

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Bid Receiving - PWGSC / Réception des soumissions
- 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
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution
Informatics Professional Services - EL
Division/Services professionnels en informatique -
division EL
4C2, Place du Portage
Gatineau
Québec
K1A 0S5

Title - Sujet RFP SYSTEMS INTEGRATOR	
Solicitation No. - N° de l'invitation 47060-148584/A	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client 1000318584	Date 2014-07-10
GETS Reference No. - N° de référence de SEAG PW-\$\$EL-609-27729	
File No. - N° de dossier 609e1.47060-148584	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-09-15	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Bastien, Josée	Buyer Id - Id de l'acheteur 609e1
Telephone No. - N° de téléphone (819) 956-6770 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

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

THIS AMENDMENT NUMBER 002 IS RAISED TO RESPOND TO VENDOR'S QUESTIONS AND APPLY CHANGES TO THE RFP.

QUESTION 1

Section 6.2 (iii) and 7.4 (b) of the RFP. Section 6.2 (iii) states that for the contract resulting from Phase 2 of the solicitation, CBSA will conduct its own personnel reliability status assessment of the proposed Contractor and its personnel. Section 7.4 (b) says that all Contract personnel having access to protected information, assets or sensitive work sites must each hold a valid Reliability Status, granted or approved by CISD/PWGSC, and a valid personnel security screening at the level of reliability granted by CBSA's Personnel Security Screening Section (PSSS).

In Bidder's experience, the security clearances take considerable time and if not started early enough and completed expeditiously enough, may cause issues later on and wishes to clearly understand the CBSA process and timeline for initiating required clearances.

Can the Crown please confirm and/or clarify:

Sub-question 1.1.

That the Contractor and Contractor personnel that already hold valid security clearances issued by CISD also need clearances from PSSS prior to commencing any work?

Response 1.1

Yes.

Sub-question 1.2

What additional steps are to be taken by PSSS to clear Bidder personnel who already have valid clearances from CISD?

Response 1.2

CBSA also performs credit check & will confirm valid clearances.

Sub-question 1.3

How long these additional steps will take for Bidder personnel who already have valid clearances from CISD?

Response 1.3

These extra steps typically take a couple of weeks.

Sub-question 1.4

What process must be followed to obtain PSSS clearance and when this should be initiated?

Response 1.4

Once contract is awarded, CBSA Security will pre-clear resources known to be required later on project.

Sub-question 1.5

How the CBSA security clearance process handles the clearance of Bidder resources that do not yet have a valid security clearance from CISD and, in particular, clearance of foreign Nationals such as American personnel the Bidder may want to bring onto the project?

Response 1.5

CBSA still performs these security clearances. These clearances can take longer time to process.

Sub-question 1.6

What process Bidder should follow for the resources that have never been cleared and when this process should be initiated?

Response 1.6

As in the case of when resources have CISD clearance, our Security can process clearances as soon as it is known these resources are required.

The following amendment applies to the RFP:

At **Clause 6.2 Security Requirement for Contract Resulting from Phase 2 of the Bid Solicitation of the RFP**, delete in it's entirety:

Insert:**6.2 Security Requirement for Contract Resulting from Phase 2 of the Bid Solicitation**

(a) Before award of a contract, the following conditions must be met:

- (i) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
- (ii) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
- (iii) **CBSA SECURITY REQUIREMENT:** The Client (CBSA) will conduct its own personnel Reliability Status assessment on the proposed Contractor and its personnel as per the Treasury Board Secretariat of Canada's (TBS) "*Security and Contracting Management Standard*" and the *Policy on Government Security – Personnel Security Standard*, irrespective of whether such assessment has already been conducted under any such policies. The Reliability Status assessment conducted by the CBSA will include a credit check performed by an authorized security official with the CBSA's "*Personnel Security Screening Section*" (PSSS), which is independent of the Public Works and Government Services Canada's (PWGSC), "**Canadian Industrial Security Directorate**" (CISD) and the "**International Industrial Security Directorate**" (IISD).

