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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 Division / Division
des services professionnels en informatique

11 Laurier St., / 11, rue Laurier

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Gatineau

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K1A 0S5

Title - Sujet TBIPS - Professional Services requi	
Solicitation No. - N° de l'invitation 21120-158459/B	Amendment No. - N° modif. 004
Client Reference No. - N° de référence du client 21120-15-2088459	Date 2016-01-15
GETS Reference No. - N° de référence de SEAG PW-\$\$ZM-615-29745	
File No. - N° de dossier 615zm.21120-158459	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-02-01	
Time Zone Fuseau horaire Eastern Standard Time EST	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Barbu, Ana-Maria	Buyer Id - Id de l'acheteur 615zm
Telephone No. - N° de téléphone (819) 956-6282 ()	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

AMENDMENT NO. 004

This amendment is raised to modify the Request for Proposal (RFP) and answer Bidders' questions:

RFP MODIFICATIONS:

1. At Page 1 of the RFP, Solicitation Closes:

DELETE: 2016-01-25

INSERT: 2016-02-01

2. At Attachment 4.1 – Bid Evaluation Criteria, Corporate Requirement, Bidder Mandatory Criteria for Workstream I, Mandatory Criterion M1

DELETE: In its entirety.

INSERT:

Corporate Criteria for WORKSTREAM I			
Item	Mandatory Requirements	Met/ Not Met	Reference
M1	<p>The Bidder must have worked on 3 contracts for IM/IT services within the last 10 years with a Government of Canada (GoC) department or Agency, Crown Corporation or Provincial/Territorial Government department or Agency.</p> <p>Note: Admissible GoC Crown Corporations and Agencies are found in the following links: http://www.tbs-sct.gc.ca/gov-gouv/rc-cr/links-liens-eng.asp http://www.canada.ca/en/gov/dept/</p> <ul style="list-style-type: none">• Each referenced contract must have been worked on in the last 10 years (as of bid closing date), and if the contract is currently valid, it must have been in place for a minimum of 6 months prior to the bid closing date;• Each referenced contract must have had a minimum value of \$5 million (options exercised and taxes included);• Each referenced contract must have been with an organization with a user-base of at least 5,000 users;• The Bidder must have provided a minimum of 15 resources for each referenced contract; and• The Bidder must have acted as the Prime Contractor on each referenced contract. <p>The Bidder must have been the prime contractor, rather than a subcontractor. This means that the Bidder contracted directly with the Government of Canada (GoC) department or Agency, Crown Corporation or Provincial/Territorial Government department or Agency for the work. If the Bidder's contract referenced for this criterion was to perform work from which another entity had first contracted to perform, the Bidder will not be considered the prime contractor. For example, Z (customer) contracted with Company Y for services. Company Y, in turn, entered into a contract with Company X to provide all or part of these services to Z. In this example, Company Y is a prime contractor and Company X is a subcontractor.</p> <p>The Bidder must provide the following information for each contract referenced:</p>		

Corporate Criteria for WORKSTREAM I			
	<ol style="list-style-type: none"> 1. Name of the client organization(s) 2. Start and end dates of the contracts including options exercised; 3. Nature and scope of the services provided; 4. A list of 15 or more resources who worked on the contract, including their respective categories, start dates and end dates. 5. A customer reference that can attest to the Bidder's experience. 		

3. At Attachment 4.1 – Bid Evaluation Criteria, Corporate Requirement, Bidder Mandatory Criteria for Workstream II, Mandatory Criterion M1

DELETE: In its entirety.

INSERT:

