



**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

<b>Title - Sujet</b> RFP - NEW CONTRACT. VEHICLE 2014-15	
<b>Solicitation No. - N° de l'invitation</b> 47060-151006/A	<b>Amendment No. - N° modif.</b> 008
<b>Client Reference No. - N° de référence du client</b> 1000321006	<b>Date</b> 2016-01-14
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$EL-609-29583	
<b>File No. - N° de dossier</b> 609e1.47060-151006	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2016-02-29</b>	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Bastien, Josée	<b>Buyer Id - Id de l'acheteur</b> 609e1
<b>Telephone No. - N° de téléphone</b> (819) 956-6770 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

**THIS AMENDMENT NUMBER 008 IS RAISED TO RESPOND TO VENDOR'S QUESTIONS AND APPLY CHANGES TO THE RFP.**

**QUESTION 1**

Canada is one of the largest international traders in the world and there are a number of public and private organizations that have projects that support international trade. Keeping the “international trade” but removing the Major Crown Project designation would open up the solicitation to enough vendors from which to select a qualified organization. We would like to recommend that the Crown re-establish the requirement for “international trade” for M2 to ensure CBSA has access to a pool of proven resources that demonstrate experience that is in line with the requirements of the eManifest project.

**ANSWER 1**

We have considered your request however, the criteria remains unchanged.

**QUESTION 2**

The evidence in the form of reference project(s) required to substantiate M1 is unclear to us. Could you please clarify the requirement for the size of the reference project(s) in terms of \$ size, the number of people, the duration of the project(s), etc.

**ANSWER 2**

See changes to M1 below.

**QUESTION 3**

Upon review of the most recent Q&A for solicitation number 47060-151006/A, we are becoming concerned at the lack of direct response to serious vendor questions, and the corresponding refusal to implement any substantial changes to a set of requirements that several vendors have flagged as excluding almost any competitor except the current incumbent. Based on the implied value of this award, and the absence of any rationale for the highly restrictive mandatory requirements, we are now left with considering all options available, which may include escalation to the various governing bodies available for such instances.

Is the Crown committed to the current set of requirements, or is there intent to implement further changes with the possibility of creating a process which is fair, competitive, and responsive to vendor concerns?

**ANSWER 3**

The CBSA is committed to conducting a fair, competitive and transparent process. The evaluation criteria and statement of work included in RFP 47060-151006 were created to target,

evaluate and capture the experience and skill sets required to deliver the work as identified in the statement of work at Annex A.

#### **QUESTION 4**

M2 of the corporate requirements states that the Bidder must demonstrate experience supplying informatics professional services for all of the “stated” resource categories for the minimum billable days per category within the last 7 years. The most recent amendment now appears to allow an unlimited number of contracts to be referenced in order to achieve the required minimum number of days. This change would not appear to support the CBSA’s need to identify a vendor who has the ability and experience in managing a contract of this size with a team of similar scope required for an “in-flight project with deliverables that directly support Canada’s national security”. Other RFPs that require billable days of this quantity have capped the number of contracts at three (3).

In order to allow the Crown to qualify vendors that will support the volumetric requirements of this contract, would the Crown consider limiting the number of contracts to three (3) within the last seven (7) years. This request may avoid vendors to propose very small projects.

#### **QUESTION 5**

M1 of the corporate requirements has been amended to require “experience providing a team of resources to deliver IT professional services on and International Trade Project valued at a minimum of \$100 million within the last 7 years”. There is no indication of what a “team” consists of. Prior to the amendment, the requirement called for a contract that invoiced for \$15 million or more, which seems to be the size and scope of the project that this team would be supporting. The current definition now allows for a vendor with as few as two resources and one day of billing to qualify. We propose that the Crown re-establish a minimum dollar and/or resource size on the definition of “team” that is in line with the needs of the planned utilization on the resulting contract. A reasonable limit might be a minimum of \$5m of professional IT services and/or a team of at least 20 resources (working simultaneously for at least 6 consecutive months) provided over the course of a one year period, on a single contract.