For each proposed resource, the bidder must submit a completed signed original TBS 330-23 Form – Personnel Screening Consent and Authorization (<http://www.tbs-sct.gc.ca/tbsf-fsct/330-23-eng.pdf>) upon request of the Contracting Authority prior to Contract Award.

Until the credit check and all other security screening processes required by this Request for Proposal have been completed and the Contractor and its personnel is considered suitable by the CBSA, no contract will be awarded and the recommended Contractor (specifically the Contractor personnel) shall **not** be permitted access to Protected / Classified information or assets, and further, shall **not** be permitted to enter sites where such information or assets are kept.

- (iv) the Bidder' proposed location of work performance or document safeguarding must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
- (v) the Bidder must provide the address(es) of proposed location(s) of work performance or document safeguarding.
- (b) Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
- (c) For additional information on security requirements, Bidders should consult the "Security Requirements for PWGSC Bid Solicitations - Instructions to Bidders" document (<http://tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) on the Departmental Standard Procurement Documents Website.
- (d) In the case of a joint venture Bidder, each member of the joint venture must meet the security Requirements.

QUESTION 2

Section 2.8 of the RFP sets out the particulars of how the Phase II reading room is expected to work. Can the Crown please:

Sub-question 2.1

Clarify when it expects Phase II of the procurement process to start and the reading room to open?

Response 2.1

The Reading Room will become available to the selected Bidders at the start of Phase 2 of the bid solicitation which is anticipated to be within 15 business days from the day selected Bidders have been advised of their ranking results.

Sub-question 2.2

Clarify whether there will be any limit on the number of Bidder personnel who can be authorized to have access to the reading room?

Response 2.2

Each Bidder may have up to 12 personnel authorized to have access to the reading room.

Sub-question 2.3

Clarify the length of time that the reading room will stay open – the three (3) weeks referenced in Section 2.8 may not be enough time for Bidder to complete its review of all of the materials contained in the reading room and the three (3) weeks period suggests that the reading room will not open until the third

Solicitation No. - N° de l'invitation

47060-148584/A

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

1000318584

Amd. No. - N° de la modif.

002

File No. - N° du dossier

609e147060-148584

Buyer ID - Id de l'acheteur

609e1

CCC No./N° CCC - FMS No/ N° VME

week of August (given a September 15th response date) which seem later than when Bidder would expect Phase II to begin (i.e. the third or fourth week of July).

Assuming Bidder is selected to move into Phase II, Bidder needs some lead time to organize and plan having its reading room resources available and on the ground ready to start work.

Response 2.3

September 15, 2014 response date may be changed depending on the start of Phase 2. The Reading Room will open at the start of Phase 2 for a duration of 15 business days, closing 10 business days prior to the Phase 2 bid closing.

QUESTION 3

Section 7.5 (i) This Section provides that the Contract will be for a one (1) year term from award with a Crown option to extend for up to two additional one (1) year terms.

Can the Crown please clarify the expected term of the Contract? The Statement of Work (SOW) requires that the Bidder provide twelve (12) months of warranty and support post formal acceptance of the ARL solution by the Contracting Authority and one can reasonably expect that it will take a least a few months to take over and complete the ARL project which means the initial term will almost certainly extend beyond one year.

RESPONSE 3

The "Initial Contract Period" of one year will be extended, if Canada chooses to exercise any options set out in the Contract.

QUESTION 4

Section 6.2 requires that "the Contractor's deployed resources must be capable of working with content in both languages".

Can the Crown please clarify the level of French proficiency it expects from Contractor's deployed resources? Can the Crown please also clarify the number of deployed resources it expects will need to have this proficiency?

RESPONSE 4

At **Annex A Statement of Work, 6.2 Deliverable Format** of the RFP, amend as follows:

Delete:

6.2 Deliverable Format

It is the responsibility of the Contractor to ensure that all deliverables and services provided are in conformance with the CBSA's standard desktop software, currently, Microsoft Office Suite (including Word, Excel, and PowerPoint) version 2010.

Solicitation No. - N° de l'invitation

47060-148584/A

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

1000318584

Amd. No. - N° de la modif.

