



**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 0B2 / Noyau 0B2**

**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> Informatics Pros. Services	
<b>Solicitation No. - N° de l'invitation</b> EN912-152457/A	<b>Amendment No. - N° modif.</b> 005
<b>Client Reference No. - N° de référence du client</b> 20152457	<b>Date</b> 2016-06-23
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$EL-632-30220	
<b>File No. - N° de dossier</b> 632el.EN912-152457	<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 2016-07-07</b>	
<b>Time Zone</b> Fuseau horaire Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b> Specified Herein - Précisé dans les présentes	
<b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input checked="" type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Lapalme, Francis	<b>Buyer Id - Id de l'acheteur</b> 632el
<b>Telephone No. - N° de téléphone</b> (873) 469-4985 ( )	<b>FAX No. - N° de FAX</b> (819) 956-5925
<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>

## SOLICITATION AMENDMENT 005

*The following is raised to provide clarification in response to questions received.*

**Q10** With respect to the subject solicitation, Mandatory Requirement M1 states that prospective bidders must *"have been a party to 2 contracts for the delivery of Informatics Professional Services\*, 1 contract must have been with a Government\*\*, both contracts must have had an effective date within the last 5 years of the Initial Solicitation Closing Date\*\*\* with a minimum value of \$5M\*\*\*\*. A summary of the scope and key responsibilities under each contract must be provided"* (\*\*Government means the Federal, Provincial or Municipal Government. The Federal Government means any department, agency, board of the Government of Canada or a Crown corporation)."

We have the following request for clarification in relation to the wording of this requirement:

- a) By allowing only government contracts from within Canada, PWGSC has unnecessarily limited the number of companies capable of responding to this RFP. It is our suggestion that the this requirement be removed and that PWGSC allow bidders with contracts of similar size, scope and dollar value from other government entities (i.e., American and/or British) in order to ensure best value for the Crown.
- b) Please define exactly what PWGSC means by "a party to". By phrasing the requirement in such an ambiguous manner, one could assume that a minor party of a contractual joint venture with no active participation in a similar contract (i.e. no resources provided, etc.) could use this contract as a reference since, legally, they were "a party" to it.

**A10** a) ***Please see the changes brought to the attached revised Attachment 2 - Bid Evaluation Criteria.***

b) ***No. A minor party of a contractual joint venture with no active participation in a similar contract (i.e. no resources provided, etc.) could not use such contract as a reference.***

***Please refer to the 2003 Standard Instructions – Good or Services – Competitive Requirements, subsection 04 – Definition of Bidder, which form part of the bid solicitation.***

**Q11** We would like to clarify the Joint Venture requirements in this solicitation. On Page 12 of 55 section 3.1 (e) item iii. it states:

*"Joint venture members cannot pool their abilities with other joint venture members to satisfy a single technical criterion of this bid solicitation. However, a joint venture member can pool its individual experience with the experience of the joint venture itself."*

When we respond to TBIPS as a JV, we MUST pool experience between the JV members in order

to meet various components of the TBIPS requirements. In keeping with the spirit of TBIPS JV allowances, we are respectfully requesting that the Crown therefore remove the above point (e) item iii. and allow JV members to pool their abilities to satisfy any single mandatory and rated requirement.

**A11** *Canada has considered your request. However, section 3.1 (e) will remain unchanged.*

**Q12** Please confirm that bidders are able to submit resource billable days under any category as long as 50% of the Statement of Work bullets are demonstrated.

**A12** *Canada confirms that for mandatory requirement M2, bidders can submit resource billable days under any resource category as long as the resources have completed at least 50% of the tasks detailed in section 3 (tasks) of Annex A (SOW), for the resource category for which they were provided.*

**Q13** Please confirm that bidders do not need to submit resource CVs as part of our response and that resources will only be required at the TA stage.

**A13** *Canada confirms that bidders do not need to submit resources resumes as part of their response and that resources will only be required at the TA stage.*

**Q14** **M2 mandatory requirement** was changed in amendment 2 to make it achievable by otherwise compliant firms. The new wording is as follows: "The Bidder must have demonstrated contract experience in supplying all of the following resource categories or similar resource categories, for the required Minimum Billable Days per category, within the past seven years prior to the Initial Solicitation Closing Date\*. For each individual resource category, the Bidder must demonstrate the required Minimum Billable Days in a maximum of two contracts. Only the first four contracts identified will be considered."

**A)** Most large TBIPS contracts are for multiple categories that are within the same subject matter expertise but represent a small variation in the role—all of these categories overlap to a large extent. For example many Business focused contracts have: Business Analyst, Business Consultant, Business Process Re-Engineer categories. Also, some contracts that are not TBIPS-based may have different names for the categories. Can you please confirm that different categories can be used to demonstrate the number of days in M2 as long as they demonstrate that 50% of the tasks are the same or similar to the TBIPS category listed in M2?

