

Various Level 3 Resources For IT Operation Support

REQUEST FOR PROPSAL

AMENDMENT NO. 1

This RFP amendment No. 1 is raised to;

- 1- Provide Word versions of the RFP documents;
- 2- Extend the Bid Closing date to May 27, 2016 at 2:00pm EDT.
- 3- Publish Canada's responses to Industry questions received during the question period.

1 The Word versions of the RFP have been posted as Attachments on buy&sell.gc.ca.

2. At the RFP cover page, 'Solicitation Closes' REVISE as follows.

DELETE: 20 May 2016

INSERT: 27 May 2016

3. Publish Canada's responses to Industry questions received during the question period.

Question	Answer
<p>Q1. Could the crown confirm the TBIPS ID for Information Management Specialist should read C.11 instead of C.7.</p>	<p>Canada confirms. Should read : C.12 Incident Management Specialist</p>
<p>Q2. In the Corporate Assessment and Response Template, page 57 of 74 of the RFP, Mandatory Requirement, Criteria M1:</p> <p>1) Can the following statement:</p> <p>“The experience must occur within the seven (7) years prior to the RFP closing date. The experience may occur at any time during the seven year period.”</p> <p>be changed to:</p> <p>The experience must occur within the ten (10) years prior to the RFP closing date. The experience may occur at any time during the ten year period.</p> <p>The reason being that a very large number of days of experience, 16,000, are required for only 3 categories during the 7 year time period. Going back ten years is still relevant and will allow the Crown to fully</p>	<p>A#1 Mandatory Requirements to remain unchanged due to relevancy of experience requirements.</p> <p>A#2 For each category / contract the Crown wishes that bidder identify resource in order to ensure that resources are not double counted on same contract. Bidders internal accounting/billing systems should be able to easily identify for respective contracts.</p>

<p>benefit from our experience.</p> <p>2) Can the following statement:</p> <p>The following information MUST be included (as indicated in Table 1 contained in PART 2 of APPENDIX C TO ANNEX B):</p> <p>a) The name (first and last) of the resource that was billed under the contract in the identified TBIPS resource category (or equivalent*);</p> <p>b) The total number of days billed for the specific resource under the contract in the identified TBIPS resource category(or equivalent*);</p> <p>be changed to:</p> <p>The following information MUST be included (as indicated in Table 1 contained in PART 2 of APPENDIX C TO ANNEX B):</p> <p>a) The resource category that was billed under the contract in the identified TBIPS resource category (or equivalent*);</p> <p>b) The total number of days billed for the specific category of resource under the contract in the identified TBIPS resource category(or equivalent*);</p> <p>The reason being that going back 7 or 10 years on some contracts makes it very difficult to trace exact resources for both the Crown and us. Categories are more significant and more beneficial to the Crown.</p>	
<p>Q3. Are the requested services for the above referenced solicitation currently being provided or have they been provided previously? If so, please identify the means by which such services have been supplied and if the services were contracted through a company please provide the name of the contractor and the duration and dollar amount of the contract.</p>	<p>Previous and current resources have been secured through numerous TBIPS Professional Service Contracts awarded to multiple vendors.</p> <p>This solicitation is being tendered in order to centralize, standardize, and optimize mission critical security operations professional service requirements both current and planned.</p>
<p>Q4. With regards to this requirement:</p> <p>1) Are there incumbents currently performing or who have performed this work in the past twelve (12) months?</p> <p>2) If so, what is/was the name of the organization?</p> <p>3) What was the contract value for the</p>	<p>A#4.1 Yes.</p> <p>A#4.2 As indicated in A#3 numerous TBIPS Professional Contracts have been awarded to multiple vendors.</p> <p>A#4.3 the majority of contract values previously awarded were at Tier 2</p> <p>A#4.4 original contracts were multi-year with</p>

<p>services provided?</p> <p>4) What is (or was) the duration of the contract (including any extensions)?</p> <p>5) How many resources have been contracted simultaneously at any one time (maximum number)?</p> <p>6) Are the incumbents allowed to bid on this opportunity?</p>	<p>remaining extensions expiring shortly. This solicitation is being tendered in order to centralize, standardize, and optimize mission critical security operations professional service requirements both current and planned.</p> <p>A#4.5 Over 40.</p> <p>A#4.6 Yes.</p>
<p>Q5.</p> <p>Page 56 of 74 – Attachment 1 to Part 4 – Evaluation Criteria, Item 2. Customer Reference Contact Information:</p> <p>First paragraph, first line - reference is made to <u>R2</u> and <u>R3</u></p> <p>- <i>Please confirm there are only Rated Requirements R1 and R2 in this particular bid solicitation.</i></p>	<p>Only two requirements R1 & R2.</p>
<p>Q6.</p> <p>Page 57 of 74 – Corporate Assessment and Response Template – Mandatory Evaluation Criteria – M1</p> <p>Fifth bullet - ...The following information MUST be included (as indicated in <u>Table 1 contained in PART 2 of APPENDIX C TO ANNEX B</u>):...</p> <p>- <i>PART 2 of APPENDIX C TO ANNEX B does not exist in above solicitation document. Please confirm vendor should use the table on page 65 of 74 – “Response Template for Bid Evaluation Criteria – Table 1 M.1 Demonstrated Corporate Experience”.</i></p>	<p>Correct.</p>
<p>Q7.</p> <p>Page 60 of 74 – Point Rated Requirements Table – R1</p> <p>Sixth bullet - ... The following information MUST be included (as indicated in <u>Table 3 contained in PART 2 of APPENDIX C TO ANNEX B</u>)</p> <p>- <i>PART 2 of APPENDIX C TO ANNEX B does not exist in above solicitation document. Please confirm vendor should use the table on page 64 of 74 – “SAMPLE</i></p>	<p>Correct</p>