002

File No. - N° du dossier

609e147060-148584

Buyer ID - Id de l'acheteur

609e1

CCC No./N° CCC - FMS No/ N° VME

Any diagrams or related documents (e.g. workflow diagrams, logical data models, etc.) provided by the Contractor are to be compatible with the CBSA's standard software, Microsoft Office Visio 2010.

Since the Agency's ARL solution and related public user interfaces (for commercial clients) will be made available in both Official Languages, the Contractor's deployed resources must be capable of working with content in both languages.

Where bilingual deliverables are required, CBSA will arrange for and pay for translation services. However the Contractor remains accountable for the final version of the deliverable in both official languages.

Insert:

6.2 Deliverable Format

It is the responsibility of the Contractor to ensure that all deliverables and services provided are in conformance with the CBSA's standard desktop software, currently, Microsoft Office Suite (including Word, Excel, and PowerPoint) version 2010.

Any diagrams or related documents (e.g. workflow diagrams, logical data models, etc.) provided by the Contractor are to be compatible with the CBSA's standard software, Microsoft Office Visio 2010.

Since the Agency's ARL solution and related public user interfaces (for commercial clients) will be made available in both Official Languages, the Contractor deployed resources must be fluent in both official languages of Canada (French and English). The deployed resources must be able to communicate orally and in writing in French and English without any assistance and with minimal errors.

Where bilingual deliverables are required, CBSA will arrange for and pay for translation services. However the Contractor remains accountable for the final version of the deliverable (page layout & format), in both official languages.

QUESTION 5

Section 4.2 (c) (iv). This section states that "points will not be allocated and/or a Bidder will not meet the mandatory experience requirements (as applicable) if (1) the reference customer states he or she is unable or unwilling to provide the information requested or (2) the customer reference is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the bidder instead of being a customer of the bidder itself). Nor will points be allocated if the customer is itself an affiliate or other entity that does not deal at arms-length with the Bidder". The definition of Bidder in the SACC manual (which we believe applies here) defines Bidder as "the person or entity...submitting a bid to perform a contract for goods or services or both. It does not include the parent, subsidiary or other affiliate of the Bidder or its subcontractors". Most large systems integrators capable of delivering this project operate through different legal entities in different countries and this requirement will effectively preclude them from using references from outside of Canada and may preclude them from bidding, thus unduly limiting competition under this procurement. Moreover, it is our experience that in other procurements (including Government of Canada procurements), that references from the parent, subsidiary or affiliates of the Bidder have been allowed.

Will the Crown please modify this requirement to allow the Bidder to use references from a parent company, subsidiary or affiliate of the Bidder for purposes of meeting the reference requirements in the RFP and amend the RFP accordingly?

RESPONSE 5

At 4.2 Technical Evaluation, delete in it's entirety.

Insert:

4.2 Technical Evaluation

The evaluation of bids for this solicitation will be conducted in two phases.

(a) Technical Evaluation Phase 1:

- (i) Bidders will be evaluated against the mandatory and rated criteria for Phase 1 included at Attachment 1 - Phase 1 Evaluation Bidder Response Table of this bid solicitation. Failure to submit a response to the mandatory and rated criteria for Phase 1 by the date, time and place indicated at Part 2, Bidder Instructions, Article 2.2, Submission of Bids, part (a) of this document will render the Bidder non-responsive.
- (ii) Mandatory Technical Criteria: Each Phase 1 Bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. Any element of the bid solicitation that is identified specifically with the words "must" or "mandatory" is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.
- (iii) Point- Rated Technical Criteria: Each Phase 1 Bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly. The rated requirements are described in Attachment 1 - Phase 1 Evaluation Bidder Response Table. Phase 1 bid submissions will be evaluated promptly after receipt. All Bidders will be notified of the evaluation results. Only the top two (2) ranked responsive Bidders under Phase 1 of the bid solicitation will be given the opportunity to participate in Phase 2 of the Solicitation.

