



Q1) In response to the attached RFP, we are quite concerned with the mandatory requirement M2 which in our opinion prevents small and medium firms from qualifying. Specifically, we fail to see or understand how providing up to 10 project references makes one firm more capable of providing the required services than a firm with a greater number of project references. Also, we fail to see or understand how a firm which has provided 1800 billable days versus 1000 billable is more suited to perform the requested services. This requirement was clearly intended to limit qualifying bids to system integrators or larger firms. To qualify for Tier 2 RFP's, firms have already demonstrated their ability to services contracts above 2M within the government of Canada. That that effect, we respectfully request that the crown consider revising M2 as follows to allow small and medium firms who specialize in IT professional services from qualifying:

The Bidder must demonstrate its corporate experience providing Business and Technical services reference contracts that supply all Categories of Personnel listed in the table below for the required minimum billable days per Category of Personnel.

Category of Personnel	Level	Minimum Billable Days
Database Administrator	3	800
Database Administrator	2	500

To be accepted, the referenced contracts provided by the Bidder must demonstrate the following:

- (a) A minimum final value of \$500,000 (Can);
- (b) A minimum contract period of twelve months;
- (c) The referenced contracts were awarded within the 10 years preceding the closing date of this bid solicitation; and
- (d) The work delivered by each Category of Personnel included at least 50% of the associated tasks listed in the Statement of Work at Annex B of this bid solicitation for that Category of Personnel.

A1) Modify to 10 years (c) and maintain current billable days.

Q2) In regards to Corporate Technical Point-Rated Evaluation Criteria R2, please detail the specific tasks or criteria that bidders must use to demonstrate their corporate experience with "database administrative and related client support."

A2) Please refer to Appendix A - SOW.

Q3) Please confirm that the Crown will accept corporate references of an affiliate, subsidiary, or subcontractor, when provided with a signed certification that the work will be completed by that affiliate, subsidiary or subcontractor, as the service provider.

A3) Yes.

Q4) In reference to requirement M.2 (C), will the crown consider revising this requirement to allow for contracts which have had billable days within the past 5 years as opposed to contracts having been awarded within the past 5 years? It is our opinion that recent and relevant experience can be demonstrated by way of billable days within a given time period and is not necessarily correlated to the time in which a contract was awarded. Further, we have seen in



recent RFPs, similar to this, where they have asked for billable days within a given time period as opposed to referencing contract award dates.

In reference to requirement R.1, will the crown please define what is meant by “delivering business and technical services for contracts”, in relation to this requirement?

A5) In reference to M.2 “c”- See answer #1. In reference to R.1 – “The bidder should demonstrate total billable experience in dollars in delivering Database Administration Services.”

Q6) Could you please advise whether there is currently, or has been in the past 12 months, an incumbent(s) performing the duties outlined in the Statement of Work?

A6) Yes, there is currently an incumbent performing the duties outlined in the Statement of Work. The Current Contract is with CGI.

Q7) Re: Annex C Insurance Requirements (a) (i)

“The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$10,000,000.00 per accident or occurrence and in the annual aggregate.”

Commonly TBIPS T2 RFPs require Bidder’s to have CGL coverage for \$1,000,000.00 per occurrence to a maximum of \$10,000,000.00. As well as an additional Errors and Omissions coverage requirement for \$1,000,000.00 per occurrence to a maximum of \$10,000,000.00. Which is in line with the coverage held by most TBIPS vendors.

Question A) Can the Crown please clarify if the coverage requirement is for \$10,000,000.00 per occurrence, or \$1,000,000.00 per occurrence?

Question B) Could the Crown further clarify if there is a maximum limit for the CGL and Errors or Omissions?

A7) SSC has changed the Annex C Insurances Requirements (a) (i) to the following:

Annex "C" Insurance Requirements

C.1 Commerical General Liability Insurance

1. Commercial General Liability insurance shall be effected by the Contractor and maintained in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but, in any case, for a limit of liability NOT LESS THAN \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The following endorsements must be included:
 - a. Additional Insured: Canada is included as an additional insured, but only with respect to liabilities that may arise from the Contractor's own negligence in the performance of the Contract.

