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**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

Québec

K1A 0S5

<b>Title - Sujet</b> Professional Services	
<b>Solicitation No. - N° de l'invitation</b> A2770-150014/A	<b>Amendment No. - N° modif.</b> 004
<b>Client Reference No. - N° de référence du client</b> A2770-150014	<b>Date</b> 2016-09-01
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZM-620-30395	
<b>File No. - N° de dossier</b> 620zm.A2770-150014	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-09-09</b>	<b>Time Zone</b> Fuseau horaire Eastern Daylight Saving Time EDT
<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 Enquiries to: - Adresser toutes questions à:</b> St-Jean Valois, Joanne	<b>Buyer Id - Id de l'acheteur</b> 620zm
<b>Telephone No. - N° de téléphone</b> (873) 469-4945 ( )	<b>FAX No. - N° de FAX</b> (819) 956-1156
<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>

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## SOLICITATION AMENDMENT 004

This amendment is raised to:

1. Provide answers to Bidders questions in relation to this Request for Proposal (RFP).
2. Amend the Request for Proposal (RFP) as detailed in Appendix 006 below.

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### APPENDIX 005

#### Question #15:

The last column in all of the resource grids is labelled “Reference to additional Substantiating Materials and Proof of certification include in Bid”.

If bidders are including pointers to the location of content in the proposed resource resumes in the column identified as “Bidder Substantiation”, would you please clarify what details are required in that last column?

#### Answer #15:

Refer to page 13/39 of the RFP, Part 3, 3.2 (iii) which states:

"The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Bidder's Response" column of Attachments 4.1 and 4.2, where Bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation."

#### Question #16:

Corporate Criteria MT2 requires the Bidder to demonstrate its corporate experience providing application support and system maintenance services which also includes system enhancement involving development and implementation by providing a maximum of five (5) IT project references.

Would the client please confirm that submitting one project reference would satisfy this criteria?

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**Answer#16:**

Please refer to answers 4 of the solicitation amendment 002.

**Question #17:**

Page 5 of 39, item 1.2.h), resource category A.7 Programmer Analyst indicates that an estimated 3 resources are required. Are bidders required to submit all 3 or are we required to submit a single resource now, with the other 2 available as and when required after contract award?

**Answer #17:**

As detailed in the solicitation the bidder have to submit 3 resources for the category A.7 Programmer Analyst at the bid closing date.

**Question #18:**

Several criteria (RT41, RT42, RT43, and RT44) in rated criteria grid E. A.14 Web Developer, Level 3 are referring to experience as a “Business Analyst”. These identical criteria also appear both Business Analyst grids.

Are we correct in assuming that these criteria have been included in error and that they can be deleted from the Web Developer grid?

**Answer #18:**

Canada has amended Attachment 4.2 – Point-Rated Technical Criteria, we have delete the criteria related to experience as a “Business Analyst” for the A.14 Web Developer RT38 to RT44 in its entirety and replace with corrected criteria RT38 to RT41. Also, due to the renumbering the A.14 Web Developer has now 41 point rated criteria instead of 44. Please download the Attachment titled “*Attachment 4.2 – Point-Rated Technical Criteria (Revised August 30, 2016)*” as indicated in the Appendix 006 below.

**Question #19:**

Given the level of effort required to identify and complete grids for this number of resources over the summer vacation period, we would like to request a 2 week extension to the closing date.

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**Answer #19:**

Please refer to answers 5 of the solicitation amendment 003.

**Question #20:**

We would like to ask for clarification on Mandatory Criteria MT2:

Item (f) asks that each Category of Personnel includes at least 50% of the associated tasks listed in the Statement of Work Annex A for that Category of Personnel.

If a resource has previously delivered this work while contracted under a different category (Software Developer instead of a Programmer Analyst) would the resource be considered equivalent as long as they meet 50% of the tasks in the Statement of Work.

Additionally, if a resource with over ten years of experience was contracted in a Level 2 category, would it be acceptable to propose this resource as a Level 3 resource if we can demonstrate the required ten (10) years of experience?

