

**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 15, 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 26-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>

Q&A – 10035002

Amendment #3

Question 9:

2. In APPENDIX A TO ATTACHMENT 2 to PART 3 BILLABLE DAYS RESPONSE TEMPLATE FOR CRITERIA ID M.2 AND R.1, point b) of the solicitation, the Crown requires that the work delivered by each Category of Personnel provided in this Appendix includes 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. Each of the categories contains a lettered subset of tasks, however there is also a category called 6– COMMON REQUIREMENT which includes 4 tasks. Please confirm that bidders must only demonstrate 50% of the lettered items, and not 50% of the lettered items plus the 4 bulleted items in Section 6- Common Requirement

Answer 9:

Bidders must demonstrate 50% of the lettered items. 6- COMMON REQUIREMENT does not need to be demonstrated but will be an integral and mandatory part of any resulting Task Authorisation.

Question 10:

Ref: Corporate Mandatory Requirements M2 and the criteria call for the billable days to have been delivered under "... a maximum of five (5) reference contracts". M2 requires vendors to provide more than 16,000 billable days across 17 individual Categories of Personnel.

Several of the Categories of Personnel are, by their nature, not typically delivered under the same contract with the other categories. For example, for internal reasons, many clients elect to issue separate contracts for business categories (e.g. Business Analyst, Business Consultant), IT categories, and Human Resources (HR) categories.

The sheer volume required and the limitation of only five contracts means that it would be unlikely that one company (or pre-established JV) would have delivered enough services to meet the criteria within a five contract window. We therefore request that the criteria be expanded to a maximum of ten contracts.

Answer 10:

Canada will accept that the HR category be demonstrated as a 6<sup>th</sup> contract. The limit for all other categories remains at 5 contracts total.

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Question 11:

With more than 16,000 billable days required to meet M2, and an extensive Contract Management Plan to meet M3, would the client please work with vendors by granting an extension of three (3) weeks. This would benefit the client in the following ways: more vendors would be able to participate; and the quality of proposals will increase, which will result in more compliant choices for the client.

**Answer 11:**

See answer 8: a one week extension has been granted. Closing September 23,2014@2:00pm

Question 12:

3. LOCATION OF WORK

The work will be carried out on-site at various SSC Science Portfolio locations within the National Capital Area (NCA) and Regional Offices across Canada. Work may also be conducted off-site. Specifics of work location will be identified in the TA process.

Can SSC provide a list of the Regional Office

**Answer 12:**

Most of the work will be carried out in the NCA. At this time, the following cities have been identified as having one or more employees working for the science portfolio. This list is for informational purposes only and may change over time as SSC's mandate & duties demand.

Calgary	Alberta
Edmonton	Alberta
Kelowna	British Columbia
Sidney	British Columbia
Vancouver	British Columbia
Victoria	British Columbia
Winnipeg	Manitoba
Fredericton	New Brunswick
Moncton	New Brunswick
Shediac	New Brunswick

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Gander	Newfoundland and Labrador
St-John	Newfoundland and Labrador
Dartmouth, Halifax	Nova Scotia
Burlington	Ontario
Burnaby	Ontario
Guelph	Ontario
Kingston	Ontario
London	Ontario
Toronto	Ontario
Mont-Joli	Quebec
Montréal, Boucherville, Dorval, Longueuil, St-Hubert, Varennes	Quebec
Quebec	Quebec
Sherbrooke	Quebec
St-Hyacinthe	Quebec
Regina	Saskatchewan
Saskatoon	Saskatchewan

Question 13:

The mandate of Shared Services is to manage the IT infrastructure on an enterprise basis. Please confirm that any reference projects must be infrastructure related and cannot include projects related to application development or implementation.

Answer 13:

That is correct. Application development and implementation is NOT part of SSC's mandate therefore it is NOT acceptable as a reference. However, application integration is part of SSC's mandate and that will be accepted as a reference.

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Question 14:

**Part B, 10 a.**

See circled in the screen shot below. Can you provide us with the Security Classification Guide.

Answer 14: the facility clearance is to be held to the highest security of secret. Task requests may come in different levels of security and will be identified in the task request.

Answer 15 on the SRCL would be no additional questions.

<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?section=text&id=12333>

Question 15: Please confirm all Annexes (A, B, C, D and E) will only need to be completed by the Contractor upon contract award?

Answer 15:

No, Annexes A, C, and D need to be completed at bid submission.

The Annex B - Appendix's is what will be completed at upon contract award.