The interest of Canada as additional insured should read as follows: Canada, represented by Shared Services Canada and/or Public Works and Government Services Canada.



- b. Notice of Cancellation or Amendment: The Insurer agrees to provide the Contracting Authority thirty (30) calendar days written notice of policy cancellation.
- c. Cross Liability: Without increasing the limit of liability, the policy shall protect all insured parties to the full extent of coverage provided. Further, the policy shall apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
- d. Contractual Liability: The policy shall, on a blanket basis or by specific reference to this Contract, extend to assumed liabilities with respect to contractual insurance provisions.
- e. Contingent Employer's Liability: To protect the Contractor for liabilities arising in the management and administration of statutory and contractual entitlements of its employees.
- f. Employees and (where applicable) Volunteers as Additional Insured: All employees and (where applicable) volunteers, on behalf of the Contractor, shall be included as additional insured.
- g. Voluntary Medical Payments, \$5,000 per person, \$25,000 per accident: To provide for expenses incurred in instances of minor accidental bodily injuries without determination of liability.
- h. Non-owned Automobile: To protect the Contractor for liabilities arising by its use of vehicles owned by other Parties.
- i. Products and Completed Operations Broad Form: While not limited to, the endorsement should include service, assembly and repair activities as well as material, parts or equipment furnished in connection with the work performed by the Contractor or on its behalf.

C.2 Errors and Omissions Liability Insurance

1. Errors and Omissions Liability insurance shall be effected by the Contractor and maintained in force throughout the duration of the Contract in an amount usual for a contract of this nature, but, in any case, for a limit of liability NOT LESS THAN \$1,000,000 per loss and in the annual aggregate, inclusive of defence costs.
2. If this is a claims made policy and the duration of the Contract exceeds the policy term; in the event of cancellation or non-renewal of the policy, an Extended Claims Reporting Endorsement, minimum twelve (12) months, must be secured by the Contractor.
3. The following endorsement must be included:

Notice of Cancellation or Amendment: The Insurer agrees to provide the Contracting Authority thirty (30) calendar days written notice of cancellation.

Q8) M.2 requires a minimum number of billable days in each category with a maximum of 10 contracts. Each contract must be a minimum of \$1M. Would the Crown consider removing the \$1M contract final value? Since the billable hours can only be reached within 10 categories, the number of contracts that can be used is limited. Also, R2 rates the sum of all these contracts so contracts with smaller final values will negatively impact the rated requirement.

A8) No, the Crown will not change this requirement.

Q9) M.2 of the Corporate Technical Mandatory Evaluation Criteria there are other TBIPS categories that have very similar skill sets to the Database Administrator category. Would the days billed in similar categories, such as Database Analyst; and Database



Administrator / IM Administrator be acceptable provided that work delivered by the similar categories included at least 50% of the associated tasks listed in the Statement of Work at Annex B of the solicitation.

A9) The Crown will not change this requirement.

Q11) Please reference Corporate Technical Point-Rated Evaluation Criteria R2, on page 15/68, and confirm that the "... Business and Technical Services related to the operational support..." can be demonstrated by *any* client associated with Criteria ID M.2. and does not necessarily have to be with Shared Services Canada directly.

A11) That is correct.

Q12) R1 and R2 specify the referenced work must have been performed in the last 5 years. M2(c), however, requires the referenced contracts to have been awarded in the last 5 years.

The net result of M2(c) as currently written is that potential bidders who have been successfully delivering work in the last 5 years are prevented from responding to this requirement simply because the associated contract was awarded over 5 years ago. This constraint seems somewhat arbitrary and to have no obvious value as part of the evaluation process. We therefore request Canada consider changing M2(c) to read as follows:

"The referenced work must have occurred in the last 5 years preceding the closing date of this bid solicitation; and."

A12)R1 and R2 have been changed to reflect 10 years. M2 - See answer #1.