**Answer #20:**

No. Canada can't accept that equivalent because the bidder have to meet the mandatory criteria MT2 (b) utilize the two (2) resource categories of Business Analyst Level 3 and a Programmer/Analyst Level 3;

**Question #21:**

We would like to ask the following question in regards to this solicitation:

In the Rated Criteria for the following resource categories:

B. Resource #2: P8 - Project Lead Level 2, R15;

D. Resource #4: A7 – Programmer Analyst Level 3: First Resource RT25;

D. Resource #5: A7 – Programmer Analyst Level 3: Second Resource, RT30;

D. Resource #6: A7 – Programmer Analyst Level 3: Third Resource, RT35;

E. Resource #7: ~~A7~~ A14– Web Developer Level 3, RT40;

F: Resource #8: B1 – Business Analyst Level 3, RT47;

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F: Resource #9: B1 – Business Analyst Level 2, RT54;

G: Resource #10: A8 – System Analyst Level 3, RT61;

H: Resource #11: B14 – Technical Writer Level 2, RT66;

I: Resource #12: I2 – Database Administrator Level 3, RT70.

It states a requirement for “Demonstrated recent experience with technology projects using Test Track Pro (TTP) as a Development Tracking Tool”. Typically Test Track Pro (TTP) is NOT used as a Development Tracking Tool.

Given that (page 2 of 9) section 6.1 (a) identifies “Visual Studio.Net 2002 or newer version both in a Windows and Web based environment: Infragistics, Microsoft .Net Framework”, would the Crown accept Microsoft Visual Studio.Net 2002 or newer as an equivalent development tracking tool?

**Answer #21:**

Test Track Pro will be used to carry out the work under this contract. Microsoft Visual Studio .Net 2002 or newer will be considered an acceptable equivalent for evaluation purposes. Please download the Attachment titled “Attachment 4.2 – Point-Rated Technical Criteria (Revised August 30, 2016)” as indicated in the Appendix 006 below.

**Question #22:**

Can the Crown please confirm whether the remote work is to be conducted solely on-site at the Vendor’s location or whether remote work can be done through any remote location in Canada?

**Answer #22:**

Due to the security requirements, Work must be conducted solely at the Contractor's location with remote access provided by IOGC. By exception, Work may occur on-site when required by the IOGC Technical Authority.

Refer to page 27/39 of the RFP, Part 7, Article 7.5 Security Requirement and Annex C Security Requirements Checklist which stipulates the need for Document Safeguarding capability and an IT Link. These CISD/PWGSC approvals are location specific.

**Question #23:**

The following question is in reference to Mandatory Criteria MT4. If a vendor has multiple locations such as: Ottawa, Toronto, Mississauga, Edmonton, Calgary or Vancouver can the work performed by the proposed project team be performed in any city within which it operates?

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**Answer #23:**

No. Due to the security requirements, Work must be conducted at one location only. Refer to page 27/39 of the RFP, Part 7, Article 7.5 Security Requirement and Annex C Security Requirements Checklist which stipulates the need for Document Safeguarding capability and an IT Link.

**Question #24:**

Is the Crown open to having the proposed project team, or part of it, work on-site at Indian Oil & Gas in Calgary? Providing core team members on-site will aid integration with the project team and create a more fluid project.

**Answer #24:**

Work will not take place at IOGC's office location.

Refer to page 2 of 9 of the Annex A entitled: Statement of Work

**3. TRAVEL AND LIVING EXPENSES**

3.1 The majority of the Work will be accomplished at the Contractor’s location with remote access provided by IOGC. On-site access and work space will be provided when it is deemed necessary by the Technical Authority. Access to Indian Oil and Gas Canada’s premises will be between 8:00 a.m. and 4:30 p.m. Mountain Standard Time (MST) Monday through Friday.

**Question #25:**

The following question is in reference to the Mandatory Criteria – specifically MT7, MT8, MT14 and MT16: “The Bidder’s proposed resource must possess 5- < 10 years of experience as a....”. For the level 2 resources, often resources at this level have more than 10 years of experience, yet are still performing work as a Level 2 resource. We respectfully request that the Crown amend these criteria to read “The Bidder’s proposed resource must possess a minimum of 5 years of experience as a....”

**Answer #25:**

The requirement remains unchanged. Under these mandatory criteria - specifically MT7, MT8, MT14 and MT16, we ask that the proposed resource has 5 to 10 years of experience however if the proposed resource has more than 10 years of experience it will be accepted since you are going to offer more than demand.

