOC format?

**A18** *Only the PDF format document is available for this bid solicitation.*

**Q19** With regards to the above noted solicitation, would the Crown be able to provide a word document of the RFP?

**A19** *See A18*

**Q20** For 1.0 Mandatory Corporate Evaluation Criteria, Page 2 of Attachment B Bid Evaluation Criteria, M1 requires bidders to provide information for three projects.

In M1 it states “At least **one** of the projects must have been started within the last twenty-four (24) months”. We assume that this statement is here to ensure that one of the projects provided is a current project and not one that ended many years ago. However, we do not agree that the project must have **started** within the last 24 months especially if it has to address all the requirements stated in the Mandatory and Rated Corporate Evaluation. All this within the last 24 months? The issue we have is with the word “started” as we have never seen such a requirement in any RFP’s. This would imply that a current project still running but started say 4 years ago would not meet this requirement.

We believe the intent of this one project restriction should be “At least one the projects must be a current project” . Please confirm that a **current** project regardless of when it started would be acceptable in addition to two other projects which have no date restriction on them.

**A21** See A6

**Q22** We have submitted clarifications to this RFP, the answers to which highly affect our ability to provide a competitive response within the timeframe given. As we have not yet received answers to these clarifications would the Crown consider extending the closing date of this RFP by two weeks, to March 7, in order to give bidders adequate time to prepare their responses?

**A22** The solicitation date will be extended until March 3, 2014.

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**AT PAGE 1 - SOLICITATION CLOSING DATE:**

**DELETE:** February 21 2014

**INSERT:** March 3, 2014

**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**