Corporate Criteria for WORKSTREAM II			
Item	Mandatory Requirements	Met/ Not Met	Reference
M1	<p>The Bidder must have worked on 3 contracts for IM/IT services within the last 10 years with a Government of Canada (GoC) department or Agency, Crown Corporation or Provincial/Territorial Government department or Agency.</p> <p>Note: Admissible GoC Crown Corporations and Agencies are found in the following links: http://www.tbs-sct.gc.ca/gov-gouv/rc-cr/links-liens-eng.asp http://www.canada.ca/en/gov/dept/</p> <ul style="list-style-type: none"> • Each referenced contract must have been worked on in the last 10 years (as of bid closing date), and if the contract is currently valid, it must have been in place for a minimum of 6 months prior to the bid closing date; • Each referenced contract must have had a minimum value of \$5 million (options exercised and taxes included); • Each referenced contract must have been with an organization with a user-base of at least 5,000 users; • The Bidder must have provided a minimum of 15 resources for each referenced contract; and • The Bidder must have acted as the Prime Contractor on each referenced contract. <p>The Bidder must have been the prime contractor, rather than a subcontractor. This means that the Bidder contracted directly with the Government of Canada (GoC) department or Agency, Crown Corporation or Provincial/Territorial Government department or Agency for the work. If the Bidder's contract referenced for this criterion was to perform work from which another entity had first contracted to perform, the Bidder will not be considered the prime contractor. For example, Z (customer) contracted with Company Y for services. Company Y, in turn, entered into a contract with Company X to provide all or part of these services to Z. In this example, Company Y is a prime contractor and Company X is a subcontractor.</p> <p>The Bidder must provide the following information for each contract referenced:</p> <ol style="list-style-type: none"> 1. Name of the client organization(s) 2. Start and end dates of the contracts including option exercised; 3. Nature and scope of the services provided; 4. A list of 15 or more resources who worked on the contract, including their respective categories, start dates and end dates. 		

Corporate Criteria for WORKSTREAM II			
	5. A customer reference that can attest to the Bidder's experience.		

4. At Attachment 4.1 – Bid Evaluation Criteria, Corporate Requirement, Bidder Mandatory Criteria for Workstream III, Mandatory Criterion M1

DELETE: In its entirety.

INSERT:

Corporate Criteria for WORKSTREAM III			
Item	Mandatory Requirements	Met/ Not Met	Reference
M1	<p>The Bidder must have worked on 3 contracts for IM/IT services within the last 10 years with a Government of Canada (GoC) department or Agency, Crown Corporation or Provincial/Territorial Government department or Agency.</p> <p>Note: Admissible GoC Crown Corporations and Agencies are found in the following links: http://www.tbs-sct.gc.ca/gov-gouv/rc-cr/links-liens-eng.asp http://www.canada.ca/en/gov/dept/</p> <ul style="list-style-type: none"> Each referenced contract must have been worked on in the last 10 years (as of bid closing date), and if the contract is currently valid, it must have been in place for a minimum of 6 months prior to the bid closing date; Each referenced contract must have had a minimum value of \$5 million (options exercised and taxes included); Each referenced contract must have been with an organization with a user-base of at least 5,000 users; The Bidder must have provided a minimum of 15 resources for each referenced contract; and The Bidder must have acted as the Prime Contractor on each referenced contract. <p>The Bidder must have been the prime contractor, rather than a subcontractor. This means that the Bidder contracted directly with the Government of Canada (GoC) department or Agency, Crown Corporation or Provincial/Territorial Government department or Agency for the work. If the Bidder's contract referenced for this criterion was to perform work from which another entity had first contracted to perform, the Bidder will not be considered the prime contractor. For example, Z (customer) contracted with Company Y for services. Company Y, in turn, entered into a contract with Company X to provide all or part of these services to Z. In this example, Company Y is a prime contractor and Company X is a subcontractor.</p> <p>The Bidder must provide the following information for each contract referenced:</p> <ol style="list-style-type: none"> Name of the client organization(s) Start and end dates of the contracts including options exercised; Nature and scope of the services provided; A list of 15 or more resources who worked on the contract, including their respective categories, start dates and end dates. A customer reference that can attest to the Bidder's experience. 		

5. At Attachment 4.1 – Bid Evaluation Criteria, Corporate Requirement, Corporate Rated Criteria for Workstream I, Rated Criterion R3:

DELETE: In its entirety.

INSERT:

Corporate Criteria			
Item	Rated Requirements	Pts	Reference
R3	<p>Designate a Client Representative and demonstrate that he/she has experience providing contract management services and managed teams of resources within the last 10 years for Federal, Provincial or Territorial Departments or Agencies, on contracts for which the Bidder was the Prime Contractor, as follows:</p> <p>a) Number of months/years of experience providing contract management services and managing teams of resources for Federal, Provincial or Territorial Department or Agency clients (maximum 15 points).</p> <p>and</p> <p>b) Number of resources simultaneously managed, on 1 or more contracts, for a single Federal, Provincial or Territorial Department or Agency client (maximum 15 points),</p> <p>By providing the following information for each contract referenced:</p> <ol style="list-style-type: none"> 1. Name of the client organization(s); 2. The total number of years of experience of the Bidder's Client Representative in performing the above mentioned tasks; 3. The start and end dates of the referenced assignment(s) of the Client Representative; 4. A list of the resources categories simultaneously managed by the Bidder's Client Representative; 5. Details about the work performed by the Client Representative on the assignment(s); 6. A customer reference that can attest to the Client Representative's experience. 	/30	<p>a)</p> <p>Over 8 years - 15 points</p> <p>Over 6 up to 8 years - 12 points</p> <p>Over 4 up to 6 years - 9 points</p> <p>Over 2 up to 4 years - 6 points</p> <p>6 months to 2 years - 3 points</p> <p>Less than 6 months – 0 points</p> <p>and</p> <p>b)</p> <p>Over 40 resources - 15 points</p> <p>Over 30 up to 40 resources - 12 points</p> <p>Over 20 up to 30 resources - 9 points</p> <p>Over 10 up to 20 resources - 6 points</p> <p>1 to 10 resources – 3 points</p>

6. At Attachment 4.1 – Bid Evaluation Criteria, Corporate Requirement, Corporate Rated Criteria for Workstream II, Rated Criterion R3:

DELETE: In its entirety.

INSERT:

Corporate Criteria

Item	Rated Requirements	Pts	Reference
R3	<p>Designate a Client Representative and demonstrate that he/she has experience providing contract management services and managed teams of resources within the last 10 years for Federal, Provincial or Territorial Departments or Agencies, on contracts for which the Bidder was the Prime Contractor, as follows:</p> <p>a) Number of months/years of experience providing contract management services and managing teams of resources for Federal, Provincial or Territorial Department or Agency clients (maximum 15 points).</p> <p>and</p> <p>b) Number of resources simultaneously managed, on 1 or more contracts, for a single Federal, Provincial or Territorial Department or Agency client (maximum 15 points),</p> <p>By providing the following information for each contract referenced:</p> <ol style="list-style-type: none"> 1. Name of the client organization(s); 2. The total number of years of experience of the Bidder's Client Representative in performing the above mentioned tasks; 3. The start and end dates of the referenced assignment(s) of the Client Representative; 4. A list of the resources categories simultaneously managed by the Bidder's Client Representative; 5. Details about the work performed by the Client Representative on the assignment(s); 6. A customer reference that can attest to the Client Representative's experience. 	/30	<p>a)</p> <p>Over 8 years - 15 points Over 6 up to 8 years - 12 points Over 4 up to 6 years - 9 points Over 2 up to 4 years - 6 points 6 months to 2 years - 3 points Less than 6 months – 0 points</p> <p>and</p> <p>b)</p> <p>Over 40 resources - 15 points Over 30 up to 40 resources - 12 points Over 20 up to 30 resources - 9 points Over 10 up to 20 resources - 6 points 1 to 10 resources – 3 points</p>

7. At Attachment 4.1 – Bid Evaluation Criteria, Corporate Requirement, Corporate Rated Criteria for Workstream III, Rated Criterion R3:

DELETE: In its entirety.

INSERT:

Corporate Criteria			
Item	Rated Requirements	Pts	Reference
R3	<p>Designate a Client Representative and demonstrate that he/she has experience providing contract management services and managed teams of resources within the last 10 years for Federal, Provincial or Territorial Departments or Agencies, on contracts for which the Bidder was the Prime Contractor, as follows:</p>	/30	<p>a)</p> <p>Over 8 years - 15 points Over 6 up to 8 years - 12 points Over 4 up to 6 years - 9 points Over 2 up to 4 years - 6 points 6 months to 2 years - 3 points Less than 6 months – 0 points</p>