**Question #26:**

The following question is in reference to Rated Criteria RT41, RT42, RT43 and RT44. We believe that the Crown has made an error in this section as these criteria all seem to be for the Business Analyst

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Level 3, and should not be applicable to the Web Developer Level 3 category. Please amend the grids to reflect this change.

**Answer #26:**

Please refer to answer #18

**Question #27:**

The following question relates to “recent experience” as defined in the RFP. In the preamble to each grid, the Crown defines recent as “within the last five (5) years by bid closing.” However, in certain criteria (RT7 for example), for full points our proposed resource would require 61 months of “recent” experience within the last 60 months. Please amend these criteria (RT7, RT11, RT22, by removing the word “recent” or extend the time period to “within the last 8 years” as an example.

**Answer #27:**

Canada has revised the definition of "recent experience" from 5 years to 8 years by bid closing date for all instances. The definition of an IT project has been changed to a duration of at least six months for all resources.

**PREVIOUS:**

IT experience is defined as hands-on experience that deals with the creation or maintenance of computer application systems at one or more points in their development life cycle: Feasibility, Prototyping, Requirement Definition, Analysis, Design, Development, Testing, In-service support. Recent experience is defined as experience within the last five (5) years by bid closing. For experience purposes, an eligible IT project for a Project Manager is defined as an IT project having a duration of at least 12 months; for other resource types it is defined as having a duration of at least six months.

**REPLACE WITH:**

IT experience is defined as hands-on experience that deals with the creation or maintenance of computer application systems at one or more points in their development life cycle: Feasibility, Prototyping, Requirement Definition, Analysis, Design, Development, Testing, In-service support. Recent experience is defined as experience within the last eight (8) years by bid closing. For experience purposes, an eligible IT project is defined as an IT project having a duration of at least 6 months for all resources.

*Please download the Attachment titled “Attachment 4.2 – Point-Rated Technical Criteria (Revised August 30, 2016)” as indicated in the Appendix 006 below.*

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### **Question #28:**

A. Please confirm that for the Project Manager, Level 3 category, each 12-month period will be counted as one project. For example, criteria RT4, RT5 and RT6 require five or more projects to be carried out “recently”. We find this to be prohibitive as to score full points our proposed candidate would require five unique projects with an exact 12-month duration each. Please define each 12 month period as equivalent to 1 project. For example, resource John Doe has completed two projects within the past 5 years; one with a duration of 24 months and the other with a duration of 36 months. In this scenario John Doe should score full points.

B. For all other resources, to be considered a project, assignments must have a duration of 6 months. Please confirm that each 6-month period will be equivalent to 1 project.

### **Answer #28:**

Refer to answer 27. Each project, with a minimum duration of 6 months and regardless of length would be considered 1 project. In the example given: if one project lasted 24 months and another lasted 36 months, this would be considered 2 projects.

### **Question #29:**

The following question is in reference to Corporate Mandatory Criteria MT2 - up a maximum of five (5) IT project references can be used. Please confirm that one (1) reference which meets all sub-criteria (a) through (f) will satisfy this criteria.

### **Answer #29:**

Please refer to answers 4 of the solicitation amendment 002.

### **Question #30:**



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Due to the complexity of the RFP requirements and conflicting schedules (summer vacations, etc.), we respectfully ask for a two-week extension to the solicitation closing date to September 12, 2016.

**Answer #30:**

Please refer to answers 5 of the solicitation amendment 003.

**Question #31:**

The Web developer profile does not appear to be correct. It looks like a copy of another profile (BA)

- Attachment 4.2 - The .net Programmer Analyst requirements and the Oracle Programmer Analyst roles are joined in one person – Would it be possible to have separate roles for Oracle BA and .Net?
- Attachment 4.2 - Demonstrated recent experience with technology projects using Test Track Pro (TTP) as a Development Tracking Tool

Can this be relaxed to just include experience with a similar technology or tool set?

**Answer #31:**

Please refer to answer 18 regarding A.14 Web Developer amended evaluation criteria.

Please refer to answer 21 regarding Test Track Pro.