#### **ANSWERS TO QUESTIONS 4 AND 5**

**IN RESPONSE TO QUESTIONS 4 & 5, THE FOLLOWING CHANGES APPLY TO THE RFP:**

#### **1. UNDER ATTACHEMENT 4.1, CORPORATE EVALUATION CRITERIA**

**1.0 CORPORATE MANDATORY REQUIREMENT, of the RFP:**

**DELETE**

	<b>BIDDER'S RESPONSE</b>
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ITEM #	MANDATORY REQUIREMENT	DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)																					
M1	<p>The Bidder <b>MUST</b> demonstrate that it has experience providing a team of resources to deliver IT professional services on an International Trade Project* valued at a minimum of \$100 million within the last 7 years prior to the solicitation closing date.</p> <p>*International Trade Project is defined as a project that included the international movement of goods and the transmission of trade data**.</p> <p>**Trade data could include any of the following:</p> <ul style="list-style-type: none"> <li>• Importer/exporter information</li> <li>• Manifest Information</li> <li>• Conveyance Information</li> <li>• House Way Bill Information</li> <li>• Crew Information</li> </ul>																						
M2	<p>The Bidder <b>MUST</b> demonstrate experience supplying all of the following informatics professional services resource categories for the minimum billable days per category within the last 7 years. The total amount billed must have been at least \$15 million dollars.</p> <table border="1" data-bbox="329 1255 1130 1665"> <thead> <tr> <th>#</th> <th>Resource Category</th> <th>Minimum Billable Days per Resource Category</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Project Executive – Level 3</td> <td>1000</td> </tr> <tr> <td>2.</td> <td>Project Manager – Level</td> <td>2500</td> </tr> <tr> <td>3.</td> <td>Engineering Consultant – Level 3</td> <td>2500</td> </tr> <tr> <td>4.</td> <td>IM Architect – Level 3</td> <td>2000</td> </tr> <tr> <td>5.</td> <td>Application/Software Architect – Level 3</td> <td>2000</td> </tr> <tr> <td>6.</td> <td>Business Architect – Level 3</td> <td>5000</td> </tr> </tbody> </table> <p>In order to demonstrate meeting this criterion, the bidder must include per contract referenced:</p> <p>(1) A letter from its client (referencing a contract serial number or other unique contract identifier) that shows that</p>	#	Resource Category	Minimum Billable Days per Resource Category	1.	Project Executive – Level 3	1000	2.	Project Manager – Level	2500	3.	Engineering Consultant – Level 3	2500	4.	IM Architect – Level 3	2000	5.	Application/Software Architect – Level 3	2000	6.	Business Architect – Level 3	5000	
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		<b>BIDDER'S RESPONSE</b>
<b>ITEM #</b>	<b>MANDATORY REQUIREMENT</b>	<b>DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)</b>
	<p>the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for such services in the amount of at least \$15M; and</p> <p>(2) The name, telephone number and, if available, e-mail address of a contact person at the customer who was responsible to approve the services received under (1) above. Canada may verify any information provided by the Bidder.</p>	

**INSERT**

		<b>BIDDER'S RESPONSE</b>
<b>ITEM #</b>	<b>MANDATORY REQUIREMENT</b>	<b>DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)</b>
<b>M1</b>	<p>The Bidder MUST demonstrate that it has experience providing a team* of resources to deliver IT professional services on an International Trade Project** valued at a minimum of \$100 million within the last 7 years prior to the solicitation closing date.</p> <p>* Team is defined as a minimum of 15 resources.</p> <p>**International Trade Project is defined as a project that included the international movement of goods and the transmission of trade data***.</p> <p>***Trade data could include any of the following:</p> <ul style="list-style-type: none"> <li>• Importer/exporter information</li> <li>• Manifest Information</li> <li>• Conveyance Information</li> <li>• House Way Bill Information</li> <li>• Crew Information</li> </ul>	