Corporate Criteria			
Item	Rated Requirements	Pts	Reference
	<p>a) Number of months/years of experience providing contract management services and managing teams of resources for Federal, Provincial or Territorial Department or Agency clients (maximum 15 points).</p> <p>and</p> <p>b) Number of resources simultaneously managed, on 1 or more contracts, for a single Federal, Provincial or Territorial Department or Agency client (maximum 15 points),</p> <p>By providing the following information for each contract referenced:</p> <ol style="list-style-type: none"> 1. Name of the client organization(s); 2. The total number of years of experience of the Bidder's Client Representative in performing the above mentioned tasks; 3. The start and end dates of the referenced assignment(s) of the Client Representative; 4. A list of the resources categories simultaneously managed by the Bidder's Client Representative; 5. Details about the work performed by the Client Representative on the assignment(s); 6. A customer reference that can attest to the Client Representative's experience. 		<p>and</p> <p>b)</p> <p>Over 40 resources - 15 points</p> <p>Over 30 up to 40 resources - 12 points</p> <p>Over 20 up to 30 resources - 9 points</p> <p>Over 10 up to 20 resources - 6 points</p> <p>1 to 10 resources – 3 points</p>

8. At Attachment 4.1 – Bid Evaluation Criteria, 2.7.1 A.5 Rated Criteria - A.5 ERP Technical Analyst (CRM), Level 3 (Core), Rated Criterion R3:

DELETE: In its entirety.

INSERT:

#	Rated Criteria	Max Points	Scores to be assigned based on the following	Statement of Compliance and Cross Reference to Written Proposal /CV
	A.5 ERP Technical Analyst (CRM), Level 3 (Core)			

#	Rated Criteria A.5 ERP Technical Analyst (CRM), Level 3 (Core)	Max Points	Scores to be assigned based on the following	Statement of Compliance and Cross Reference to Written Proposal /CV
R3	<p>Demonstrate that the proposed resource has completed projects within the last 5 years in which they developed Web Services for IT development by providing the following information for each project referenced:</p> <ol style="list-style-type: none"> 1. Name of the client; 2. The start and end dates of the project(s); 3. Details about the work performed by the proposed resource on the project(s) including tasks, technologies used and deliverables; 4. A customer reference that can attest to the proposed resource's experience. 	/10	2 points per project up to a maximum of 10 points	

QUESTIONS AND ANSWERS

Q1. Please advise if there are currently, or recently, contractors working in these, or related positions? If so, what is the contracting company name, contract duration and value?

Could the Crown please provide the list of incumbent firms providing services and the respective contract values to date?

Please identify whether there is or has been in the past, a company or individual performing similar or related work to each stream in the last 12 months? If so, through which company, what was the contract value, and how long were they performing the services under the contract (e.g.: length of initial contract and any extensions)?

A1. Yes, services are being provided by multiple resources from three (3) contracts:

1. 21120-15-2108870 with Cistel Technology Inc. Services are provided under this contract from 01-APR-2015 and ends 31-MAR-2017. The total value of the contract is \$1, 978,912.50 (taxes included).
2. 21120-15-2108875 with Cistel Technology Inc. Services are provided under this contract from 01-APR-2015 and ends 31-MAR-2017. The total value of the contract is \$1, 984,845.00 (taxes included).
3. 21120-15-2108879 with Cistel Technology Inc. Services are provided under this contract from 01-MAR-2015 and ends 29-FEB-2017. The total value of the contract is \$1, 984,562.50 (taxes included).

Q2. We would like to submit the following question regarding Corporate Rated Criteria R2 for all 3 streams: “Since Shared Services Canada is referenced as defining the National Security Portfolio, would the Crown consider including Shared Services Canada itself in the list of National Security Portfolio departments, thereby allowing large contracts with SSC eligible for reference?”

A2. No, SSC will not be accepted as a reference for Corporate Rated Criteria 2 of all 3 Workstreams as SSC’s mandate is not Security and Safety focused. For more information on SSC mandate please visit their website at <http://www.ssc-spc.gc.ca/pages/mndt-eng.html>

Q3. Regarding Bidder Mandatory Criteria for WORKSTREAM 1, M1 on page 84 of 219: The parameters for each referenced contract are quite strict. Would the Crown please consider reducing the number of required IM/IT contracts from 3 to 2?

A3. No, given the size, complexity, value and duration of this requirement, Canada has determined it is mandatory that Bidders demonstrate experience managing a minimum of 3 contracts as described in Workstream 1, M1.

Q4. Regarding Bidder Mandatory Criteria for WORKSTREAM 1, R2 on page 85 of 219: Given that CRA hosts CBSA on their SAP projects, we respectfully request the Crown add CRA to the list of Government of Canada (GoC) department within the National Security Portfolio, as has been defined by Shared Services Canada (SSC).

