

**RETURN BIDS TO :****RETOURNER LES  
SOUMISSIONS À:**

Julie Watson-Bampton  
Shared Services Canada / Services partagés  
Canada  
180 Kent Street, 13th Floor /  
180 street Kent, 13 eme étage  
Ottawa, Ontario  
K1A 0P7

**REQUEST FOR PROPOSAL -  
AMENDMENT  
DEMANDE DE PROPOSITION****Proposal To: Shared Services Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out thereof.

**Proposition aux: Services partagés Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées

**Instructions : See Herein**

ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction

**Instructions: Voir aux présentes**

énumérés ici sur toute feuille ci-annexées, au(x) prix indiqué(s)

**Comments - Commentaires****This document contains a Security  
Requirement**

Vendor/Firm Name and address  
Raison sociale et adresse du  
fournisseur/de l'entrepreneur

Issuing Office – Bureau de distribution  
Shared Services Canada  
Procurement Operations  
180 Kent Street  
Ottawa, Ontario  
K1A 0P7

<b>Title – Sujet</b> Professional Services - BMO Support Services	
<b>Solicitation No. – N° de l'invitation</b> 10035002	<b>Date</b> September 4, 2014
<b>Client Reference No. – N° référence du client</b> 10035002	
<b>GETS Reference No. – N° de reference de SEAG</b> 10035002	
<b>File No. – N° de dossier</b> 10035002	<b>CCC No. / N° CCC - FMS No. / N° VME</b>
<b>Solicitation Closes – L'invitation prend fin</b> <b>at – à 23-September-2014 02 :00 PM</b> <b>on – le</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Daylight Saving Time DST
<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 Inquiries to : - Adresser toutes questions à:</b> Julie Watson-Bampton	<b>Buyer Id – Id de l'acheteur</b> C09
<b>Telephone No. – N° de téléphone :</b> 613-790-5915	<b>FAX No. – N° de FAX</b>
<b>Destination – of Goods, Services, and Construction:</b> <b>Destination – des biens, services et construction :</b> See Herein	
<b>Delivery required - Livraison exigée</b> See Herein	<b>Delivered Offered – Livraison proposée</b>
<b>Vendor/firm Name and address</b> Raison sociale et adresse du fournisseur/de l'entrepreneur	
<b>Facsimile No. – N° de télécopieur</b> <b>Telephone No. – N° de téléphone</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/firm</b> (type or print)- <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de</b> <b>l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

Question 4: With respect to the Category of Personnel requested, we respectfully request the Crown to consider the following change. The category "Storage Architect" is not a category that is typically requested from TBIPS contracts. While we understand that storage is an important element of any infrastructure architecture, storage requirements and solutions are, in our experience, usually handled by a Technical Architect or Technology Architect. We respectfully request that that you consider changing the Storage Architect category to Technology Architect and include storage architecture related tasks in that role.

Answer 4: While we do not have exact statistics on the usage of the "Storage Architect" category, we know that it has been used in the past. This is an important category for Canada and Canada is not willing to amalgamate it with the "Technical Architect" category. Please note that a summary search reveals that 73 companies have qualified for the requested streams of this procurement action.

Question 5: Section 5.95.3 of the RFP introduces a requirement to provide an HR Consultant – Level 3. This requirement does not appear to be consistent with the other project-specific roles that are required to support the Science Portfolio. The inclusion of the mandatory requirement to provide an HR Consultant – Level 3 is a very specific resource and will limit the number of bidders that can respond to this opportunity, eliminating bidders who have extensive experience in the roles that are critical to the success of this project (i.e. Applications Services, IM/IT Services, Business Services and Project Management Services). In order to ensure that Shared Services does not unnecessarily limit the number and quality of bidders who can provide value, we recommend that the requirement for an HR Consultant – Level 3 be removed from this solicitation.

Answer 5: The "HR Consultant" category is an integral and relevant part of this procurement action. Please note that a summary search reveals that 73 companies have qualified for the requested streams of this procurement action.