Appendix A to Annex B - Task Authorization Procedures

Appendix B to Annex B - Task Authorization Request and Acceptance Form

Appendix C to Annex B - Resource Assessment Criteria and Response Tables

Appendix D to Annex B - Certifications at the Task Authorization Stage

Question 16:

2. With respect to Attachment 2 to Part 3 - M2 g): "The Bidder must provide evidence by providing an invoice (or multiple invoices) or a letter from the client, referencing a single contract number showing the Bidder has provided and invoiced a customer up to or exceeding the required amount". Would the Crown be agreeable to accept more than 1 contract number for the same customer?

Answer 16:

**[ ] Yes, but the contract(s) would count towards the 5 contract limit.**

Question 17:

Question removed by bidder

Question 18:

Re Section 6 (Common Requirement of the SOW), please confirm that for each of the Resource Categories (17 (4) are to be included within the specific 'Resource Categories and Tasks' list (in Section 5 of the SOW) and will also be included as part of the 50% match requirement?

6– COMMON REQUIREMENT

The following tasks are a mandatory requirement of, and common to, all categories detailed under “RESOURCE

CATEGORIES AND TASKS” and any resulting Task Authorizations:

- Documentation of work performed;
- Status Reporting;
  
- Provide business and technical advice and support to SSC Analysts, Managers and Senior Management;
- Functional and Technical Knowledge Transfer to SSC Analysts, Managers and Senior Management.

Answer 18:

Answered in question 9.

Question 19:

Please refer to part (g) of M2; Corporate Mandatory Requirements (pg. 13). The sheer volume of supporting documentation requested is onerous (anywhere from 5,000 to 6,000 copies of invoices as most of them are done by independent consultant work through the Task Authorization/call-up process under Supply Arrangements or Contracts), this could result in a protracted RFP evaluation cycle and resulting contract award if the expectation is that evaluators must comb through all supporting documentation. As a result the amount of work for a client to assess and confirm the accuracy of potentially hundreds of invoices whose dates of issuance could mean they have been archived is onerous to the point that, in the bidder's experience, Client's typically refuse to do so. Further to that, Clients are not willing to sign a letter to that effect because then they must not only review hundreds of invoices for accuracy (which cost them money and as stated may simply just not be practical) but then to sign a statement to attest to that accuracy, a statement that could impact the financial affairs of another organization (i.e. the bidder) means that they would have to be even more onerous in their due diligence to ensure that there was not error in their review.

As a result of the above, the bidder, as a publicly traded company, would suggest a spreadsheet (sample attached) that confirms compliance with all stated requirements, which could be certified by an Officer of the Company (e.g. CFO) in compliance with meeting the requirement (i.e. Complete Appendix A to Attachment 2, Appendix B to Attachment 2 to Part 3 along with including the Excel Spreadsheet attached to each of the maximum 5 references). If substantiating documents were needed during the evaluation process the Crown could reserve the right to ask for such documentation (e.g. sampling of copies of invoices or a visit to the contractor's facility) subject to audit by the Crown. This is not

precedent setting and similar types of information has been used in former submissions in support of responding to like requirements (e.g. Health Canada: TBIPS solicitation #1000151732-1).

**Answer 19:**

The suggestion is acceptable provided that the CFO signs the document(s) to certify the validity of the data.

Doc. Date	OTy	Object	Customer	Cost Elem .	Quantity	PU M	Pers. No.	Position	Dollar Value
				<b>Total LOE:</b>	0.00			<b>Total Dollar Value:</b>	<b>XXX</b>
Doc. Date	OTy	Object	Customer	Cost Elem .	Quantity	PU M	Pers. No.	Position	Dollar Value
				<b>Total LOE:</b>	0.00			<b>Total Dollar Value:</b>	<b>XXX</b>
			<b>Total LOE (Billable Days):</b>		0.00			<b>Total Dollar Value:</b>	<b>XXX</b>

Question 20:

Based on the sheer volume of the information requested and the complexity of the bid response, we respectfully request an extension of 2 weeks to the closing date of this solicitation to October 2<sup>nd</sup>, 2014 .

**Answer 20: Denied.** There has already been one extension and Canada is not willing to extend the date further.

Question 21: It is our understanding that question d) of the contract management plan is requesting information on how existing resources will be transitioned after the contract is awarded and question g) is requesting details on how resources will be replaced throughout the duration of the project. Can the Crown please further describe what transition process is being requested in question e)?