A4. CRA will not be accepted as a reference for Corporate Rated Criteria R2 of Workstream 1 since CRA’s mandate is not Security and Safety focused.

For more information on CRA’s mandate, please visit their website at <http://www.cra-arc.gc.ca/gncy/bkgd-eng.html>

Q5. Workstream 1, Corporate Criteria M2 states:

The Bidder must demonstrate that they have provided resources in at least 2 of the categories, with an aggregate level of effort of at least 2,000 days billed within the last 3 years for each of the 2 referenced categories. The bidder must have been the Prime Contractor providing the resources to Federal, Provincial or Territorial government clients.

A1: Application/Software Architect (Levels 1, 2 and 3 are all applicable)

A5: ERP Technical Analyst (Levels 1, 2 and 3 are all applicable)

A6: Programmer/Software Developer (Levels 1, 2 and 3 are all applicable)

A7: Programmer/Analyst (Levels 1, 2 and 3)

Can the Crown please confirm that in order to be compliant Bidders must choose only two of the listed categories and demonstrate 2,000 days billed within the last 3 years for each of the categories (example: 2,000 days for Application/Software Architect and 2,000 days for ERP Technical Analyst)?

Or would it be compliant to demonstrate 2,000 days across two categories (example: 1,500 days for Application/Software Architect and 500 days for ERP Technical Analyst, for a total of 2,000 days)?

A5. The first scenario in the question is the correct understanding. In order to be compliant, the Bidder must choose only two of the listed categories, and demonstrate that they have billed at least 2,000 days

within the last 3 years for each of the 2 referenced categories (example: 2,000 days for Application/Software Architect and 2,000 days for ERP Technical Analyst).

Q6. And whichever the correct interpretation, can we assume it also applies to M2 for Workstream 2 and Workstream 3?

A6. Yes, this understanding for Corporate Criteria, M2 applies for all three workstreams.

Q7. In relation to Corporate Criteria R3 for all Workstreams (ex. WS1 Page 86 of the solicitation), in sub-requirements a) and b), each is given a scoring of 10 points “(maximum 10 points)”, however in the scoring scheme, each is given a maximum of 15 points for a total of 30 points for the requirement which is in line with all other information in the grid. Please confirm that both a) and b) should read “(maximum 15 points)”.

A7. Yes both a) and b) “(are a maximum 15 points)” each. Please see amendment #004 to solicitation # 21120-158459/B.

Q8. In relation to Workstream 1 Rated Criteria – A.5 ERP Technical Analyst (CRM), Level 3 (Core), the scoring scheme for R3 reads “2 points per project up to a maximum of twenty 10 points”. Please confirm that this should read “2 points per project up to a maximum of 10 points”.

A8. Yes, Workstream 1 Rated Criteria – A.5 ERP Technical Analyst (CRM), Level 3 (Core), the scoring scheme for R3 “2 points per project up to a maximum of 10 points” Please see amendment #004 to solicitation # 21120-158459/B.

Q9. Attachment 4.1 – Bid Evaluation Criteria: Providing client contact information for every project used to substantiate a resource's experience (especially after 2 years) is extremely difficult as some of these references may have changed positions or retired all together. Would the Crown remove this requirement completely from the Mandatory and Point Rated Criteria and allow Bidders to provide 3 customer references for similar work experience in its place?

A9. No, Canada must be able to substantiate the resource's project/employment experience through the references. The references provided in the bid must be specific to the cited project/employment experience.

Q10. Due to the complexity of the mandatory/rated requirements, we respectfully request a two week extension to the current January 25th due date in order for Bidders to accurately respond to one or more workstreams

A10. Please see amendment 004 to solicitation # 21120-158459/B. The closing date has been extended by one week; the new closing date is February 01, 2016 @ 2:00 PM EST.

Q11. We have ProServices supply arrangement and have already applied for TBIPS SA.

We would love to respond to this proposal and believe we have a lot of value to contribute. Would you please let me know if you recommend we spend time and respond to this proposal?

A11. RFP number 21120-158459/B is open to all TBIPS Supply Arrangement Holders who qualify under Tier 2 for services in National Capital Region under the EN578-055605 series of SAs. Canada cannot provide recommendations to interested Bidders with regards to responding to this RFP.

ALL OTHERS TERMS AND CONDITIONS REMAIN UNCHANGED.