Q13) RE: Part 4.4 - Basis of Selection, Stage 2 Calculation of Final Technical Score, "Maximum Technical Points (200 pts.)"

Our understanding is the Maximum Technical Points are 50 points. Would SSC please confirm this? Or, please explain how the 200 technical points mentioned in the subject section are derived?

A13) Amendment to section - Step 3 – as Technical Points is 100 points for the initial contract period and 50 points for the 1 year option period.

See revised Table below

STEP 3 - TOTAL FINANCIAL SCORE:

Points allocated under STEP 2 for each period and Category of Personnel will be added together and rounded to two decimal places to produce the Total Financial Score. Bidders will find attached an example of a financial evaluation using Method 1, refer to **TABLE 2, ATTACHMENT 1 TO PART 4.**

TABLE 1



TBIPS ID	CATEGORY OF PERSONNEL	LEVEL	POINTS ASSIGNED
I.2	Database Administrator (100 Points initial contract period + 50 points for option period)	3	150
I.2	Database Administrator (100 Points initial contract period + 50 points for option period)	2	150
MAXIMUM FINANCIAL POINTS			300

Q14) RE: Part 4.4 - Basis of Selection, Stage 3 - Calculation of Final Financial Score, “Maximum Financial Points (900 pts.)”

Would the SSC please confirm the Maximum Financial Points to be 200, as defined in Table 1 on page 23 of the RFP?

A14) See answer 13

Q15) RE: Appendix C to Annex B, Resource Assessment Criteria and Response Tables, Level 2 and 3 - Intermediate and Senior Database Administrator Mandatory Evaluation Criteria,

M2, “The proposed resource must demonstrate 3+ years’ experience (within the last 5) as an Operational DBA with SQL 2008 and/or 2012.”and,

M3, “The proposed resource must demonstrate 4+ years Sybase experience (within the last 6) in:

- Sybase ASE 15.5 on HP UX
- Sybase ASE 15.5 on Windows
- Sybase PC Client 15.5 on Windows
- Sybase DirectConnect for AIX and/or Linux
- Sybase Direct Mainframe Connect 15.0.3 on z/OS”

Would SSC consider removing M3? We respectfully request this action based on the following rationale:

- a) It is not possible for a resource to have 3+years’ experience (within the last 5) as an Operational DBA with SQL 2008 and/or 2012 and 4+ years Sybase experience (within the last 6) since this would be a total of 7 years in the last 6 years, unless SQL and Sybase were deployed in the same client environment, (which is extremely rare), thereby significantly reducing the qualified resource pool and not providing best value to the Government of Canada.



- b) R2 provides the rated points for resources that have skills in multiple technologies, thereby allowing the few resources that have multiple database experiences to score higher during the Task Authorization process.

A15) See attached revised Appendix C to Annex B

Q16)RE: 1.2 Summary, “(b) It is intended to result in the award up to three contracts ...”

How will the Task Authorizations be divided amongst the three contractors?

A16) Under Section 7 – Resulting Contracting Clauses – refer to section 7.2(i) multiple Contracts. Page 33 of 72

Q17)

Due to the large volume of complex RFP’s on Buy and Sell, GoC fiscal year end, and the complexity of this proposal, we respectfully request a 3 week extension in order to provide the Crown a compliant proposal.

A17) An extension has been granted. The revised closing date is

Q18) RE: Appendix C to Annex B, Intermediate and Senior Database Administrator Rated Evaluation Criteria, R5, “The Bidder should demonstrate how the proposed resource has familiarity with SSC (GC) IT Service Management policies and procedures and SSC Operations Change Management processes.

- 3 - 4 years : 10 points
- 4 - 5 years: 20 points
- 5 - 6 years: 30 points
- more than 6 years: 40 points”

Would SSC please consider altering the wording of this requirement to the following since SSC (GC) IT Service Management policies and procedures and SSC Operations Change Management processes have not been in place for more than three years given that SSC was established August 4 2011?

“The Bidder should demonstrate how the proposed resource has familiarity with GC IT Service Management policies and procedures and GC Operations Change Management processes.”