Question 6: For the financial portion of the bid, SSC asks Bidders to use the financial response template found in Attachment 3 of the RFP (page 19 of 74). This financial response template only includes one "firm per diem rate" per category of personnel (no option periods). Pages 23 and 24 of the RFP indicate that evaluation points will be allocated to the contract period (50 points) and option period (50 points). For the financial portion of our submission, should Bidders use Attachment 3 of the RFP which includes no option periods or should Bidders use the Basis of Payment tables found in Annex A of the RFP (pages 46 to 48) which include the initial contract period plus the additional 3 option periods?

Answer 6:

See attached revised Attachment 3 to Part 3 – to include the option periods.

## ATTACHMENT 3 to PART 3

## BIDDER'S RESPONSE TEMPLATES FOR FIRM ALL INCLUSIVE PER DIEM RATES

TB IP S ID	CATEGORY OF PERSONNEL	LEV EL	FIRM PER DIEM RATE	Option Period 1	Option Period 2	Option Period 3
A. 8	System Analyst	2	\$			
A. 8	System Analyst	3	\$			
I.2	Database Administrator	2	\$			
I.2	Database Administrator	3	\$			
I.6	Network Analyst	2	\$			
I.6	Network Analyst	3	\$			
I.8	Storage Architect	2	\$			
I.8	Storage Architect	3	\$			
I.9	System Administrator	2	\$			
I.9	System Administrator	3	\$			
I.1 0	Technical Architect	2	\$			
I.1 0	Technical Architect	3	\$			
B. 1	Business Analyst	2	\$			
B. 1	Business Analyst	3	\$			
B. 3	Business Consultant	2	\$			
B. 3	Business Consultant	3	\$			
P. 3	HR Consultant	3	\$			

**Substantiation of Professional Services Rates:** In Canada's experience, Bidders will from time to time propose rates at the time of bidding for one or more Categories of Personnel that they later refuse to honor, on the basis that these rates do not allow them to recover their own costs and/or make a profit. When evaluating the rates for professional services bid, Canada may, but will have no obligation to, require price support for any rates proposed (either for all or for a specific Category of Resource). If Canada requests price support, it will be requested from all responsive Bidders proposing a rate that is at least 20% lower than the median rate bid by all responsive Bidders for the relevant Category or Categories of Personnel. Where Canada requests price support, the following information is required:

- (i) (an invoice (referencing a contract serial number) that shows that the Bidder has recently provided and invoiced another customer (with whom the Bidder deals at arm's length) for services performed for that customer similar to the services that would be provided in the relevant Category of Personnel, where those services were provided in the National Capital Region for at least three months within the twelve months prior to the bid solicitation issuance date, and the fees charged were equal to or less than the rate offered to Canada;
- (ii) in relation to the invoice in (i), a signed contract or a letter of reference signed by the Bidder's client that includes the tasks listed in this bid solicitation's Statement of Work for the Category of Personnel being examined for an unreasonably low rate;
- (iii) in respect of each referenced contract, a resume for the resource that performed under that contract which shows that the resource would pass the Category of Personnel's mandatory criteria and achieve, if applicable, the required pass mark for the Category of Personnel's rated criteria; and
- (iv) the name, telephone number and, if available, e-mail address of the invoiced client for each of the resources invoiced, so Canada can verify any facts presented for the affected Category or Categories of Personnel.
- (v) Once Canada requests substantiation of the rates bid for any Category of Personnel, it is the sole responsibility of the Bidder to submit information (as described above and as otherwise may be requested by Canada) that will allow Canada to determine whether it can rely, with confidence, on the Bidder's ability to provide the required services at the rates bid. Where Canada determines that the information provided by the Bidder does not substantiate the unreasonably low rates, the bid will be considered non-responsive and will receive no further consideration. Only the Firm Per Diem Rates of technically responsive bids will be considered.

Question 7:

Are these service currently being provided under an existing contract?

Answer 7: no

Question 8: Due to the complexity of the RFP response, would SSC consider granting a 2 week extension?

Answer 8: SSC will grant an extension to September 23, 2014@2:00pm.