<p>– R.1 Demonstrated Corporate Experience in Key Areas”.</p>	
<p>Q8. Page 64 Of 74 - SAMPLE – R.1 Demonstrated Corporate Experience in Key Areas Table – TOTAL</p> <p>- Please confirm that instead of TOTAL R.2, the final row of this table should Read TOTAL R.1</p>	<p>Correct should read R1 instead of R2</p>
<p>Q9. Could the Crown please confirm, is there, or has there been, an incumbent performing the duties described in the RFP? If so, who was the company and what was the contract amount?</p>	<p>See Answer to Q.4</p>
<p>Q10. With regard to Section 1.2 Summary (e) ‘Note’ Standardization of per diem rates for Level 1 and 2, the Crown indicated a decrease of 20% for Level 2 and a decrease of 30% for Level 1 in per diem rates for the resources.</p> <p>A Level 3 resource with 10 years’ experience has a potential of earning 20% higher per diem than a Level 2 resource with 9 years 10 months experience. In many cases Level 2 and Level 3 resources have almost identical skill sets and are both used to fulfill client requirements at similar rates. The decreases identified would not be aligned to typical industry rates for these levels of resources and would potentially encourage vendors to increase their Level 3 rates to compensate for the significant decreases. In order to discourage inflated rates for these Level 3 resources, our recommendation is a 10% increase in per diem rates between levels.</p>	<p>While the Crown accepts the Bidders observation, based on TPIBS level experience the counter argument could be that a winning bidder could upon a requirement of a level 2 resource propose a candidate with 5 year 1 month rather than a 9 year 11 months at the same billing rate.</p> <p>The percentage discounts outlined in RFP for the occasional none level 3 resource requirement have been derived from reviewing current pricing of other GOC vehicles.</p>
<p>Q11. With regard to section R2 – Contract Management plan, subsection C. Scalability of Bidders client engagement operations and D. Experience with supporting legacy systems/environments, please clarify the following: C. Scalability: is the Crown looking for our internal recruiting database, etc.? If not, please clarify. D. Legacy Systems/Environments: Are we to provide corporate references with regard to resources deployed on contract working in a legacy system environment? If not, please clarify.</p>	<p>The Crown's request for input and insight on broad categories of qualifications, expertise and experience is designed to offer as much scope as possible for Bidders to inform SSC of their respective strengths in these areas. We do not wish to constrain the process from innovation and best practices at the Bidder level by prescribing which solution / strategy should be considered.</p>

<p>Q12. With 16,000 billable days required to meet M1, four reference projects required for R1, and an extensive Risk Mitigation Plan and Contract Management Plan to meet R2, 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.</p>	<p>A one week extension has been provided in this RFP amendment.</p>
<p>Q13. Could you kindly provide us with a Word version of Solicitation # 16-40582/A.</p>	<p>Provided in this RFP amendment.</p>
<p>Q14. Bidder X is reviewing this opportunity and would like to move forward with a response. The ask for the Corporate Quals. is fairly hefty and will require a large investment of time to gather all the information required to respond. We respectfully request a three week extension to the submission date.</p>	<p>A one week extension has been provided in this RFP amendment.</p>
<p>Q15. <u>RFP Annex A, Statement of Work, Item 1.2 Scope of Work (Page 38 of 74)</u> In Item 1.2, the table identifies a requirement for the following resource category: C.7 IT Security Incident Management Specialist. The TBIPS ID for C.7 is "IT Security Design Specialist" while "C.12" is the TBIPS ID for the "Incident Management Specialist". Would the Crown please confirm that the category they are looking for is "C.12 - Incident Management Specialist" and not "C.7 IT Security Design Specialist"?</p>	<p>Please refer to answer to Q1.</p>
<p>Q16. <u>RFP Part 4, Item 4.2 (Page 10 of 74) Technical Evaluation</u> In both a) Mandatory Corporate Criteria and b) Point-Rated Technical Criteria, the RFP refers to Attachment 2 to Part 3 of the RFP." However, there is no section titled Attachment 2 to Part 3. Please confirm the Bidder should be referred to Attachment 1 to Part 4 titled Evaluation Criteria - page 56 of 74).</p>	<p>Canada confirms.</p>

<p>Q17. Is there currently, or has there been within the past 6 months an incumbent (s) delivering any services similar to or identical to those being solicited in this RFP. If so who are the incumbents supplier, what has been the duration of the contract or contracts and the total value of the services provided to-date.</p>	<p>Please see answer to Qs 3&4.</p>
<p>Q18. Due to the large volume of work, and no response yet to our questions, we ask for a two(2) week extension till June 3, 2016.</p>	<p>A one week extension has been provided in this RFP amendment.</p>
<p>Q19. Given the extensive amount of work required to gather all the corporate and contract information required to respond to this RFP, we would like to request a two-week extension to the closing date, to June 3rd, 2016.</p>	<p>A one week extension has been provided in this RFP amendment.</p>
<p>Q20. In the RFP page 43- 44, under General Roles and Responsibilities, there is many duplicate bullets, such as 17 & 22, and 29 & 38.</p> <p>Please amend, so we do not have to demonstrate the equivalency of all of them for M1.</p>	<p>Under review. Canada will answer in RFP amendment 002.</p>

ALL OTHER TERMS AND CONDITIONS OF THIS INVITATION TO QUALIFY
REMAIN UNCHANGED.

=====

Following is a summary of Amendments issued to date to this Request for Proposal (RFP)

Document Tracking	Date	Description
Amendment No. 001	May 05, 2016	Administrative changes and published responses to questions