- 3 - 4 years : 10 points
- 4 - 5 years: 20 points
- 5 - 6 years: 30 points
- more than 6 years: 40 points”

A18) The requirement will change to read



R5. The Bidder should demonstrate how the proposed resource has familiarity with SSC (previously PWGSC) SSC/PWGSC IT Service Management policies and procedures and SSC/PWGSC Operations Change Management Processes

Q19) RE: Task Authorization Process and Qualification Matrices

Would the SSC please confirm that TAs will be issued based on database technology required to perform the tasks?

Our rationale for asking this question is based on a concern that some requirements (i.e. M5 and R2 for the Intermediate matrix and M3 through M7, M9 and R2 for the Senior matrix) within the matrices are require experience with multiple database platforms and it is quite uncommon for resources to have an expert level knowledge of more than two database platforms given the number of years required to master the skills.

A19) This has been corrected in the latest release

Q20)RE: Corporate Technical Mandatory Evaluation Criteria, M.2

“The Bidder must demonstrate its corporate experience providing Business and Technical services by providing a maximum of ten (10) reference contracts that supply all Categories of Personnel listed in the table below for the required minimum billable days per Category of Personnel.”

Please confirm that the legal bidding entity (i.e. the TBIPS Supply Arrangement Holder) that is qualified to bid on this TBIPS solicitation must hold the reference contracts to pass M.2?

A20)Yes this is to confirm that the Legal bidding entity must hold the reference contracts to pass M.2

Q21) RE: 4.4 Basis of Selection, following-up from question and answer #13.

Although this answer provided more information and we thank you for that, respectfully, the question was not answered. As such we have the following two questions:

- a. Please confirm that Stage 2 of the Basis of Selection should be stated as follows? Or, provide the correction as appropriate?

STAGE 2 - Calculation of Final Technical Score: The Final Technical Score will be computed for each technically responsive bid by converting the Total Technical Score obtained for the point-rated technical criteria using the following formula, rounded to 2 decimal places:

$$\frac{\text{Total Technical Score}}{\text{Maximum Technical Points (50 pts.)}} \times 70 = \text{Final Technical Score}$$

- b. Please confirm that Stage 3 of the Basis of Selection should be stated as follows? Or, provide the correction as appropriate?

STAGE 3 - Calculation of Final Financial Score: The Final Financial Score will be computed for each technically responsive bid by converting the Total Financial Score obtained for the financial evaluation using the following formula rounded to 2 decimal places:

$$\frac{\text{Total Financial Score}}{\text{Maximum Financial Points (30 pts.)}} \times 30 = \text{Final Financial Score}$$



Maximum Financial Points (300 pts.)

A21 (a) Yes that is correct
(b) Yes that is correct

Q22) RE: Corporate Technical Point-Rated Evaluation Criteria, R.2 and clarification of Answer #5 in the Amendment.

Would the Crown please confirm that the dollar value Bidder's will provide against the scoring criteria will be just the value associated with billed experience in delivering Database Administration Services on the contracts that were used to qualify for M.2 and R.1?

A22) This is to confirm that the value associated is \$1,000,000.00 per contract.

Q23) RE: Corporate Technical Mandatory Evaluation Criteria, M.2 (d)

“(d) The work delivered by each Category of Personnel included at least 50% of the associated tasks listed in the Statement of Work at Annex B of this bid solicitation for that Category of Personnel.”

Please confirm that item (d) of M.2 could be demonstrated by showing that resources that were billed on contracts that meet M.2 (a), (b) and (c) performed at least 50% of the associated tasks listed in the Statement of Work at Annex B of this bid solicitation for the Database Administrator Level 2 or 3?

A23) Confirmed

Q24) Q & A #3, would the crown please confirm that in order to accept a corporate reference of an affiliate, subsidiary or subcontractor, the affiliate, subsidiary or subcontractor must be listed as a Joint Venture member of the bidding company within TBIPS as outlined within Part 4 Evaluation Procedures and Basis of Selection Section 4.2 (c)

Q24) Confirmed