(b) Customer Reference Checks - Phase 1:

- (i) For reference checks, Canada will conduct the reference check in writing by email. Canada will send all email reference check requests to contacts supplied by each of the Bidders using the email address provided in the bid. Canada will not award any points unless the response is received within 5 working days of the date that Canada's email was sent.
- (ii) On the third working day after sending out the reference check request, if Canada has not received a response, Canada will notify the Bidder by email, to allow the Bidder to contact its reference directly to ensure that it responds to Canada within 5 working days. If the individual named by a Bidder is unavailable when required during the evaluation period, the Bidder may provide the name and email address of an alternate contact person from the same customer. Bidders will only be provided with this opportunity once for each customer, and only if the originally named individual is unavailable to respond (i.e., the Bidder will not be provided with an opportunity to submit the name of an alternate contact person if the original contact person indicates that he or she is

unwilling or unable to respond). The 5 working days will not be extended to provide additional time for the new contact to respond.

- (iii) Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated.
- (iv) The experience of an affiliate can be claimed if the affiliate is identified as the COE in response to only the following criteria:

At Attachment 1 Phase 1 evaluation

M1.1 and M1.2;

R1.1, R1.2, R1.4, R1.4 and R1.6;

R2.1, R2.2 and R2.3; and

R3.1 and R3.2.

The experience of subcontracted organizations or affiliates will be accepted for evaluation purposes in response to these criterion". In such cases, the experience of a subcontractor or an affiliate will be considered for evaluation purposes.

For the purpose of this evaluation, everyone, including but not limited to organizations, bodies corporate, societies, companies, firms, partnerships, associations of persons, parent companies, and subsidiaries, whether partly or wholly-owned, as well as individuals, and directors, are Bidder's affiliates if:

- a. directly or indirectly either one controls or has the power to control the other, or
- b. a third party has the power to control both.

Indicia of control, include, but are not limited to, interlocking management or ownership, identity of interests among family members, shared facilities and equipment, common use of employees, or a business entity created following the acts or convictions specified in this section which has the same or similar management, ownership, or principal employees, as the case may be.

- (v) For all other Rated Requirements at Attachment 1 Phase 1 evaluation, not listed at item iv) above, points will not be allocated if (1) the reference customer states he or she is unable or unwilling to provide the information requested, or (2) the customer reference is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder instead of being a customer of the Bidder itself). Nor will points be allocated or a mandatory met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder.
- (vi) Whether or not to conduct reference checks is discretionary. However, if PWGSC chooses to conduct reference checks for any given rated or mandatory requirement, it will check the references for that requirement for all Bidders who have not, at that point, been found non-responsive.
- (vii) Customer references will be requested to select one of the following options as a response to the information provided by the Bidder:
 - ___ Yes, the information provided is correct.
 - ___ No, the information provided is not correct.
 - ___ I am unwilling or unable to provide any information about the reference contracts.

(c) Technical Evaluation Phase 2:

- (i) Bidders who have been invited to participate in Phase 2 of the Solicitation will be evaluated against point-rated criteria included at Attachment 2 of this bid solicitation.
- (ii) Point-Rated Technical Criteria: Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete Phase 2 Bids with all the information requested by this bid solicitation will be rated accordingly.
- (iii) During Phase 2, Bidders will be given access to the ARL Artefact Repository in the Reading Room.

(d) Customer Reference Checks - Phase 2:

- (i) For reference checks, Canada will conduct the reference check in writing by email. Canada will send all email reference check requests to contacts supplied by each of the Bidders using the email address provided in the bid. Canada will not award any points unless the response is received within 5 working days of the date that Canada's email was sent.
- (ii) On the third working day after sending out the reference check request, if Canada has not received a response, Canada will notify the Bidder by email, to allow the Bidder to contact its reference directly to ensure that it responds to Canada within 5 working days. If the individual named by a Bidder is unavailable when required during the evaluation period, the Bidder may provide the name and email address of an alternate contact person from the same customer. Bidders will only be provided with this opportunity once for each customer, and only if the originally named individual is unavailable to respond (i.e., the Bidder will not be provided with an opportunity to submit the name of an alternate contact person if the original contact person indicates that he or she is unwilling or unable to respond). The 5 working days will not be extended to provide additional time for the new contact to respond.
- (iii) Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated.
- (iv) Points will not be allocated and/or a bidder will not meet the mandatory experience requirement (as applicable) if (1) the reference customer states he or she is unable or unwilling to provide the information requested, or (2) the customer reference is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder instead of being a customer of the Bidder itself). Nor will points be allocated or a mandatory met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder.
- (v) Whether or not to conduct reference checks is discretionary. However, if PWGSC chooses to conduct reference checks for any given rated or mandatory requirement, it will check the references for that requirement for all Bidders who have not, at that point, been found non-responsive.
- (vi) Customer references will be requested to select one of the following options as a response to the information provided by the Bidder:
 - ___ Yes, the information provided is correct.
 - ___ No, the information provided is not correct.
 - ___ I am unwilling or unable to provide any information about the reference contracts.