**B)** The demonstration of 5,000 days for Business Analyst in M2 (10,000 days in R1), is difficult to achieve within 2 contracts only. Companies may have been awarded multiple smaller contracts

(as opposed to 2 large ones) that demonstrate very extensive experience in providing this type of resources. These firms will be eliminated from this RFP process given the restriction to 2 contracts per category. If there is a concern with the ability to service very large contracts, this is already addressed with criterion M1, so it serves no additional purpose to request very large contracts again in M2. Please consider accepting a total of 7 contracts overall covering both categories so bidders have the ability to showcase their experience with multiple contracts and multiple departments. This also address the situation where both categories were provided under a single contract. We have found that most RFPs similar in size to this RFP accept up to 10 contracts for number of days demonstration. We have not yet seen a requirement when only 2 contracts by category was accepted. We don't see a justification for this restrictive approach.

**A14 A) Please see A12.**

**B) *Please see the changes brought to the attached revised Attachment 2 - Bid Evaluation Criteria.***

**Q15 M1 mandatory requirement** requires that we provide a reference letter containing specific information both contractual and technical. We find that this is time consuming as we attempt to get an appointment with these individuals to get the letters signed; and in some cases we found that the immediate technical authority did not have authority to sign such letters and needed to defer to a higher up. We request that you accept the phone number and email address of the reference contact in lieu of a letter – please confirm? Alternatively, if you do require this letter, can you please extend the RFP closing date by at least 2 weeks to help companies figure out who has the authority to craft and sign such letters? We note that the letter content as outlined in the RFP includes both contracting and technical aspects.

**A15 *No. The phone number and email address of the reference contract in lieu of a letter will not be accepted to meet mandatory requirement M1.***

***Canada has considered your request. However, the bid solicitation closing date will remain unchanged at this time.***

**Q16 M2 and R1** require our experience to be limited to two contracts per category within the last 7 years. This requirement is incredibly difficult to meet. The experience is already required within the last 7 years, which is restrictive. On top of that, imposing an even narrower constraint within the 7 years is limiting to bidders who have had large contracts which have experienced peak periods intermittently throughout the last 7 years.

Bidders cannot control usage on a contract. This constraint, which limits experience to just two contracts per category to meet these requirements has no bearing on a bidder's ability to supply the requested volume of resources. It does not matter whether provision of Business Analysts

for 5000 days (10,000 days to score full points) occurred across one contract or seven contracts. Ultimately, the same amount of resources were provided and the same amount of work has been done by the bidder to supply the resources for the same amount of time. Allowing this experience to be demonstrated across more contracts represents an even greater level of effort on the part of bidders as it demonstrates that multiple contracts are being managed and serviced at the same time.

Additionally, requiring this volume of experience under 2 large contracts per category puts Canadian small and medium-sized enterprises at a disadvantage and restricts their ability to bid who have already qualified as Tier 2 suppliers. This is because the number of Tier 2 contracts issued in any given year is very limited. Large multi-national corporations who are not necessarily headquartered locally or in Canada are able to reference international contracts to meet the requirements. If a large multinational corporation were to win the contract, their headquarters would dictate how and where profit is spent and there is no guarantee that this would remain in Canada to strengthen our economy. By contrast, due to the very nature of their business model and location, a local small or medium enterprise would use their profits to boost the economy in Canada. As it is a Government of Canada objective to "encourage and assist small and medium enterprises (SMEs) to participate in the federal government procurement process," Canada should do everything in its power to encourage these types of bidders with comparable experience to bid. Whether they have the experience under one contract or multiple contracts is inconsequential as long as the same work has been done.

**A16** *Please see the changes brought to the attached revised Attachment 2 - Bid Evaluation Criteria.*

**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**

## ATTACHMENT 2 – BID EVALUATION CRITERIA – revision 2

### 1.0 CORPORATE MANDATORY REQUIREMENTS

Criteria	Mandatory Criteria	Bidder's response	
		Met Y/N	Demonstrated Experience (Bidders to insert data)
<b>M1</b>	<p>The bidder must have been a party to two (2) contracts within which there has been a contractual obligation to deliver Informatics Professional Services*. One (1) of the contracts must have been with a Government** and both contracts must have been in performance at some point within the last five (5) years of the Initial Solicitation Closing Date*** with a minimum value of \$5M**** per contract. A summary of the scope and key responsibilities under each contract must be provided.</p> <p>The above requirement must be demonstrated in a signed letter not by the bidder but by the other party of each of the two (2) contracts. The name of the other party and the name of a contact person for that party must be provided in the letter. It is requested that an email and phone number also be provided. It is also requested that the description of the informatics professional services be limited to one (1) paragraph and the contract title or serial number be included.</p> <p>*Informatics Professional Services are professional services in support of an information technology system or information management system.</p> <p>**Government means any Federal, Provincial or Municipal Government. Federal Government means any department, agency, board of a Government or a Crown corporation in the world and within Canada means any department, agency, board of a Government or a Crown corporation as stated in any schedule to the Financial Administration Act.</p> <p>***Initial Solicitation Closing Date is 2016-06-27.</p> <p>****value is defined as either the amount specified in the limitation of expenditure article of a contract, plus Applicable Taxes or the total price in the contract, whichever is the highest.</p>		