### Answer 21

Part of point “g” addresses the management of resource replacements (i.e. processes and methodologies to ensure capacity) while point “e” addresses the actual transitioning portion of a resource replacement i.e. processes that ensure a smooth transition from one resource to another that minimises the associated impacts.

### Question 22:

M2 indicates that a bidder must supply “...evidence by providing an invoice (or multiple invoices) or a letter from the client...” please confirm that similar to past submissions of this nature that a letter could be an email from the client confirming the required information.

The RFP indicates in M2 clause g. *The Bidder must provide evidence by providing an invoice (or multiple invoices) or a letter from the client, referencing a single contract number showing the Bidder has provided and invoiced a customer up to or exceeding the required amount.* Given that there is no required amount per contract, and only a requirement that all 5 contracts must exceed 5,000,000 (can) total, please confirm that letters from clients must only indicate the actual amounts that were invoiced.

### Answer 22:

The email, like any other submitted documentation, must contain irrevocable information that validates the source and authenticity of the email. i.e. a traceable company domain name (hotmail, gmail, etc is not acceptable) and complete coordinates of a company representative that can validate the information.

Question 23) It is very difficult for vendors to demonstrate 16,400 billable days using only 5 reference contracts. Given the high number of billable days being requested for the 17 categories of personnel we respectfully request that SSC increase the number of reference contracts from 5 to 10 in order to allow for small and medium enterprises to have a chance to respond.

Answer 23) See answer 10 – the reference contracts will remain at 5 however Canada will accept that the HR category be demonstrated as a 6<sup>th</sup> contract.



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Question 24) It is very difficult for vendors to demonstrate 16,400 billable days using only 5 reference contracts. We would request that the number of days be decreased to 500 for Level 2 and 750 for Level 3 across all categories (excluding HR Consultant).

Answer 24)

Canada will not modify these requirements

Question 25) Given the significant amount of work to identify potential projects, confirm the number of billable days, confirm that the resources being used to demonstrate these requirements have the appropriate years of experience for their category, secure copies of invoices, and/or receive letters from references, we would ask that SSC consider an additional 2 week extension to this RFP close date.

Answer 25)

Canada will grant an extension to Sept 26, 2014 @ 14:00. We will not be accepting any more questions, as of September 19, 2014@14:00pm.

Question 26) Would SSC consider broadening the scope of the services that must have been provided within the contracts being used to satisfy the billable days as follows:

- a.Data centre and/or email services;
- b.Network and/or IT Security Operations;
- c.Application Development and/or Management;
- d.Database support for production database;
- e.Server virtualization which resulted in the elimination of physical servers by implementing virtualization solutions;
- f.Storage architecture, implementation and back-up;
- g.Major IT hardware installation (such as, but not limited to, computing servers, and/or online and/or offline storage device);
- h.Major network installation;
- i.HR coordination

Answer 26)

Considering the sought categories and SSC's mandate, all of the above bullets are acceptable with the exception of bullet c) in its entirety and part of b) IT Security Operations.

Question 27)

- 1) As stated in response to questions #004 and 005, (amendment #002) the Crown has indicated there are 73 qualified vendors under TBIPS for the requested streams of this procurement. While this is indeed correct, it should be noted, when qualifying as a vendor on TBIPS, it is possible for a vendor to obtain a resource category or level without having successfully placed that type of resource in the past. This is a result of TBIPS allowing a vendor to be awarded a certain number of unsubstantiated categories, provided that they meet the minimum number of required references in any given stream.

Although there are 73 qualified vendors for the requested streams of this procurement, it can be argued that amongst the industry there would only be a few large vendors who would have had the experience requested across every single category while permitted to only use a maximum of 5 references; thereby eliminating a significant amount of qualified vendors presently providing skilled resources to SSC in a majority of the requested categories and subsequently restricting the Crown from same. In order to ensure a more equitable and open competition and remaining consistent with the qualification of TBIPS would the Crown please allow a small portion (i.e. 20%) of the categories to be unsubstantiated?

1. If the Crown is not willing to allow a portion of the categories to be unsubstantiated as stated above, we would further suggest the Crown consider dividing this solicitation into streams of Technical and Non-Technical resource categories as follows to provide additional qualified vendors an opportunity to continue to supply said resource to SSC and compete?

**Stream 1:**

System Analyst  
Database Administrator  
Network Analyst  
Storage Architect  
System Administrator  
Technical Architect

**Stream 2:**

Business Analyst  
Business Consultant  
HR Consultant

Answer 27)

Canada will not modify these requirements