**Question #32:**

All of the resource rated criteria grids indicate that:

- Recent experience is defined as experience within the last five (5) years by bid closing.
- For experience purposes, an eligible IT project for a Project Manager is defined as an IT project having a duration of at least 12 months; for other resource types it is defined as having a duration of at least six months

In the Project Manager Rated Criteria Grid, RT4, RT5, RT6, RT7, RT8 and RT9 require over four (4) projects of 'recent' (in the past 5 years) 'experience' (projects 12 months or longer) in order to achieve full points – and achieve the minimum rated score.

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It is unlikely that a project manager has worked on four (4) 12-month projects in a single 5-year period. For the Project Manager Category, will the client consider extending the ‘recent experience’ period to eight (8) years?

Alternatively, would the client consider accepting project equivalents: ‘recent’ projects having a timeframe of a multiple of 12 months as having an equivalent project value – for example - a 24-month project being equivalent to two (2) projects?

**Answer #32:**

Please refer to answer 27 for amended definition of "recent" and "IT experience".

**Question #33:**

We would like to ask for clarification on the following rated criteria for the Project Manager, Level 3 category.

Rated Criteria RT3 is asking for demonstrated IT experience. The following definitions have been applied to project and IT experience:

- IT experience is defined as hands-on experience that deals with the creation or maintenance of computer application systems at one or more points in their development life cycle: Feasibility, Prototyping, Requirement Definition, Analysis, Design, Development, Testing, In-service support.
- Recent experience is defined as experience within the last five (5) years by bid closing.
- For experience purposes, an eligible IT project for a Project Manager is defined as an IT project having a duration of at least 12 months.

If these definitions are applied to projects used to meet this criteria, bidders will have to provide a Project Manager resource that has worked on multiple projects of over 12 months that will add up to over 16 years in order to score full points on this rated criteria.

There are very few Project Managers with this many long-term projects which greatly reduces the pool of potential candidates available for this RFP. Please confirm that projects used to meet rated criteria RT3 can be less than 12 months in duration.

**Answer #33:**

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Please refer to answer 27 for amended definition of "recent" and "IT experience".

**Question #34:**

Can Canada confirm if the same consultant can be submitted for multiple categories?

**Answer #34:**

No. Please refer to answer 12 of the solicitation amendment 003.

**Question #35:**

Can Canada confirm that the team must work on the contractor’s premises that includes all required licenses and permissions from GoC including FSC and DSC clearances?

**Answer #35:**

Please refer to answers 22.

**Question #36:**

The qualification grids define “recent experience ... as experience within the last five (5) years by bid closing”.

Particularly, for the Project Manager category, most of the Point-Rated Criteria require “over 4 projects” to achieve max points.

With requirement of “an eligible IT project for a Project Manager ... having a duration of at least 12 months”, the Point-Rated Criteria become excessive since with those factors’ combination, it is almost impossible to find a Project Manager with exactly five project with exact duration of 12 months within five years.

Some project managers may have a solid legitimate experience on projects up to and over 2 years. It would show then only 2 to 3 projects within five years for an experienced project manager while preventing achievement of max points.

Thus, a fully qualifying project manager would not qualify per the current requirements.

In addition for other categories within this RFP will also have the same problem.

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Certain Point-Rated Criteria require “Demonstrated recent experience ... over 5 years (61 months or more)” to achieve max points while having “recent” experienced defined within the last five years. Experience beyond 60 months goes out of the scope of recent and can be interpreted as non-qualifying and no proponent’s resource will achieve max points.

The question is:

We are asking Canada to kindly remove “recent” requirement from qualification grids, or re-define “recent” as experience within the last 10 years.

**Answer #36:**

Please refer to answer 27 and amended definitions of "recent" and "IT experience".

**Question #37:**

Inside the Quality Assurance Specialist/Analyst Matrix, RT22 asks for at best “over 5 years(61 months)” of experience **recently**.

Is this to be considered a typo? How can the resource have more than 5 years’ experience in the last 5 years?

Does this Technical Requirement need revision?

**Answer #37:**

Please refer to answer 27 and amended definitions of "recent" and "IT experience".

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## APPENDIX 006

*Attachment 4.2 – Point-Rated Technical Criteria is amended as follows:*

**DELETE**                      Attachment 4.2 – Point-Rated Technical Criteria

**INSERT**                      *Attachment 4.2 – Point-Rated Technical Criteria (Revised  
August 30, 2016)*