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<b>ITEM #</b>	<b>MANDATORY REQUIREMENT</b>	<b>DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)</b>															
	<p>The following must also be included with the bid for each contract:</p> <p>(1) a letter from its client (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for such services; and</p> <p>(2) the name, telephone number and, if available, e-mail address of a contact person at the customer who was responsible to approve the services received under (1) above.</p> <p>Canada may verify any information provided by the Bidder.</p> <p>Bidders are requested to use the Attachment 4.1 in Appendix B included with the bid solicitation. Although all the contents of the Attachment are required, using the attachment itself to provide this information is not mandatory. For Bidders who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided. Alterations to the statements in the attachment may result in the bid being declared non-responsive.</p>																
<b>M2</b>	<p>The Bidder <b>MUST</b> demonstrate* experience supplying <u>all</u> of the following informatics professional services resource categories for the minimum billable days per category within the last 7 years on a <u>maximum of 3 contracts</u>. The total cumulative amount billed <b>MUST</b> have been at least \$15 million dollars.</p> <table border="1"> <thead> <tr> <th>#</th> <th>Core Resource Category</th> <th>Minimum Billable Days per Resource Category</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Project Executive – Level 3</td> <td>1000</td> </tr> <tr> <td>2.</td> <td>Project Manager – Level 3</td> <td>2500</td> </tr> <tr> <td>3.</td> <td>Business Process Re-Engineering Consultant – Level 3</td> <td>2500</td> </tr> <tr> <td>4.</td> <td>IM Architect – Level 3</td> <td>2000</td> </tr> </tbody> </table>	#	Core Resource Category	Minimum Billable Days per Resource Category	1.	Project Executive – Level 3	1000	2.	Project Manager – Level 3	2500	3.	Business Process Re-Engineering Consultant – Level 3	2500	4.	IM Architect – Level 3	2000	
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		<b>BIDDER'S RESPONSE</b>	
<b>ITEM #</b>	<b>MANDATORY REQUIREMENT</b>		<b>DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)</b>
	<b>5.</b>	Application/Software Architect – Level 3	<b>2000</b>
	<b>6.</b>	Business Architect – Level 3	<b>5000</b>
<p>*The following must also be included with the bid for each contract:</p> <p>(1) a letter from its client (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for such services in the amount of \$15,000,000.00; and</p> <p>(2) the name, telephone number and, if available, e-mail address of a contact person at the customer who was responsible to approve the services received under (1) above. Canada may verify any information provided by the Bidder.</p> <p>Bidders are requested to use the Attachment 4.1 in Appendix B included with the bid solicitation. Although all the contents of the Attachment are required, using the attachment itself to provide this information is not mandatory. For Bidders who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided. Alterations to the statements in the attachment may result in the bid being declared non-responsive.</p>			

## **QUESTION 6**

With regards to the Substantiation of Professional Services Rates (page 23 of 166), vendors are required to provide an invoice for services that were provided for at least three months within the twelve months before the bid solicitation closing date. By limiting the timeframe to only the 12-month period prior to the bid closing date, it does not allow vendors to also demonstrate their current ability to provide these resources as large RFPs often take months or over a year to evaluate. As a vendor's current service delivery is relevant to their ability to deliver when the client will actually be making the call-ups for these resources, would the Crown consider amending this requirement to include placements after the bid solicitation closing date, as long as they have been provided for at least three months prior to the substantiation request date.

## **ANSWER 6**

**At 4.3 Financial Evaluation, (e) Substantiation of Professional Services Rates, of the RFP:**

### **DELETE:**

- (i) an invoice (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a 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 resource category, where those services were provided for at least three months within the twelve months before the bid solicitation closing date, and the fees charged were equal to or less than the rate offered to Canada;

### **INSERT:**

- (i) an invoice (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a 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 resource category, where those services were provided for at least three months within the twelve months before the date Canada requests the information and the fees charged were equal to or less than the rate offered to Canada;

## **THE FOLLOWING CHANGES APPLY TO THE RFP:**

1. At **Clause 2.3 Enquiries - Bid Solicitation** of the RFP, **delete** in its entirety.

Canada has decided to close the enquiries period of this procurement process due to the fact that extensive questions have been received. No further comments or suggestions to improve the specifications are being sought as the criteria and the statement of work reflect the operational requirements of Canada.

Solicitation No. - N° de l'invitation  
47060-151006/A  
Client Ref. No. - N° de réf. du client

Amd. No. - N° de la modif.  
008  
File No. - N° du dossier  
609e1 47060-151006

Buyer ID - Id de l'acheteur  
609e1  
CCC No./N° CCC - FMS No./N° VME

**2. AT PAGE 1, CLOSING DATE OF THE RFP, THE FOLLOWING CHANGE APPLIES:**

**DELETE:**

SOLICITATION CLOSES - L'INVITATION PREND FIN  
AT - À 02:00 PM  
ON - LE 2016-01-18  
EASTERN STANDARD TIME EST

**INSERT:**

SOLICITATION CLOSES - L'INVITATION PREND FIN  
AT - À 02:00 PM  
ON - LE 2016-02-29  
EASTERN STANDARD TIME EST

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**