Criteria	Mandatory Criteria	Bidder's response										
		Met Y/N	Demonstrated Experience (Bidders to insert data)									
M2	<p>The Bidder must have demonstrated contract experience in supplying all of the following resource categories or similar resource categories, for the required minimum billable days per category, within the past seven (7) years prior to the Initial Solicitation Closing Date*. The Bidder must demonstrate the required minimum billable days in a maximum of five (5) contracts. The Bidder must use the same set of five (5) contracts to demonstrate the billable days for both resource categories. Only the first (5) contracts identified will be considered.</p> <p>Bidder must provide the completed Appendices A and B of Attachment 2.</p> <table><tr><th>#</th><th>RESOURCE CATEGORY</th><th>MINIMUM BILLABLE DAYS PER CATEGORY</th></tr><tr><td>1</td><td>Business Analyst – Level 3</td><td>5000</td></tr><tr><td>2</td><td>Business Architect – Level 3</td><td>2000</td></tr></table>	#	RESOURCE CATEGORY	MINIMUM BILLABLE DAYS PER CATEGORY	1	Business Analyst – Level 3	5000	2	Business Architect – Level 3	2000		
#	RESOURCE CATEGORY	MINIMUM BILLABLE DAYS PER CATEGORY										
1	Business Analyst – Level 3	5000										
2	Business Architect – Level 3	2000										

\*Initial Solicitation Closing Date is 2016-06-27.

\*Initial Solicitation Closing Date is 2016-06-27.

**2.0 CORPORATE RATED REQUIREMENTS**

Point Rated Criteria		Max Points	Bidder's Response				
			Evaluation Guideline	Cross Reference to Contract Reference(s)			
R1	The Bidder should demonstrate its billable days experience in excess to the minimum billable days per category under M2.		100	The bidders demonstrated "Total Billable Days" provided in response to M2 will be used to evaluate this criterion.  The bidder will be awarded points as demonstrated in the example evaluation scenario on the left side.  In this example, the bidder would score 77.00 points out of a possible 100 points.			
	EXAMPLE EVALUATION SCENARIO						
	BILLABLE DAYS						
	(A)	(B)			(C)	(D)	
	RESOURCE CATEGORY	BIDDER'S TOTAL			MINIMUM BILLABLE DAYS IDENTIFIED UNDER M2	BILLABLE DAYS IN EXCESS OF M2	BIDDER % INCREASE TO A MAXIMUM OF 100 (Rounded to two decimal places)
		App A to Att B				(C)=(A)-(B)	(D)=(C)/(B)*100
		Business Analyst – Level 3			7700	5000	2700
	Business Architect – Level 3	4500			2000	2500	100.00
	BIDDER SCORE = SUM OF (D) FOR ALL 2 CATEGORIES / 2				77.00		
	MAXIMUM AVAILABLE POINTS				100		
	MINIMUM POINTS REQUIRED				60		
	POINTS ACHIEVED						
	TO BE RESPONSIVE, THE BIDDER MUST OBTAIN A MINIMUM OF 60 POINTS						



**APPENDIX A OF ATTACHMENT 2**  
**RFP BILLABLE DAYS RESPONSE TABLE**

Bidder Name: \_\_\_\_\_

By providing a response, the bidder certifies that billable days provided occurred during the billing period indicated above for ALL of the resource categories listed.

RESOURCE CATEGORY	NUMBER OF BILLABLE DAYS			
	Cross Reference to Contract Reference #  Billing Period: ____/____/____ (dd/mm/yy) To ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference #  Billing Period: ____/____/____ (dd/mm/yy) To ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference #  Billing Period: ____/____/____ (dd/mm/yy) To ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference #  Billing Period: ____/____/____ (dd/mm/yy) To ____/____/____ (dd/mm/yy)
Business Analyst (Level 3)				
Business Architect (Level 3)				

## APPENDIX B OF ATTACHMENT 2

### RFP CONTRACT REFERENCE RESPONSE FORM

To meet 1.0 M2 of attachment 2, the Bidder must have demonstrated contract experience in supplying all of the resource categories or similar resource categories, for the required minimum billable days per resource category, within the past seven (7) years prior to the Initial Solicitation Closing Date. The services provided must have been provided using a maximum of five (5) contracts. The Bidder must use the same set of five (5) contracts to demonstrate the billable days for both resource categories. Only the first five (5) contracts identified will be considered. All resource categories provided must have completed at least 50% of the tasks detailed in section 3 (tasks) of Annex A (SOW), for the resource category for which they were provided.

Bidder Name: \_\_\_\_\_ Bidder Contract Reference #: \_\_\_\_\_

#### SECTION 1: CLIENT INFORMATION

Government client (Yes/No)	
Client Organization Name	
Client Contact Name	
Address	
Telephone	
Fax	
E-mail	

#### SECTION 2: CONTRACT INFORMATION

Contract Value	
Award Date	
Expiry Date	

Description of requirement:

**SECTION 3: RESOURCE DETAILS**

Category of Resource and Level

Tasks performed under the contract with a cross reference to each specific SOW associated task