QUESTION 6

As a follow-up to your response to Question 2 of the Amendment to the above solicitation published on July 4th where you state "No, referenced projects must have been delivered in the past ten (10) years" can you please clarify whether this response applies only to the references mentioned in the question (which were the references to meet the requirements of M1.2 and R2.2) or is also intended to apply to the references to be used to meet the requirement in R2.3 "Public Sector Experience Details" ?

RESPONSE 6

All referenced projects must have been delivered in the past ten (10) years, including those in requirement in R2.3 - Public Sector Experience Details.

THE FOLLOWING CHANGE APPLIES TO THE RFP:

1. **At Clause 2.2 Submission of Bids** of the RFP:

Delete:

- (a) Technical Bids submitted in response to **Phase One** of the bid solicitation, ("Bids" must be submitted only to Public Works and Government Services Canada Bid Receiving Unit by **2:00 p.m. July 11, 2014**, eastern daylight savings time at the place indicated below:

RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions - TPSGC

11 Laurier St. / 11, rue Laurier

Place du Portage, Phase III

Core 0A1 / Noyau 0A1

Gatineau Québec

K1A 0S5

Insert:

- (a) Technical Bids submitted in response to **Phase One** of the bid solicitation, ("Bids" must be submitted only to Public Works and Government Services Canada Bid Receiving Unit by **2:00 p.m. July 18, 2014**, eastern daylight savings time at the place indicated below:

RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions - TPSGC

11 Laurier St. / 11, rue Laurier

Place du Portage, Phase III

Core 0A1 / Noyau 0A1

Gatineau Québec

K1A 0S5

2. At Attachment 1 - Phase 2 Evaluation - Bidder Response Table, amend as follows:

Delete 2.6, in it's entirety:

Insert:

<p>2.6</p>	<p>Staffing / Resource Plan</p>	<p>Does the bidder provide a staffing plan that is aligned with CBSA's responsibility matrix (in section 5.3 of SOW) utilizing Lead Resources with SAP ERP experience.</p> <p>In support of the above, the bidder should provide resumes of all Lead Resources (i.e. team leads in the areas mentioned below) who will be staffed on the project to complete and deploy the ARL solution, highlighting the nature and years of expertise and experience around end-to-end SAP ERP implementations (i.e., planning, design, build, test, deploy).</p> <p>Lead Resources: Senior Delivery Lead, Business Process Lead, Change Management and Training Lead, Solution Architect, Technical Architect, Testing Lead, Deployment Lead</p>	<p>10 points</p>	<p>10 = Very strong (clear roles and responsibilities that are aligned with CBSA's responsibility matrix, and all of the submitted resources have more than 5 year of SAP ERP experience).</p> <p>8 = Strong (clear roles and responsibilities that are aligned with CBSA's responsibility matrix, and more than 70% of submitted resources have more than 5 year of SAP ERP experience).</p> <p>6 = Average (clear roles and responsibilities that are aligned with CBSA's responsibility matrix, and more than 50% of submitted resources have more than 5 year of SAP ERP experience).</p> <p>4 = Weak (roles and responsibilities that are not aligned with CBSA's responsibility matrix).</p> <p>2 = Very weak (unclear roles and responsibilities)</p> <p>0 = No response</p>
-------------------	---------------------------------	--	------------------	---

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.