

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. 003
Client Reference No. - N° de référence du client 1000318584	Date 2014-07-14
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 003 is raised to respond to the following Vendor's questions:

QUESTION 1

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 1.1

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

Response 1.1

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 1.2

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 1.2

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

Sub-question 1.3

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 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 1.3

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 2

Section 5.6 of the SOW. This section states that "the Contractor's second and third tier Solution Support Services will be subject to ongoing transactional client measurement and monitoring in the form of a Service Level Agreement (SLA)".

Can the Crown please provide the expected Service Level agreement that will govern Bidder's delivery of these services along with (a) SLA performance history over the past year; and (b) the details of the expected consequences of a breach by Bidder of the SLA?

RESPONSE 2

Canada will provide additional information regarding the Service Level Agreement to the Bidders selected to participate in Phase 2 of the bid solicitation.

THE FOLLOWING CHANGE APPLIES TO THE RFP:

At Amendment number 002 of the RFP, amend as follows:

DELETE:

RESPONSE 5 of amendment number 002, in it's entirety.

INSERT:

At Clause **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.
- (iv) The experience of affiliates will be accepted for evaluation purposes in response to these criterion". In such cases, the experience of an affiliate will be considered for evaluation purposes.

- (v) 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.

(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 combined with the Bidder's experience 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.

- (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 if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder.

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- (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.
- (v) 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 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 requirement, it will check the

Solicitation No. - N° de l'invitation

47060-148584/A

Amd. No. - N° de la modif.

003

Buyer ID - Id de l'acheteur

609e1

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

1000318584

File No. - N° du dossier

609e147060-148584

CCC No./N° CCC - FMS No/ N° VME

references for that requirement for all Bidders who have not, at that point, been found non-responsive.

(iv) 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.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.